

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, condominium representatives and insured parties named in a valid insurance 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 click the 'Belépés a MyGeneraliba' section under the 'Ügyintézés' menu, or click the 

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, 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.**

To register, you will need to provide your date of birth if you are a private individual, or your VAT number if you are a company. We will also ask for your mobile phone number for identification purposes. The mobile phone number must be the same as the one you provided for your insurance policy, and we will send you a validation code for this in a later step. Your username will be the email address which you enter during the registration. We will also verify your email address by sending you an email to complete the registration process.

MyGenerali Registration and Login

How to register for MyGenerali:

1. Go to www.generali.hu/belepes and click on the ‘Regisztráció’ button. Select whether you want to register as a private individual, a company, or a sole trader, and enter the required identification details (date of birth for private individuals, VAT number for legal entities). Then you will need to enter the mobile phone number you specified when you took out your insurance. If your phone number is not Hungarian, make sure you select the right country code. 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. In the verification box, enter the 4-digit code that you received. We need you to do this so as to ensure that after the registration only you may access your insurance policies on MyGenerali. Remember to click 'TOVÁBB'.
4. If you have successfully completed all the above steps, you will now need to create a secure password for your account and agree to the Terms of Use to access MyGenerali. Once you have done this, you can finalise your registration by clicking on the ‘KÉSZ’ button.

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 employee – you will need to follow the same steps.

LOGIN TO MYGENERALI

You may log in to MyGenerali using the **email address and password you entered during your registration.**

MYGENERALI FEATURES

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,
- Notify an insurance claim,
- Pay your insurance premium,
- Read and download mails and documents related to your insurance policy or your covered medical treatment,
- Apply for a green card for your vehicle.

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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