



Frequently Asked Questions

Mandate switch-over to eStatement / eAdvice Service

1. What are the benefits of eCommunication?

- Receive policy updates by email and/or SMS
- Instantly view your policy documents on **Emma by AXA** mobile app/portal
- Safe digital storage for your policy documents

2. Why am I being switched to eCommunication?

All customers with eligible Life, Critical Illness and designated Health policies are being switched to eStatement / eAdvice Service starting from June 2021. AXA is committed to reducing the use of paper to help make the world a greener place for all. We are grateful for our customers support.

3. I have received an email from AXA that I will be switched to Go Green. What do I do now?

You will be automatically enrolled to eStatement / eAdvice Service, and no action is required. Please review your email address and/or mobile number for your registered policies. If you want to update the details, please log-in to **Emma by AXA** to change your contact information.

4. I have already eRegistered, why did I still receive this communication about the switch-over?

You may have some policies that are already eRegistered but some that are still receiving paper. Since all of your eligible Life, critical Illness and designated Health policies will be switched to eStatement / eAdvice Service, you will receive the notification from us.

5. How do I register for eStatement / eAdvice Service? How will I know if the registration is successful?

You can eRegister on **Emma by AXA** mobile app/ portal anytime.

Download **Emma by AXA** mobile app or go to the portal at <https://emma.axa.com.hk/en/emma/> >
Register for an account or log-in to Emma with your email address or mobile phone number >

Insurance Service > eRegistration > Read the Terms and Conditions > Switch to eStatement / eAdvice Service

After you eRegister you will receive a confirmation by email or SMS within 8 working days, to let you know your eStatement / eAdvice Service has been activated.

6. Can I update my mobile number / email address via Emma by AXA?

Yes, effective from mid Jun you can update your mobile number / email address via **Emma by AXA**.

My Profile > Edit Policy Contact Details (This function on Emma by AXA is effective from mid Jun)

7. Are there any fees for the eStatement / eAdvice Service?

The eStatement / eAdvice Service is free of charge. You will not be charged for additional fees for receiving email and/or SMS.

8. Are there any terms and conditions regarding the eStatement / eAdvice Service that I should be aware of?

For more information, please check the T&C:

<https://www.axa.com.hk/gogreen-estatementeadviceservice-tnc-en>.

9. How will I receive my policy information?

You will receive notifications by email and/or SMS when your eStatement / eAdvice is available. You can log-in to **Emma by AXA** app or portal to view your documents. Please make sure that your email and/or mobile contact information is up to date.

10. Will I continue to receive paper documents in the mail?

After the eStatement / eAdvice Service takes effect, you will no longer receive hard copies for documents that are available via eStatement / eAdvice.

11. Will I receive eStatement / eAdvice for all my policies? Why can't I use the eStatement / eAdvice Service for some of my policies?

eStatement / eAdvice Service is currently only applicable to eligible AXA Life, Critical Illness and designated Health Insurance policies. Please note the eStatement / eAdvice Service is not yet applicable to all AXA products.

12. How do I access my eStatement / eAdvice?

You can log-in to **Emma by AXA** mobile app or portal to view and download your policy information.

(My Policies > Select your policy > Download Documents)

13. What policy documents are available to view, and how long will my documents be stored in Emma by AXA mobile app/portal?

There are 3 categories of documents which can be viewed on **Emma by AXA** mobile app/portal, which include ePolicy Contract & Related Documents, eStatement and eAdvice.

Each eStatement / eAdvice will be retained in your **Emma by AXA** mobile app/portal account for 3 years from the issue date. Selected documents will be stored in **Emma by AXA** mobile app/portal for up to 7 years, and some documents have no time limit for viewing.

14. I want to continue to receive paper documents. Can I opt-out of eStatement / eAdvice Service before the switch-over date?

We encourage all our customers to adopt eStatement / eAdvice Service, to help make the world a greener place for all. However, if you want to opt-out of eStatement / eAdvice Service before the switch-over date, you can do this by either of the following methods:

- Submit a written request and deliver to us either in person at any of our Customer Service Centres or by post to: Customer Service Centre Suite 2001, 20/F, Tower Two, Times Square, 1 Matheson Street, Causeway Bay, Hong Kong.

- Message subject: Opt-out of “eStatement / eAdvice Service”

- Policy Number(s) (please include all relevant policy numbers)

- Full Name of Policyholder(s)

- Signature of Policyholder(s)

- Please contact our Customer Service Hotline on (852) 2802 2812 (from 9:00am to 5:30pm Monday to Friday and 9:00am to 1:00pm on Saturday, except on public holidays) or email us at cs@axa.com.hk.

15. I want to continue to receive paper documents. Can I opt-out of eStatement / eAdvice Service after the switch-over date?

If you prefer to receive paper statements, you may opt-out of eStatement / eAdvice Service by doing the following:

- Download and fill in the Service Application Form 1

- In section 1, check the box “to opt-out “eStatement / eAdvice Service”

- Mail the form to Customer Service Centre, Suite 2001, 20/F, Tower Two, Times Square, 1 Matheson Street, Causeway Bay, Hong Kong

16. How to register for my Emma by AXA account?

Please refer to the QuickStart Guide at https://hk-axa-web-2020.cdn.axa-contento-118412.eu/hk-axa-web-2020%2Fbcfc6dfc-827c-4162-b6fd-b9f2a50df500_emma+by+axa+registration+quickstart+guide_eng.pdf.

17. Can I download Emma by AXA mobile app in Mainland China Google Play / App Store?

No, but you can log-in to **Emma by AXA** portal with your smartphone, tablet and laptop by clicking on "Login" button at top-right corner in www.axa.com.hk/emma-by-axa.

Meanwhile, **Emma by AXA** mobile app is only available for download in Hong Kong and Macau App Store / Google Play Store.

18. I was unable to find my policies on Emma by AXA. What can I do now?

You should use the ID provided during your policy application for Emma account registration.

For HK ID, you are only required to enter the first 7 characters of your HK ID (e.g. A123456).

You may also use China or Macau ID (enter 16-18 characters) or passport number to register if this is your submitted application ID document. If you have already used the correct ID for the registration, please contact our Customer Service Centre for further assistance.

19. I want to learn more about Emma by AXA. What can I do?

Emma by AXA is an all-in-one insurance & health services platform. Please check out our website: <https://www.axa.com.hk/en/emma-by-axa>, or contact your Financial Consultant to learn more about **Emma by AXA**.