Emma by AXA User Guide
Login & Registration

Jan 2024

Do you have an Emma by AXA account?

Please click the applicable button

Yes, I want to Login

No, I want to Register

Do you have any AXA policies?

Please click the applicable button

I am the Policy Holder of an AXA Life / Health / Savings & Investment Policy

I am the <u>Insured</u> of an AXA Life / Health Policy

I am an AXA Employee Benefits Member

I am the Policy Holder of an AXA Personal Accident / Car / Travel / Home / Helper Policy

Also applicable to Policy Holder of other General Insurance Policy underwritten by AXA (e.g. Klook Travel Care/ Car Rental Protection; Trip.com Travel Smart; HK Express Travel Insurance etc.)

No, I do not have any AXA policies

Back to Main Menu

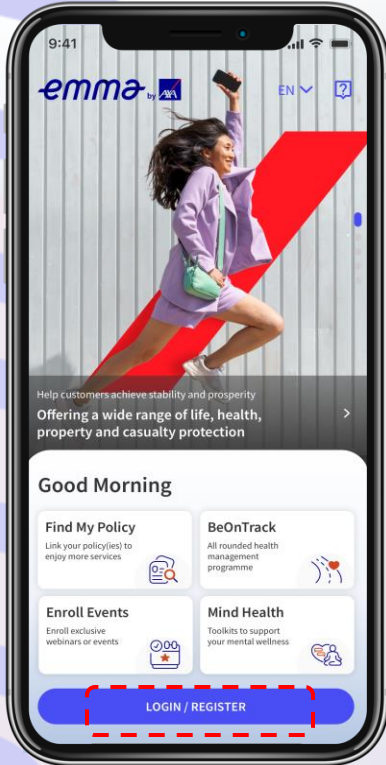Hi, Policy Holder of Life / Health / Savings & Investment Policies.
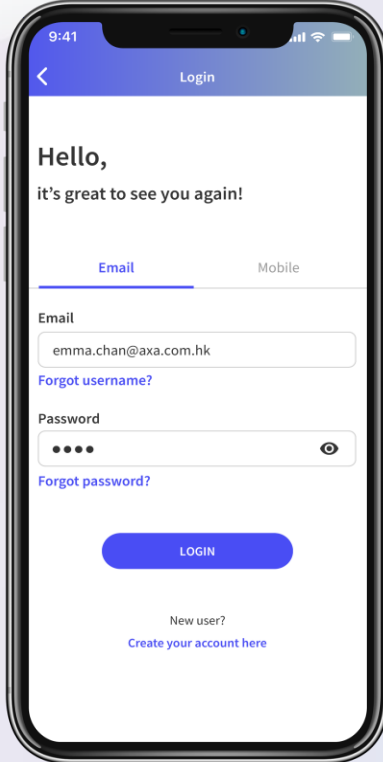Let me guide you through the registration procedure.

Back to Menu
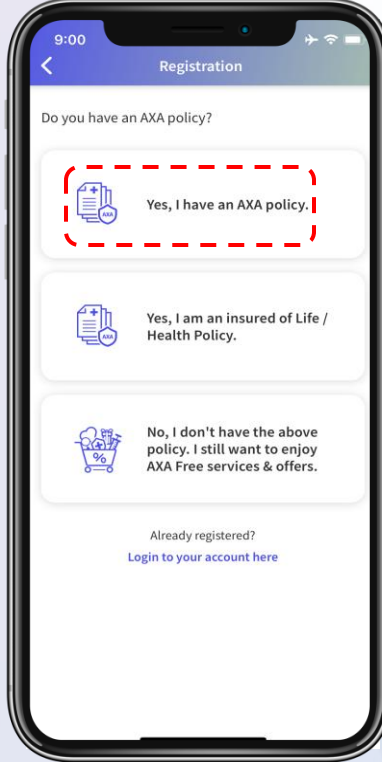
1

Open the *EMMA* by AXA app, then tap **"REGISTER"**

2

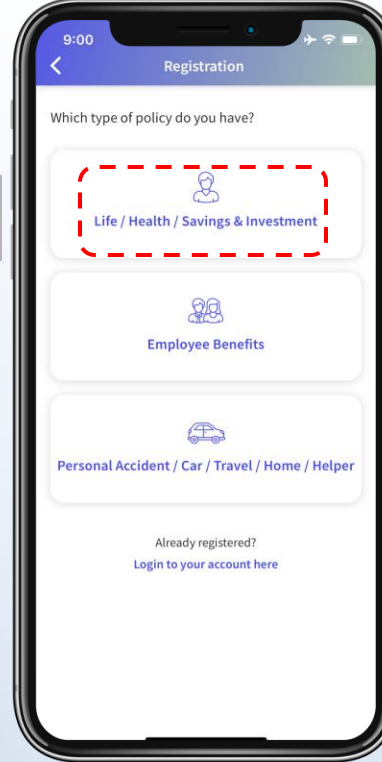Select **"Create your account here."**

3

Select **"Yes, I have an AXA policy."**

4

Select **"Life / Health / Savings & Investment"**

5

Select the ID type used in policy application
- Hong Kong ID card
- China ID card
- Macau ID card or Passport

6

Fill in the ID/passport number and Date of Birth, then tap **"NEXT"**

Please provide the following information:

HKID No. (7-8 digits/alphabets)

Enter HKID

Your Date of birth

YYYY / MM / DD

I'm not a robot

Please provide the following information:

Your China ID no. (15-18 digits)

Enter China ID

Your Date of birth

YYYY / MM / DD

I'm not a robot

Please provide the following information:

Your Macau ID / Passport no.

Enter passport number / Macau ID

Your Date of birth

YYYY / MM / DD

I'm not a robot

NEXT

Back to Menu

7

Review the information provided, then tap **"NEXT"**

8

Select the preferred username (**Email** or **Mobile**), then tap **"OK"**

TIP:
Please contact customer service if your preferred username is not shown here

9

1. Set a password
2. Agree the "**Terms and Conditions**" and "**PICS**"
3. Tap "**CREATE MY ACCOUNT**"

10

Account successfully created
Look for the **confirmation email**/**SMS** according to the chosen username

11

Tap on the link on the **confirmation email**/**SMS** to activate your account
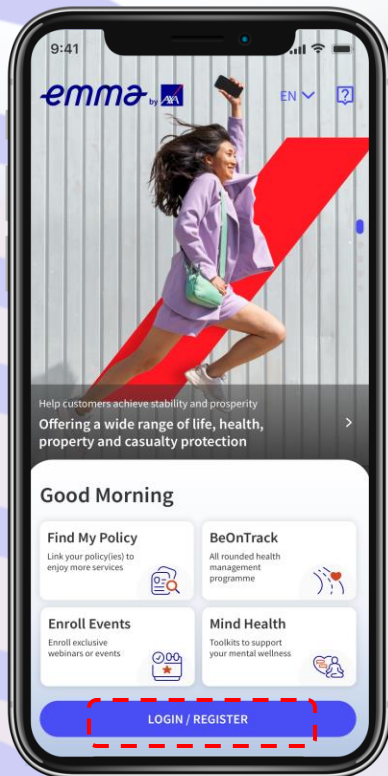You can now login to Emma by AXA

Back to Menu

Hi, Insured of Life / Health Policies.
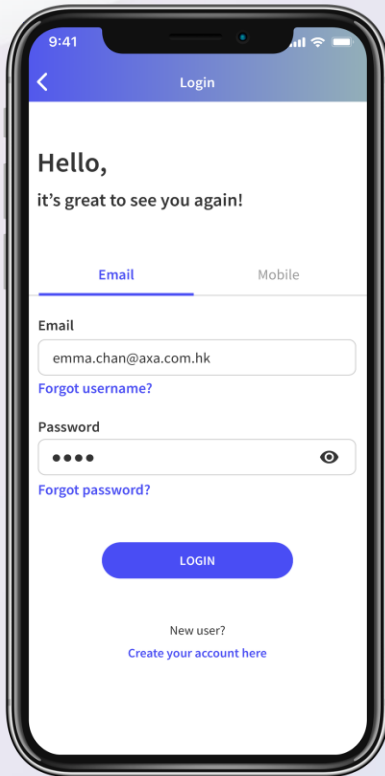Let me guide you through the registration procedure.
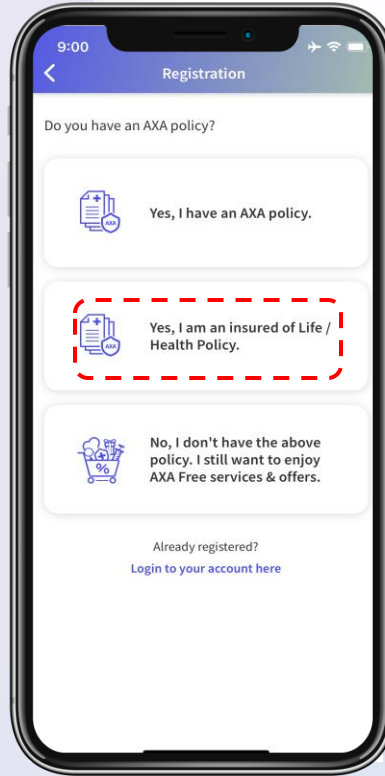
1

Open the *EMMA* by AXA app, then tap **"REGISTER"**

2

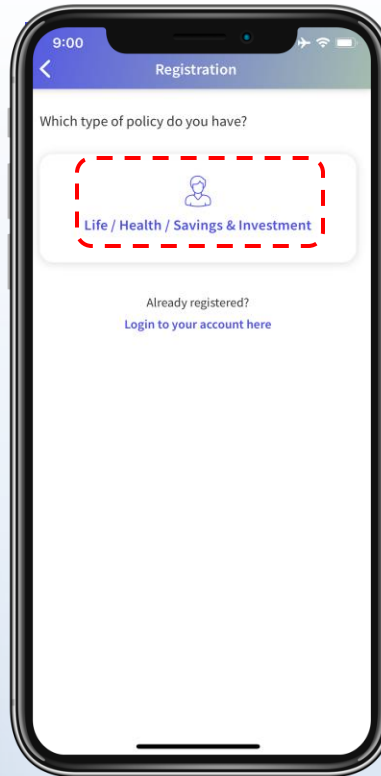Select **"Create your account here."**

3

Select **"Yes, I am an insured of Life / Health Policy."**

4

Select **"Life / Health / Savings & Investment"**

5

Select the ID type used in policy application
- Hong Kong ID card
- China ID card
- Macau ID card or Passport

6

Fill in the ID/passport number and Date of Birth, then tap **"NEXT"**

Please provide the following information:

HKID No. (7-8 digits/alphabets)

Enter HKID (-)

Your Date of birth

YYYY / MM / DD

I'm not a robot reCAPTCHA Privacy - Terms

Please provide the following information:

Your China ID no. (15-18 digits)

Enter China ID

Your Date of birth

YYYY / MM / DD

I'm not a robot reCAPTCHA Privacy - Terms

Please provide the following information:

Your Macau ID / Passport no.

Enter passport number / Macau ID

Your Date of birth

YYYY / MM / DD

I'm not a robot reCAPTCHA Privacy - Terms

NEXT

Back to Menu

7

Review the information provided, then tap **"NEXT"**

8

1. Set a username (**Email** or **Mobile**) and password
2. Agree the "**Terms and Conditions**" and "**PICS**"
3. Tap **"CREATE MY ACCOUNT"**

9

Account successfully created
Look for the **confirmation email/SMS** according to the chosen username

10

Tap on the link on the **confirmation email/SMS** to activate your account
You can now login to Emma by AXA

11

Remind your policy holder to grant you access to unlock all functionalities applicable to you on Emma by AXA

Back to Menu

Hi, Employee Benefits Member.
Let me guide you through the registration procedure.

Back to Menu

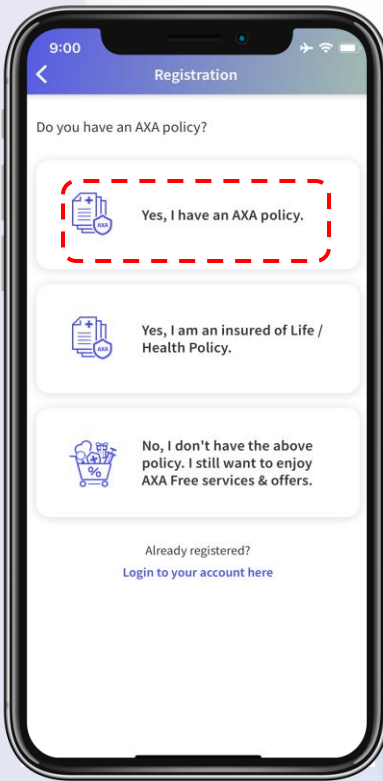**1** Open the *EMMA* by AXA app, then tap **"REGISTER"**
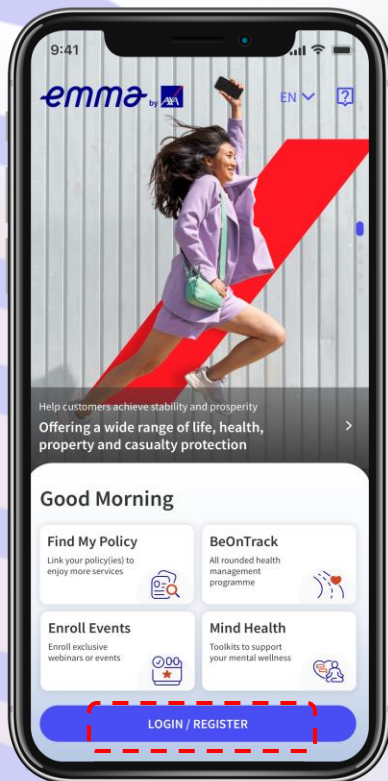
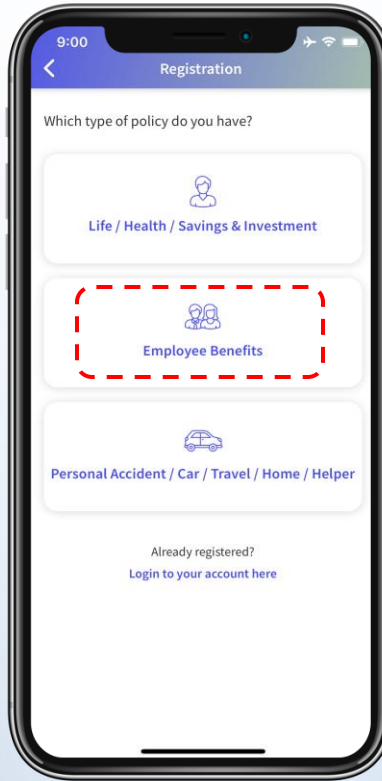**2** Select **"Create your account here."**
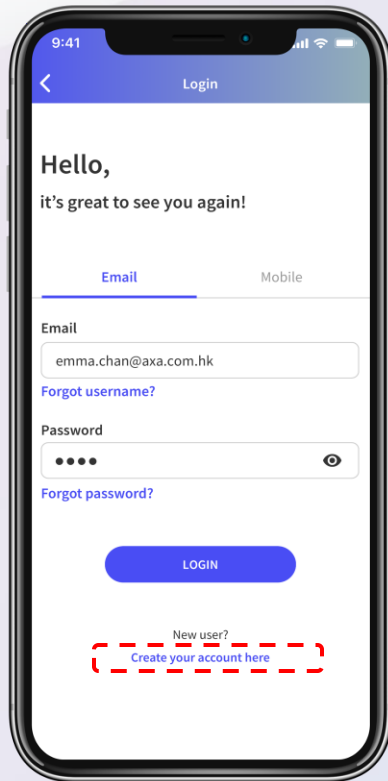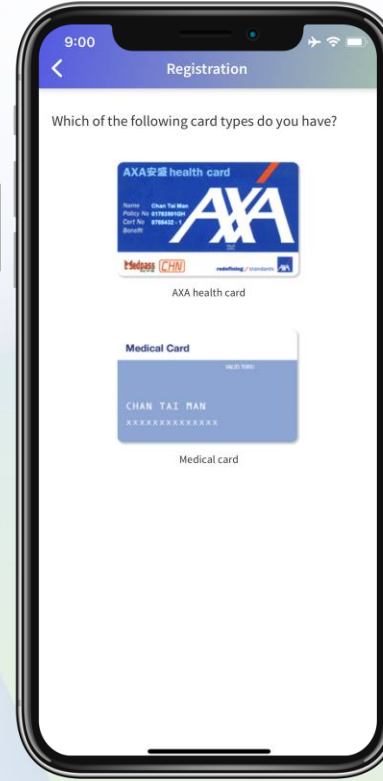
3 Select **"Yes, I have an AXA policy."**

4 Select **"Employee Benefits"**

5 Select your medical card type

6 Fill in your medical card details and Date of Birth, then tap **"NEXT"**

Back to Menu

7

Review the information provided,
then tap **"NEXT"**

8

1. Set a username (**Email** or **Mobile**) and password
2. Agree the **"Terms and Conditions"** and **"PICS"**
3. Tap **"CREATE MY ACCOUNT"**

TIP:
You can choose to receive Claims Settlement Advice electronically to help save the environment by reducing the use of paper

9

Account successfully created
Look for the **confirmation email**/**SMS**
according to the chosen username

10

Tap on the link on the **confirmation email**/**SMS** to activate your account
You can now login to Emma by AXA

Hi, Policy Holder of Personal Accident/ Car/ Travel/ Home/ Helper Policies. Let me guide you through the registration procedure.
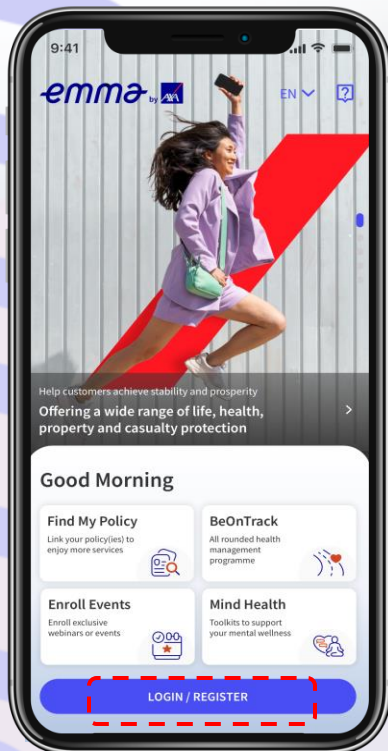
Also applicable to Policy Holder of other General Insurance Policy underwritten by AXA (e.g. Klook Travel Care/ Car Rental Protection; Trip.com Travel Smart; HK Express Travel Insurance etc.)
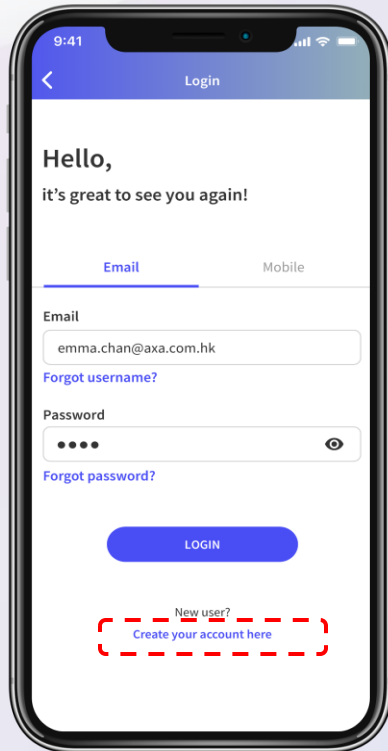
Back to Menu

1

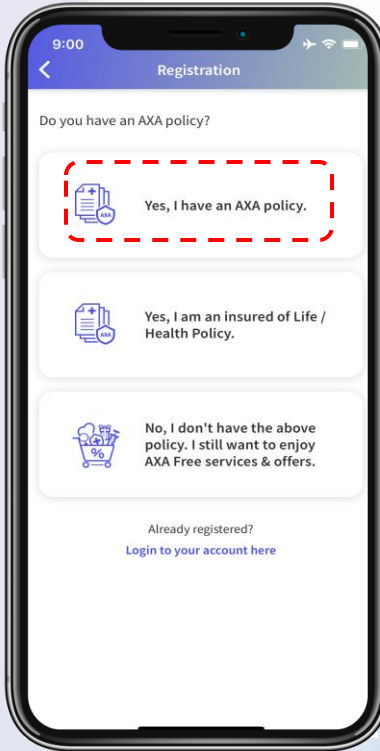Open the *EMMA* by AXA app, then tap **"REGISTER"**
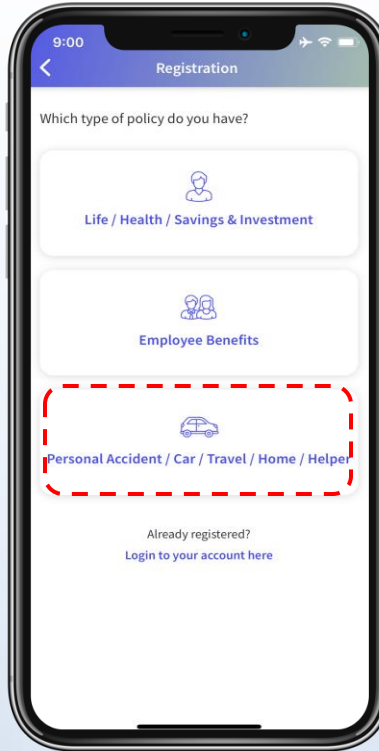
2

Select **"Create your account here."**

3

Select **"Yes, I have an AXA policy."**

4

Select **"Personal Accident / Car / Travel / Home / Helper"**

5

Select the ID type used in policy application
- Hong Kong ID card
- Passport

6

Fill in the ID/passport number and Date of Birth, then tap **"NEXT"**

7

Review the information provided, then tap **"NEXT"**

8

1. Set a username (**Email** or **Mobile**) and password
2. Agree the **"Terms and Conditions"** and **"PICS"**
3. Tap **"CREATE MY ACCOUNT"**

9

Account successfully created
Look for the **confirmation email**/**SMS** according to the chosen username

10

Tap on the link on the **confirmation email**/**SMS** to activate your account
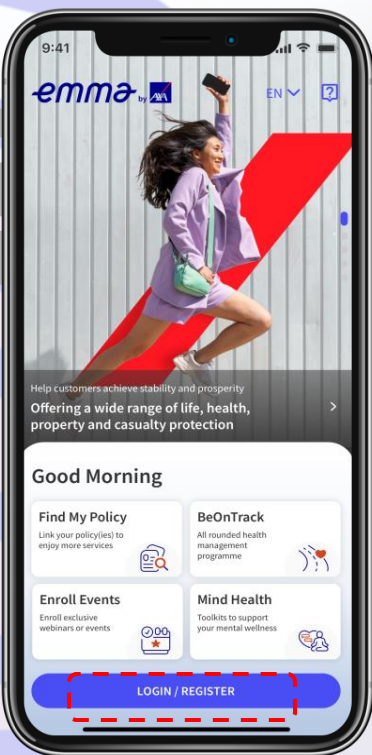You can now login to Emma by AXA

Back to Menu

You can still enjoy free services and offers without an AXA policy.
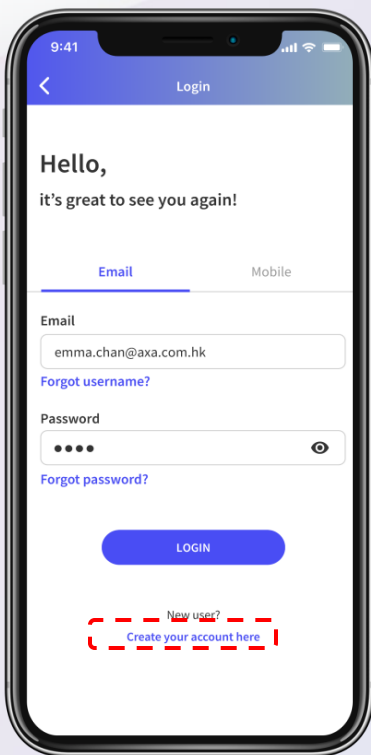Let me guide you through the registration procedure.
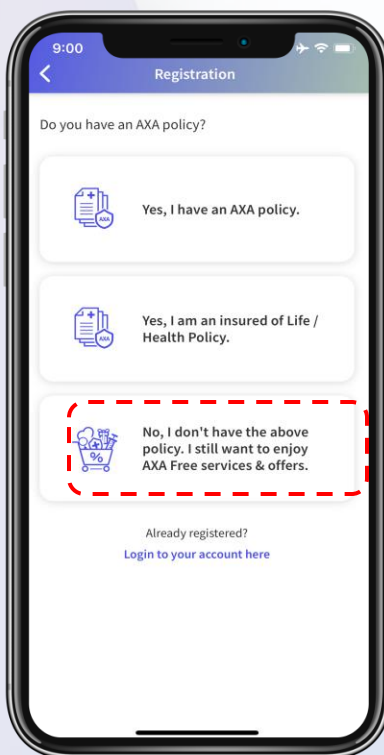
1

Open the *EMMA* by AXA app, then tap **"REGISTER"**

2
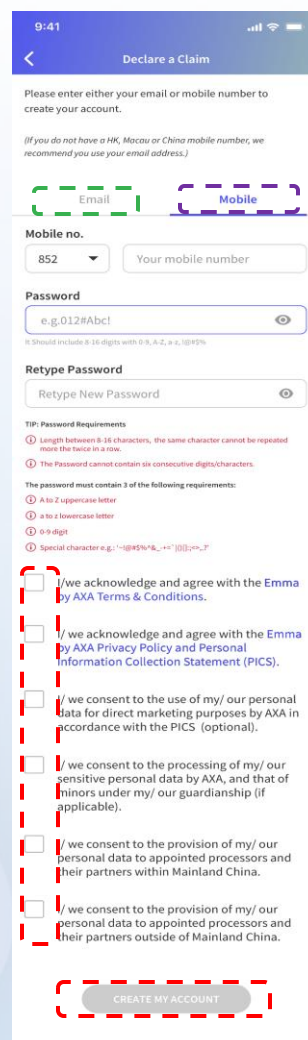
Select **"Create your account here."**

3

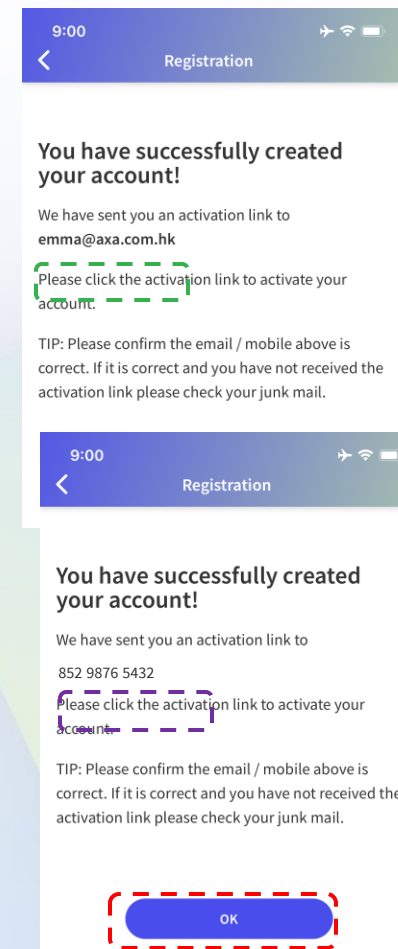Select **" No, I don't have the above policy. I still want to enjoy AXA Free services & offers."**

4

1. Set a username (**Email** or **Mobile**) and password
2. Agree the **"Terms and Conditions"** and **"PICS"**
3. Tap **"CREATE MY ACCOUNT"**

5

Account successfully created Look for the **confirmation email**/**SMS** according to the chosen username

6

Tap on the link on the **confirmation email**/**SMS** to activate your account You can now login to Emma by AXA
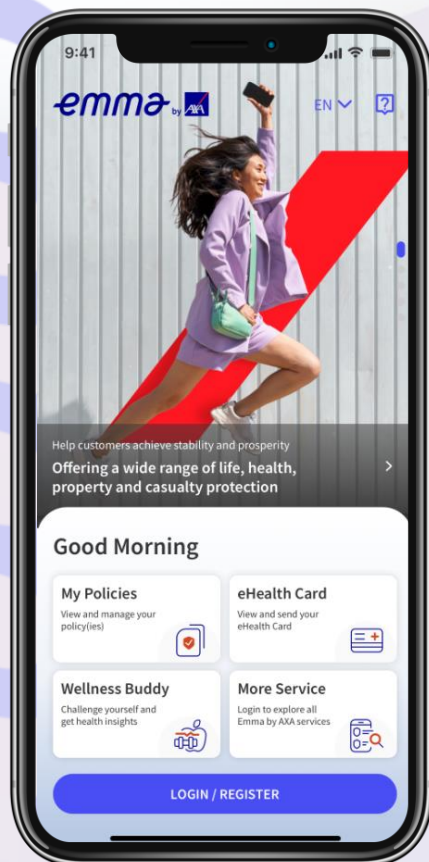

Back to Menu

Welcome back!
Let me guide you through the login procedure.

1

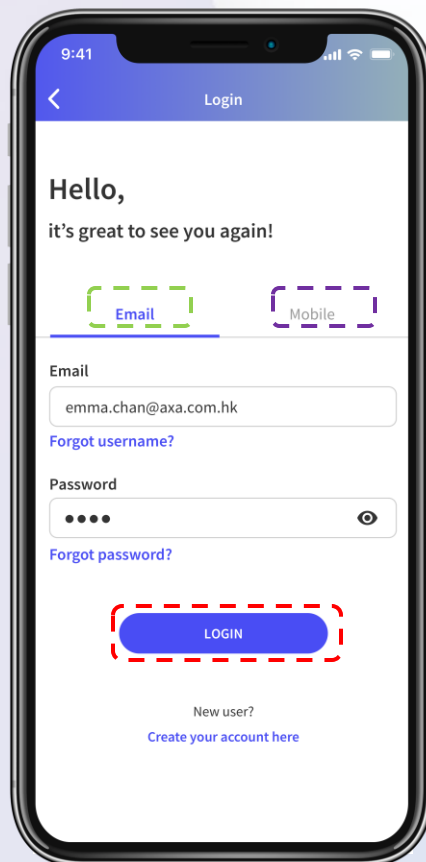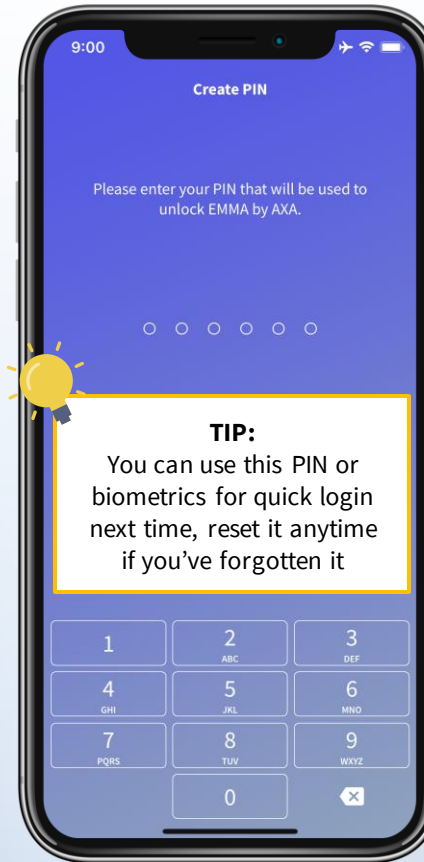Open the *EMMA* by AXA app, then tap **"LOGIN"**

2

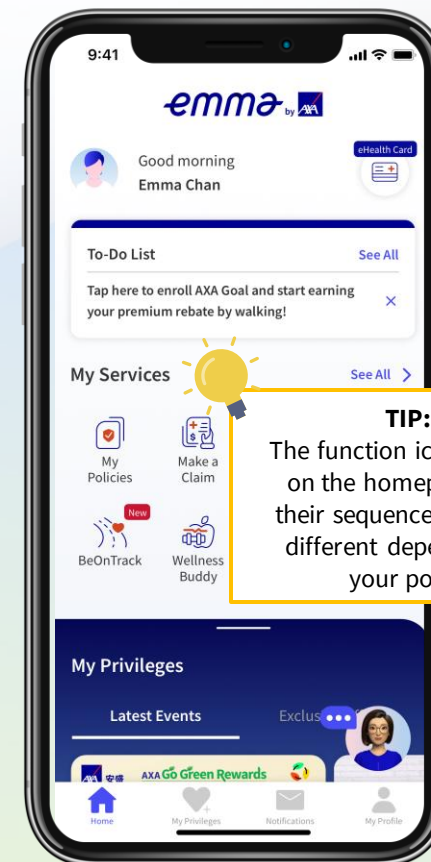Input username (**Email** or **Mobile**) and password, then tap **"LOGIN"**

3

Create a 6-digit PIN for quick login, re-enter on the next page for confirmation

4

You have successfully logged in to Emma by AXA

TIP:
You can use this PIN or biometrics for quick login next time, reset it anytime if you've forgotten it

TIP:
The function icons shown on the homepage and their sequence might be different depending to your policy

Back to Main Menu