Emma by AXA App
User Guide
Overseas / Mainland Clients
Download / Update

July 2025

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What type of mobile device do you have?

Please click the applicable button

iPhone

Android

Hello, iPhone users!
Let me guide you through the user guide.

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Which section would you like to understand?

Please click on the relevant link

Download

Change the Apple ID

Cancel Subscription

Update

Download FAQ

Hello dear customer!
Let me help you understand more about download applications.

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Overseas / Mainland Clients – iPhone Download

or

**Please make sure your Apple ID is for the Hong Kong / Macau region.

Click here to learn more about "change Apple ID region"

Search "Emma by AXA"

Scan QR Code
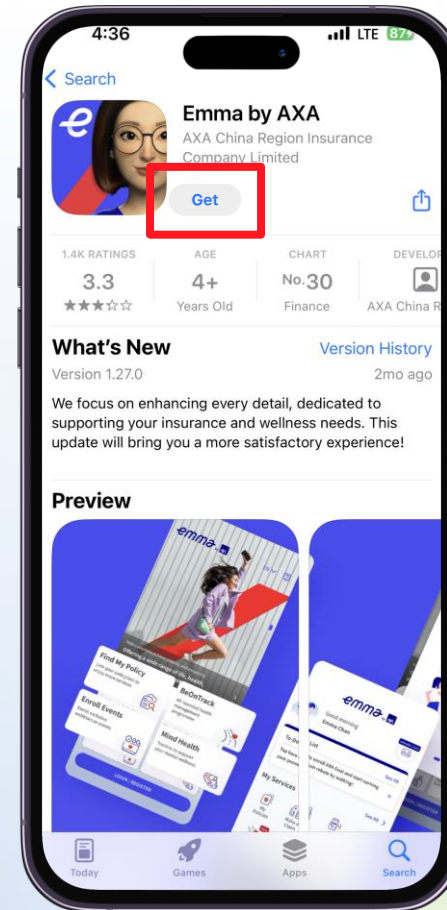
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Download

1. Search "Emma by AXA" in **App Store**
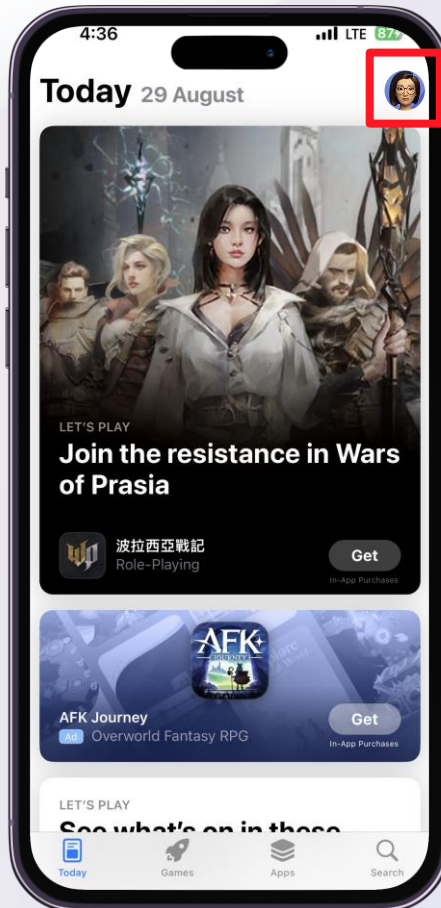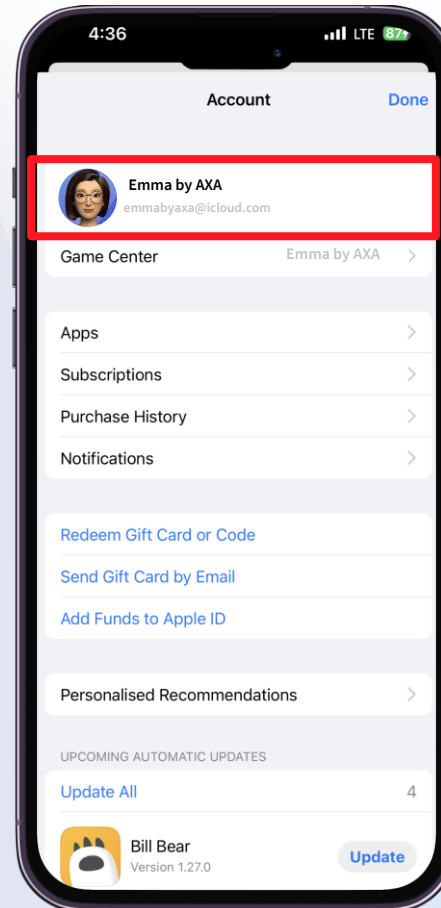
2. Click "Get "

Hello dear customer!
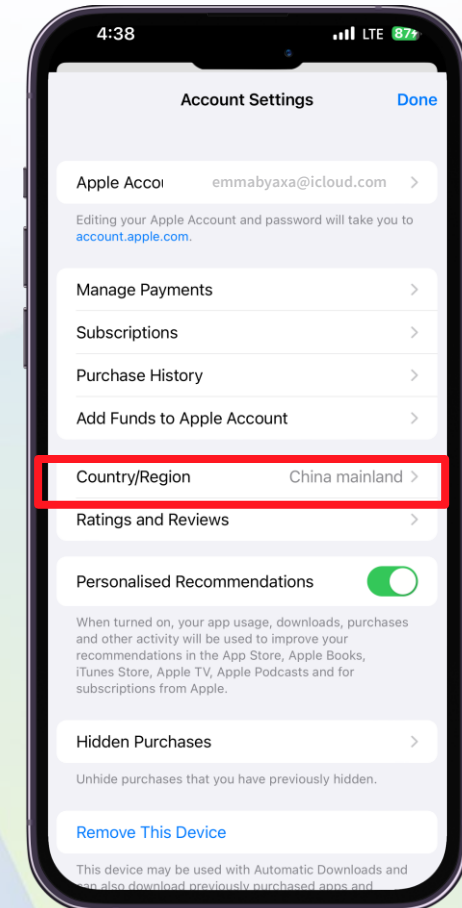Let me help you understand more about **change the Apple ID region**.

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Change the Apple ID Region

1. Open App Store , click "Account"

2. Click "Account settings"

3. Click "Country / Region"

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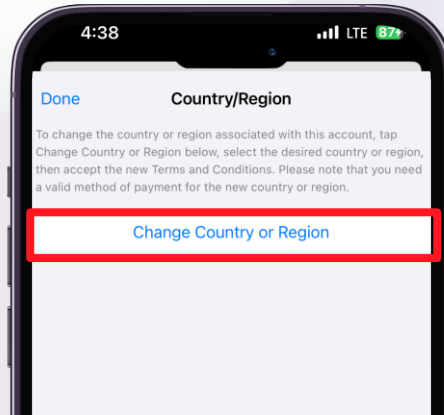
Change the Apple ID Region

1. Click "Change Country or Region"

2. Select "Hong Kong SAR"

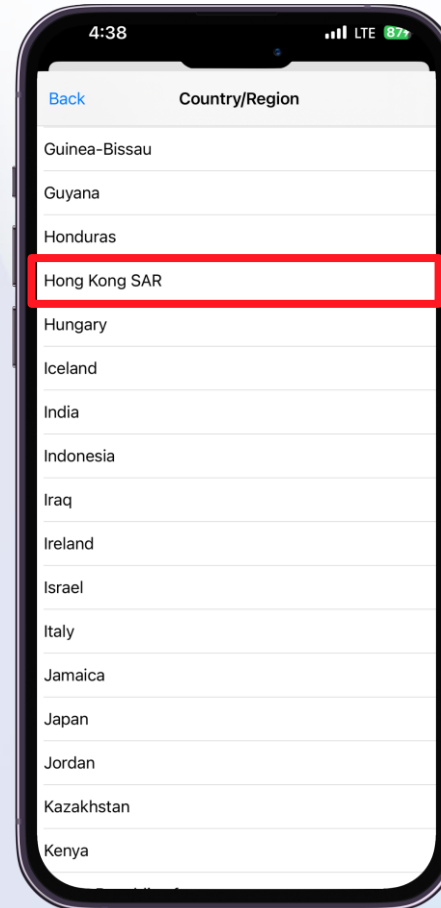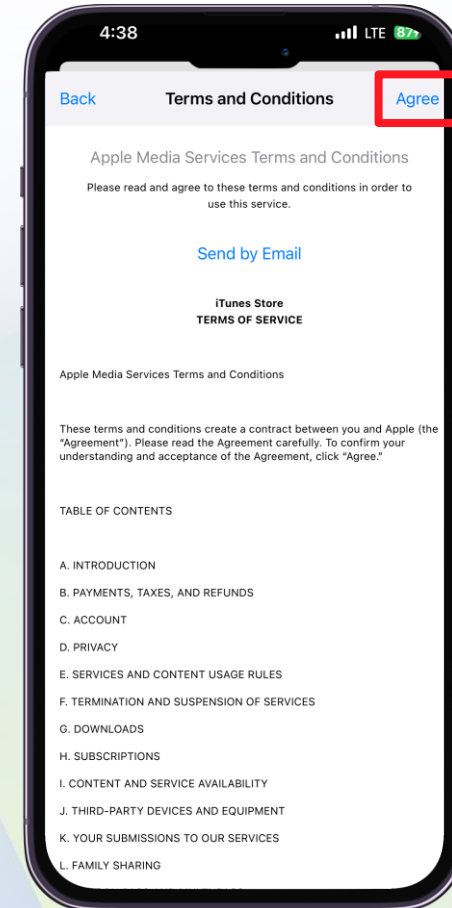**3. Click "Agree"**

Cancel any subscriptions that
block a country or region change.
Please cancel any subscriptions
before change your country or region.

Click here to learn
Cancel subscription

Change the Apple ID Region

1. Fill in "Payment method"

2. After successfully changing the region, you will be taken to the App Store homepage. Then, click "Search"

3. Search "Emma by AXA", click "Get"
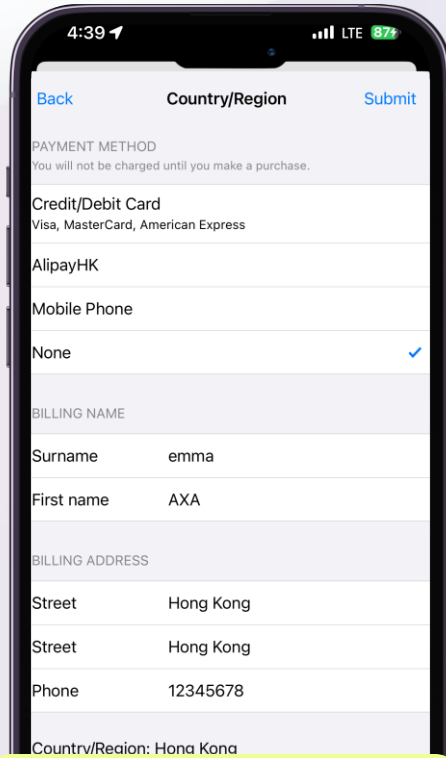
If you don't have any payment method, please select "None"
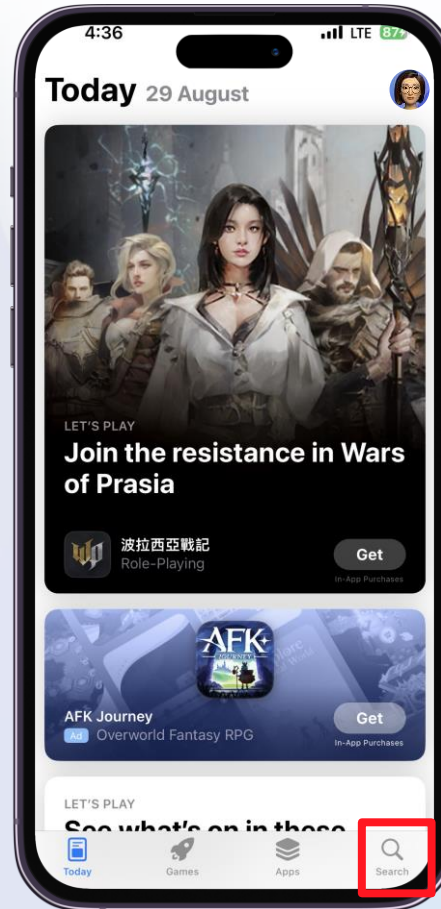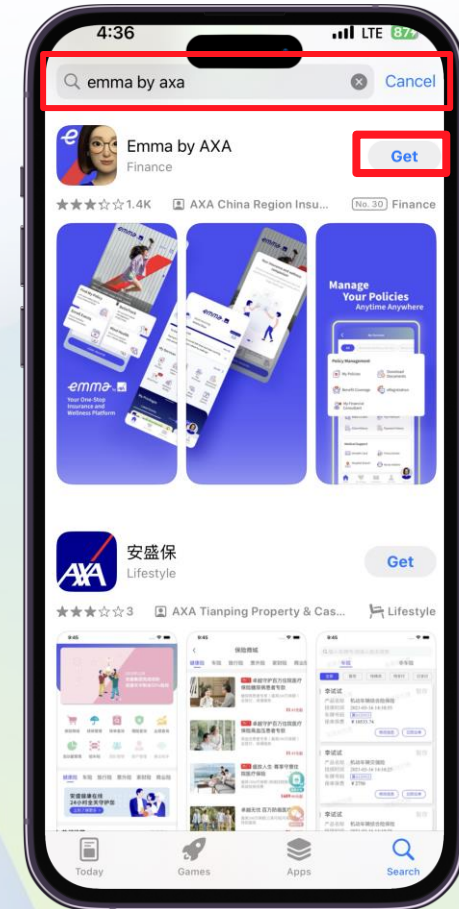
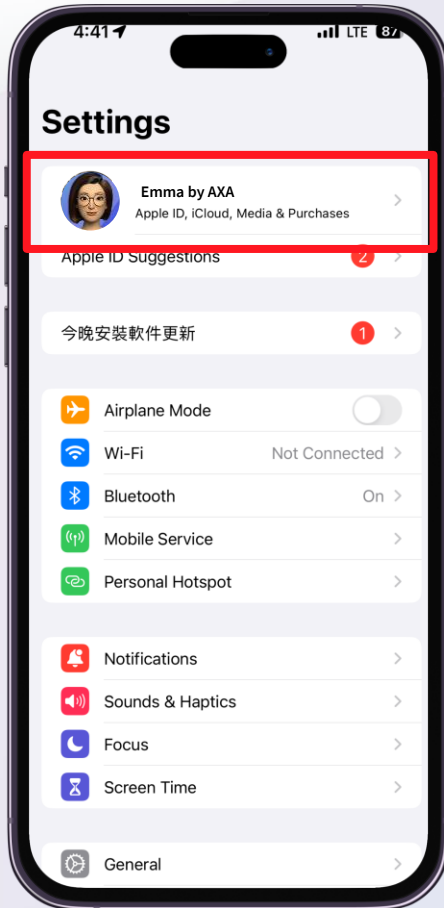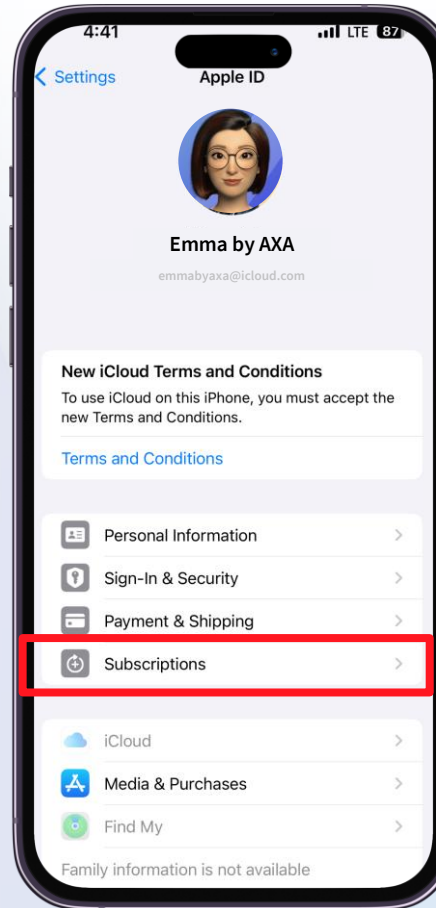back to iPhone content page

back to content page

Impressive!
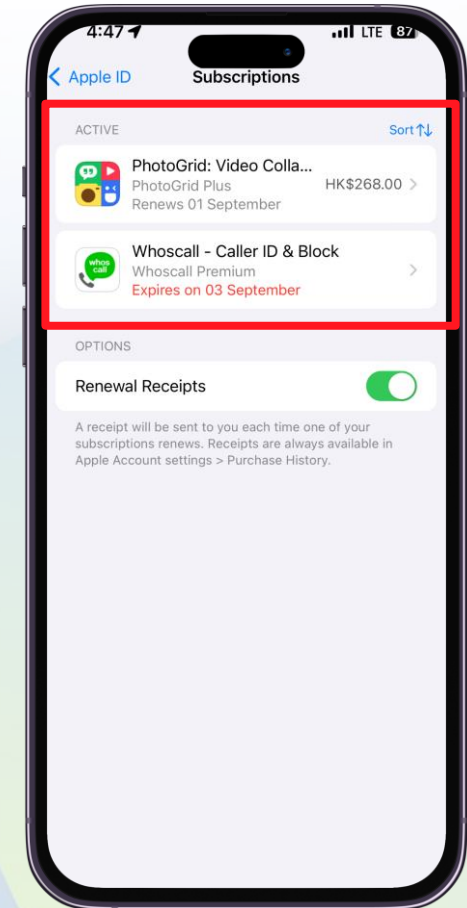Let me help you understand more about cancel subscriptions.

Cancel Subscriptions

1. Open "Setting"
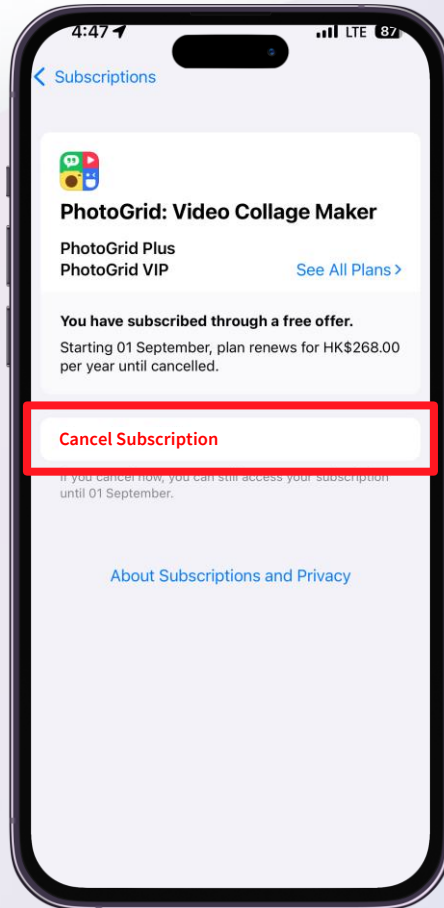**click "Apple ID"**

2. Click "Subscriptions"

3. Click "Active item"

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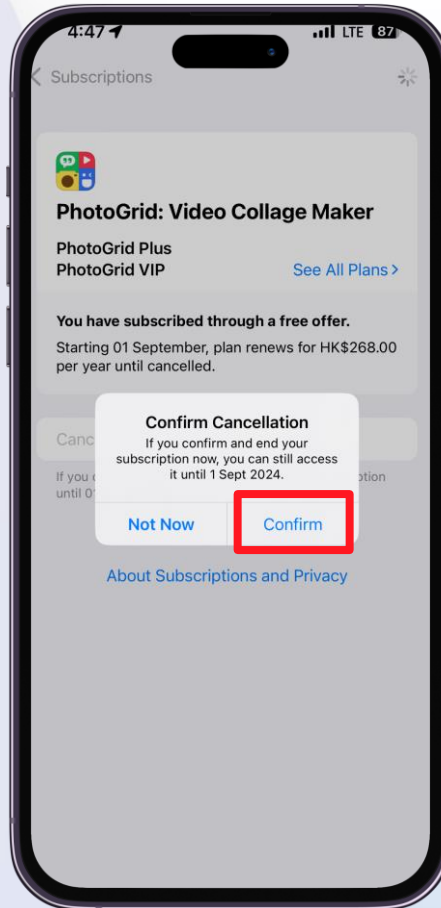
back to content page
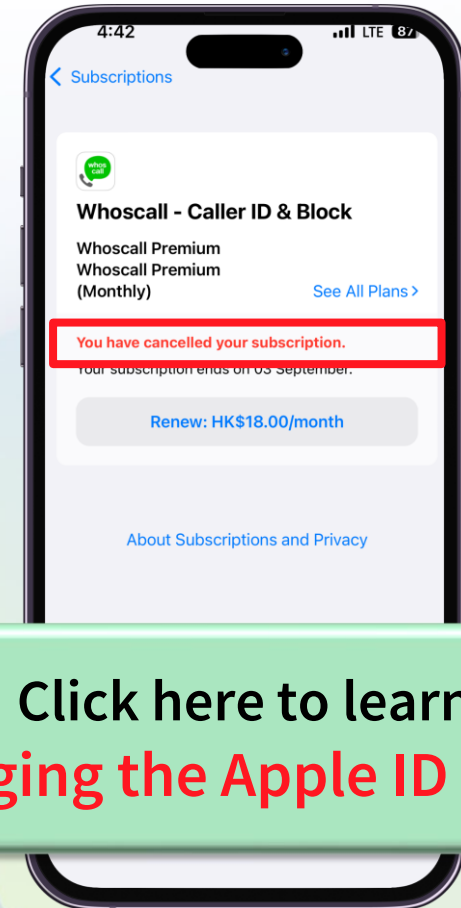
Cancel Subscriptions

1. Click "Cancel subscription"

2. Click "Confirm"

3. After canceling the subscription, you can proceed to change the Apple ID region

Click here to learn changing the Apple ID region

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You have successfully downloaded !
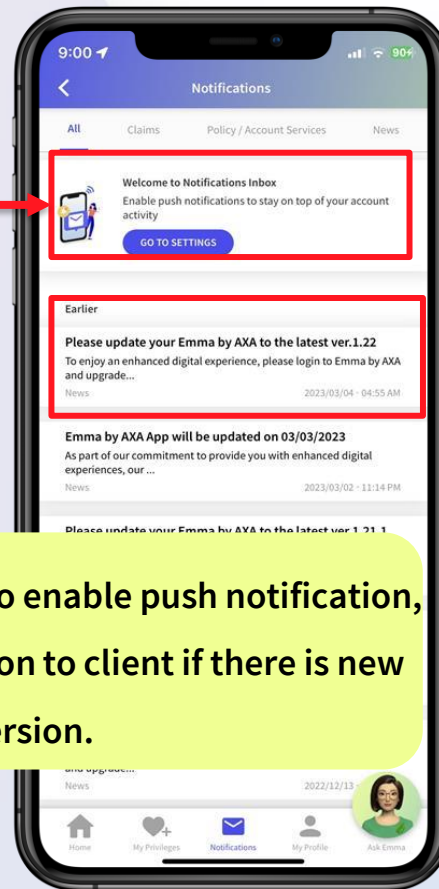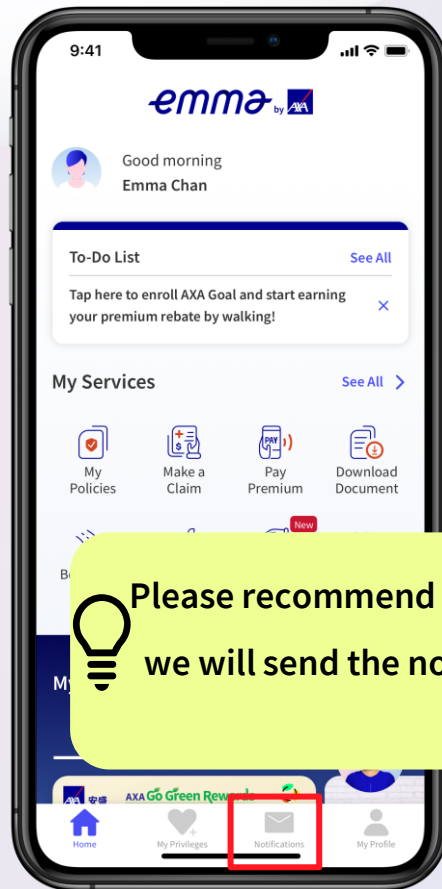Let me help you understand how to
update applications.

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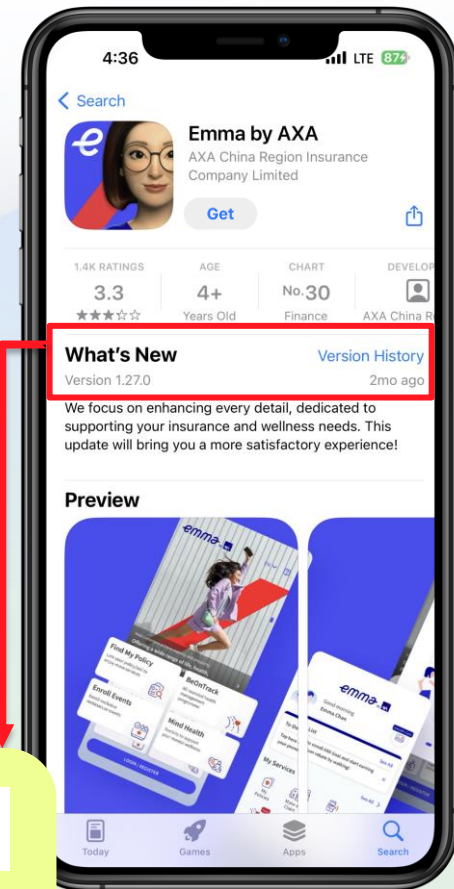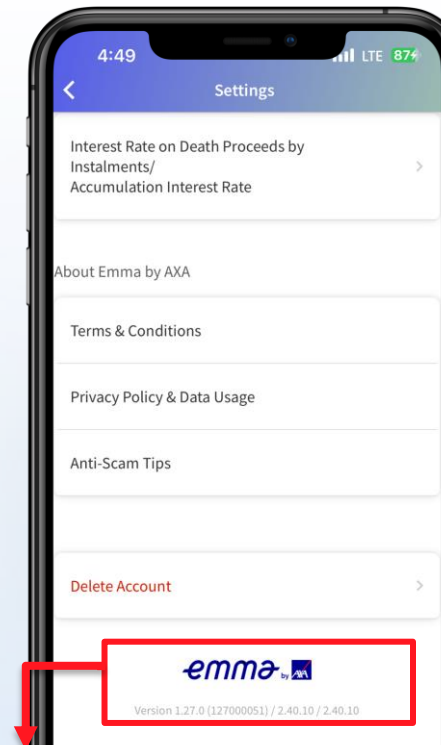# Update Applications

1. Open 🧑‍🦰 , **click "notifications"**

2A. Select "Go to settings" , check for app version update notification

OR

2B. Click "My Profile" , check if the latest version is used

Please recommend client to enable push notification, we will send the notification to client if there is new app version.

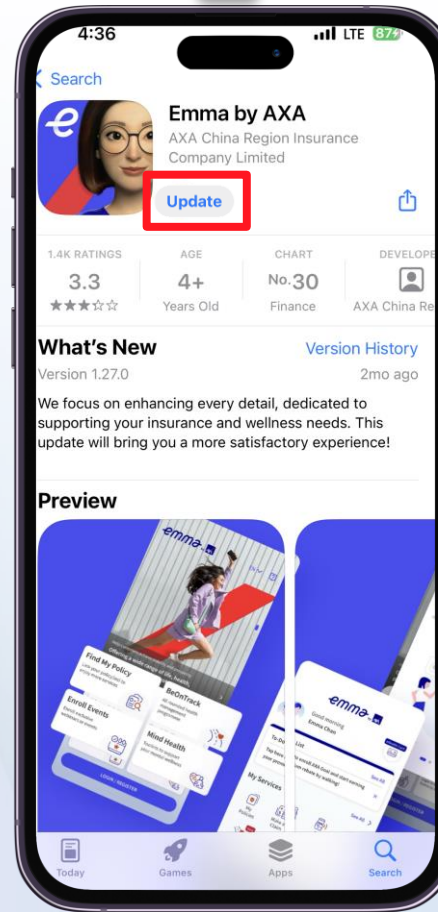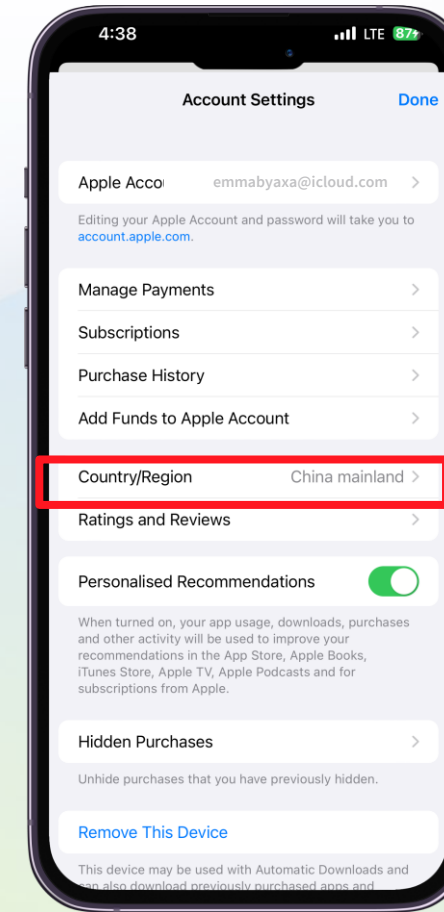**The version in use and the App Store version are the same.**

Update Applications

4. If you need to update [icon], please switch to a Hong Kong SAR region Apple ID
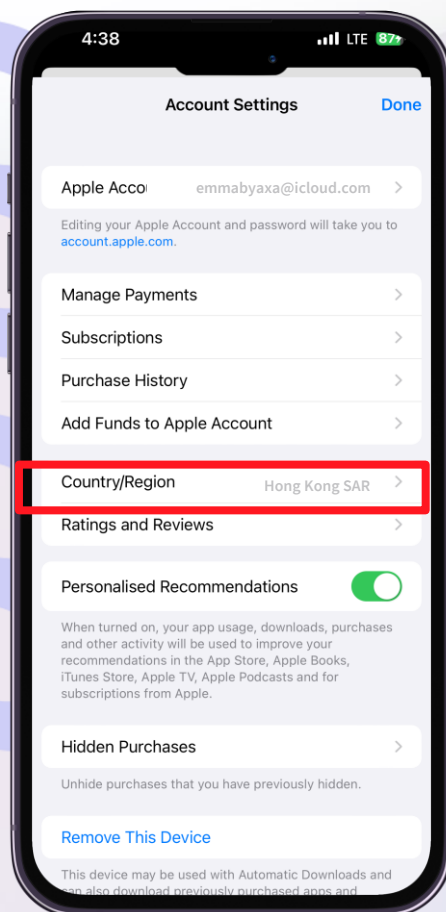
5. Search "Emma by AXA", click "update", to experience the latest [icon]

6. After completing the update and then change the region of your original Apple ID

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back to content page

Hello, iPhone user customers!
Let me help you understand Download FAQ.

Download FAQ

Q: Why unable to find by scan the QR code or search in App Store?

A: Because User's Apple ID region is not HK / Macau.
Emma by AXA app only available in **HK & Macau** regions.

Solution:

In the , changing the Apple ID region to **Hong Kong SAR** allows you to successfully search and download .

How to Download
Emma by AXA

How to Download
Emma by AXA

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content page

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page

Hello, Android user customers!
Let me help you understand more.

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Which part would you like to understand?

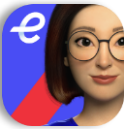**Please click on the relevant link**

Download

Update

Download FAQ

Dear customer!
Let me help you understand more about download applications.

Overseas / Mainland Clients - Android Download
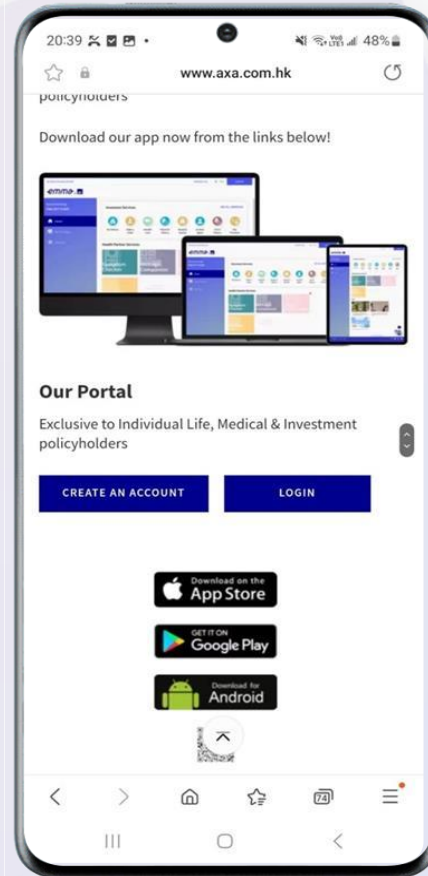

Android download QR Code or
Click **Download**
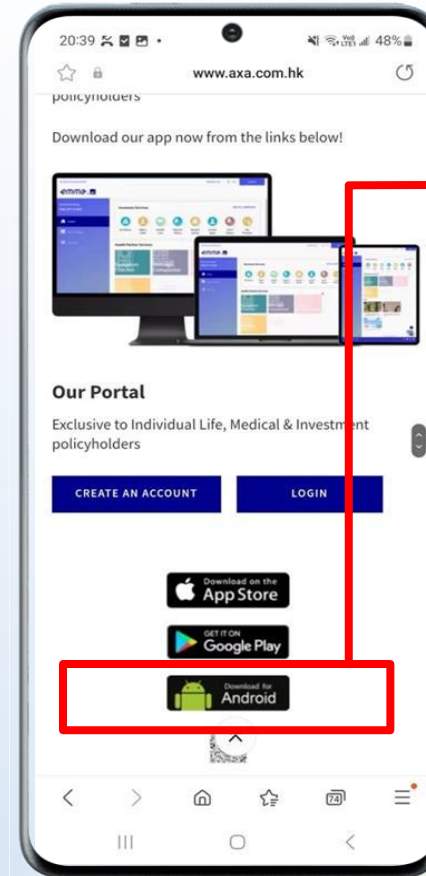
Overseas / Mainland Clients – Android Download

1. Enter official website
https://www.axa.com.hk/zh/emma-by-axa

2. Click Android 立即下載 **to download**

Swipe down

com.axa.hk.emma.prod.cn-1.23.1-12310000...

42.9MB/81.6MB   52%

Cancel   Pause

Click "Open"

☑ com.axa.hk.emma.prod.cn-1
.16.1-116010000 (1).apk。 **Open**   ✕
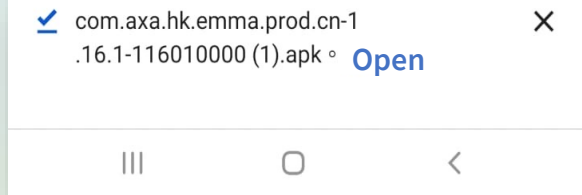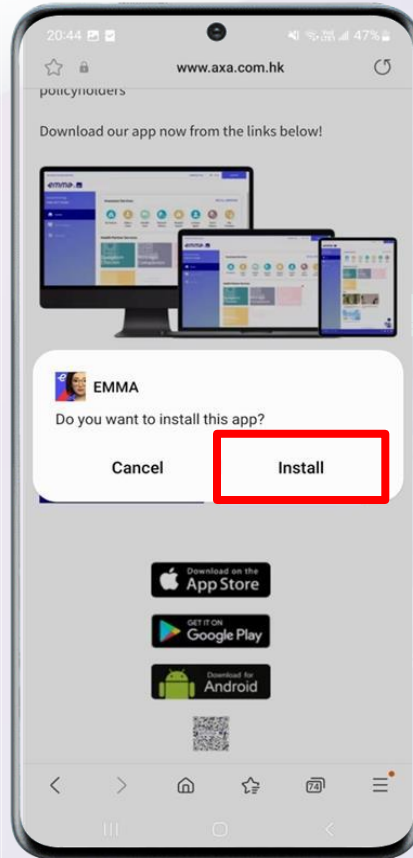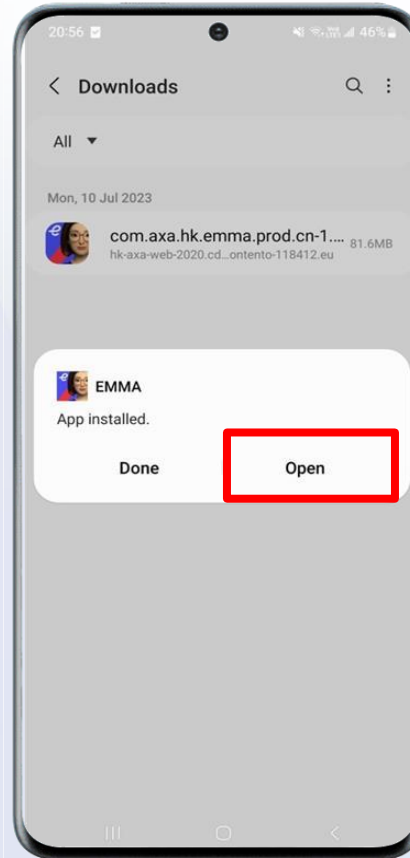
Overseas / Mainland Clients - Android Download
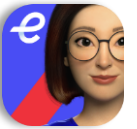
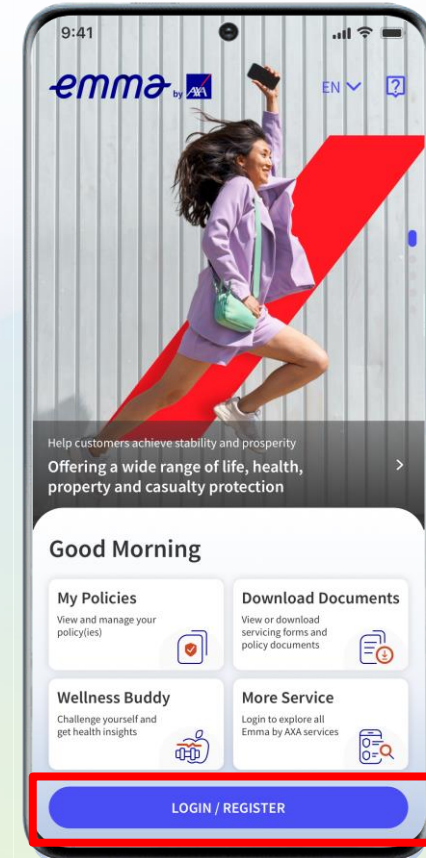**3. Click "Install"**   **4. After installed, click "Open"**   **5. Register new account / Login existing account**
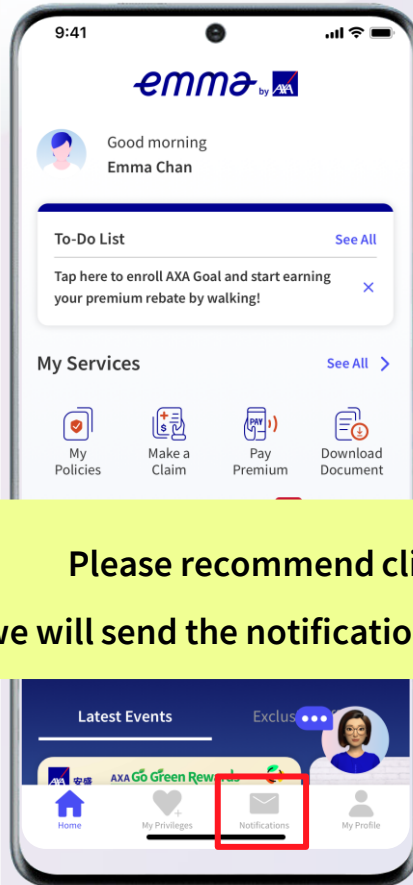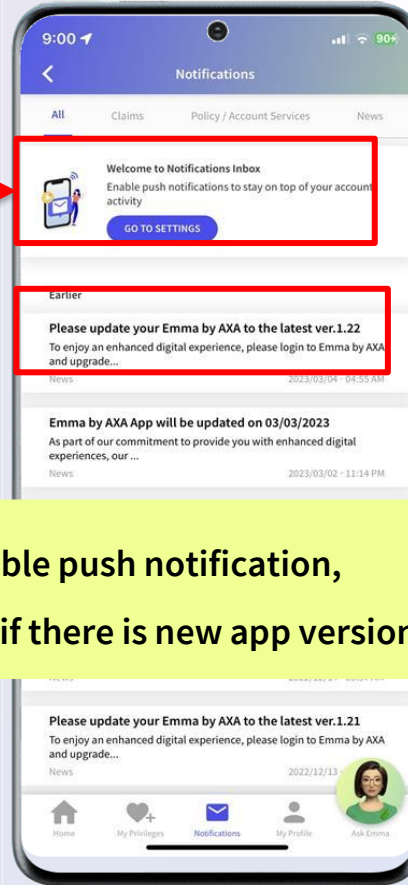
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You have successfully downloaded ! Let me help you understand how to **update applications**.

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Update Applications

1. Open 🖼️ **,**
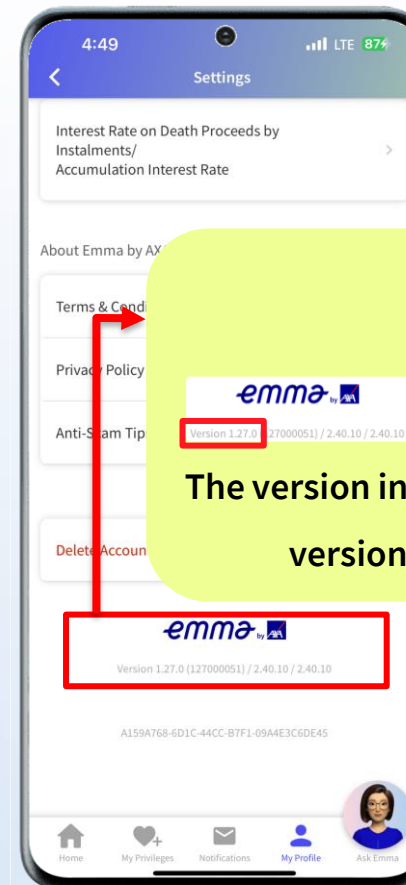**Click "Notifications"**

2. Click "Go To Settings" and check for app version update notification

3. Click "My Profile" , check if the latest version is used
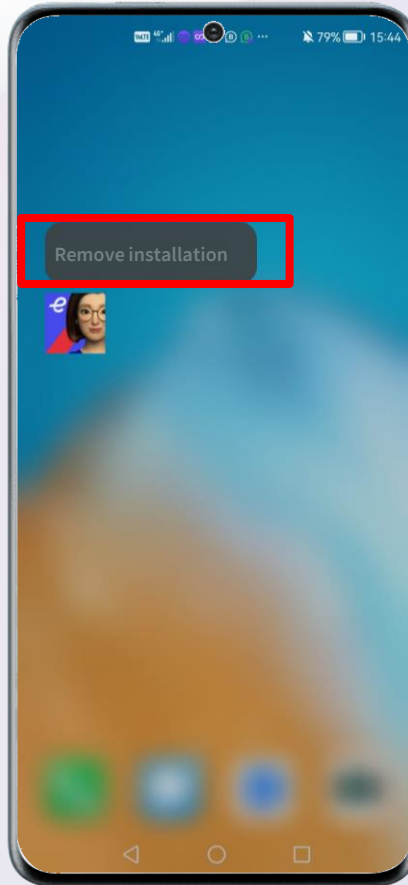

💡 **Please recommend client to enable push notification, we will send the notification to client if there is new app version.**
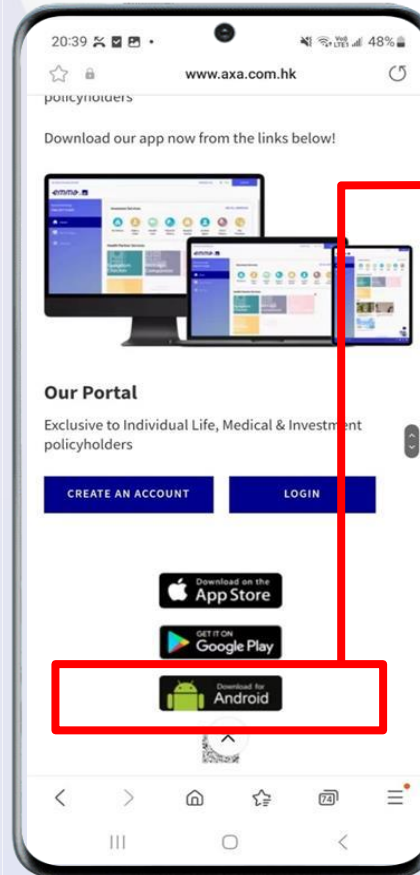
💡 **The version in use and the website version are the same.**

Update Applications

1. Delete the original app

2. Download new version to update

Remove installation

www.axa.com.hk

policyholders

Download our app now from the links below!

Our Portal

Exclusive to Individual Life, Medical & Investment policyholders

CREATE AN ACCOUNT   LOGIN

Download on the App Store

GET IT ON Google Play

Download for Android

com.axa.hk.emma.prod.cn-1.23.1-12310000...

42.9MB/81.6MB   52%

Cancel   Pause

Click "Open"

com.axa.hk.emma.prod.cn-1.16.1-116010000 (1).apk。 **Open**

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Hello, Android users!
Let me help you understand Download FAQ.

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page

Download 🟦 FAQ

Q: I am a Xiaomi / Huawei user, and I can't find Emma by AXA 🟦 in my Play Store, what should I do?

Solution:

Including: Samsung, Xiaomi, Huawei and etc. Scan the QR Code to download 🟦 directly.

Android download QR Code