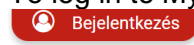### What is MyGenerali?

MyGenerali is a simple way to view and manage your insurance policies real time both on the Internet and using your phone. You can log in to MyGenerali to view your insurance policies, important documents as well as your medical records in the 'DOKUMENTUMOK' section. You may also initiate modifications and make financial transaction on some policy types.

How do I use the features available in MyGenerali?

MyGenerali is available to all policyholders with an active (in force) policy with Generali. To use MyGenerali, you will first need to register. Registration takes only a few minutes. To get started, refer to this document for detailed instructions on how to register.

How do I access MyGenerali?

To log in to MyGenerali, go to the **www.generali.hu** website, and then click the **Bejelentkezés** icon on the top of the page, or follow this link: https://www.generali.hu/Belepes.aspx .

REGISTRATION

How do I register if I am the policyholder of my insurance?

If you are the policyholder of your insurance and you have never used MyGenerali or the Egészségportál (Generali's former health insurance platform), you will **first need to register before you can access the system. To register, go to the www.generali.hu/belepes page and click the REGISZTRÁCIÓ button to start.**

For the registration, please have the policy number of any of the active insurance policies which you hold, as well as your mobile phone at hand. If you wish to register as a private person, you will need to enter your date of birth; if you register on behalf of a company, you will need to enter the company's tax number for identification purposes. The email address you enter for the registration will be set as your username for logging into MyGenerali. You will need to verify both your email address and your Hungarian telephone number recorded with your insurance policy through a verification email and a verification code which we will send you.

Please note that you cannot register with a foreign phone number.

How to register for MyGenerali:

1. Click the 'Regisztráció' button. Enter the policy number of any of your active (in force) insurance policies and the associated identification data and click 'TOVÁBB'.
2. Enter an email address which you would like to use as your username to log in to your MyGenerali Account. We will send you a message to verify your account by email. In the verification email, click the 'REGISZTRÁCIÓ VÉGLEGESÍTÉSE' link to proceed with your registration.
3. We will then send a onetime 4-digit verification code by text message to the telephone number you have earlier registered with your insurance policy. If you forgot which telephone number you have registered with your insurance policy, please call our customer service at +36 1 452 3333, and you will be assisted with completing your registration.

   Enter the 4-digit code that you received in the verification box. We need you to do this so as to ensure that after the registration only you may access your insurance policies on MyGenerali.
4. If you have successfully completed all the above steps, you will now need to agree to the Terms of Use to access MyGenerali, and create a secure password for your account.

   To accept our Terms of Use, open the document, carefully read it, and then check the box.

   Your password must be at least 10 characters long and must contain at least 1 uppercase letter, 1 lowercase letter and 1 number to be valid. Once you have created your password, you will be asked to confirm it.

   That's it! Now you can log in to your registered account and start discovering the useful features of MyGenerali.

How do I register if I am NOT the policyholder of my insurance but an insured party?

If you are not the policyholder of the insurance but an insured party on a policy taken out by a relative or your employer – for example, you are covered under a Generali Private Care or Generali Company Care health insurance policy as a family member or an employee – you will need to register in a different way.

After you have first received health care treatment under your coverage, you will be sent an email. The email will contain a link which you will need to click to register and view your medical documents and test results in MyGenerali.

If you have registered to Egészségportál to view your medical documents, you may log in to MyGenerali with the same username and password, without having to register again.

LOGIN TO MYGENERALI

You may log in to MyGenerali using the **email address and password you entered during your registration.** To access your account, go to the generali.hu/belepes page and click the 'Bejelentkezés' button. If you have previously registered for Egészségportál, you may access MyGenerali with the same credentials without a new registration. In that case, during your first login you will need to register your Hungarian mobile number. We will send a onetime 4-digit verification code by text message to that number. After receiving it, please enter the 4-digit code in the verification box. Also, you will need to agree to the Terms of Use to access MyGenerali. To accept our Terms of Use, open the document, carefully read it, and then check the box.

You can use MyGenerali to view and manage your insurance policies and view the related mails and documents anytime and anywhere at your convenience.

What features are available in MyGenerali?

You may:
- Check your insurance policy details (if you are the policyholder),
- Pay your insurance premium (if you are the policyholder),
- Read and download mails and documents related to your insurance policy or your covered medical treatment from the 'DOKUMENTUMOK' section.
- Update some of your personal details (if you are the policyholder).

If you have a unit linked life insurance, you may also initiate the following transactions electronically after registering:

- Fund switching,
- Premium redirection,
- Allocating top-up premiums,
- Partial surrender,
- Setting up and modifying the Trend Monitor service.

If there are more than one insured persons in your unit linked life insurance policy – i.e. you as the policyholder added another person, a family member to the coverage of the insurance policy – we will need you to submit a document in which the insured authorizes you to initiate financial transactions. This document is the Insured's Consent, which needs to be signed by the insured.

You may download the form from the www.generali.hu/belepes page, and after the insured completed and signed it, you may deliver it at any customer service point, give it to your insurance agent, or – alternatively – sign it with enhanced security electronic signature, for example DÁP application (https://dap.gov.hu) and email it to our electronic mail address disclosed on the generali.hu/kapcsolat page.

ASK A QUESTION

Need more help?

If you need more information or help with the use of MyGenerali, visit the www.generali.hu/belepes page or call our Customer Service at the +36 1 452 3333 local toll number.

Need more information in English?

You may read more information about our services and insurance products at the www.generali.hu/eng page. Here you may also get in touch with our insurance agents with your need for insurance coverage, find a brief summary of our insurance solutions, information about how to pay premiums and notify claims online, and check the contact details of our customer service.

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