



Customer e-Service Login Guide



- [Account Activation](#)
- [Login Procedure](#)
- [Lost or Forgot Password](#)
- [Lost or Forgot Login ID](#)
- [Unsuccessful Verification](#)

Account Activation

Step 1

Step 2

Step 3

Step 4

- An email containing a URL and Login ID to activate your account will be sent to your registered email account soon after you register for Customer e-Service.
- **Step 1:** Click onto the **URL** in the **email** provided and you should be able to see the following screen:

Account Activation

Please enter the following information:

HKID Card No./Passport No./BR Certificate No. # :

Date of Birth (DD/MM/YYYY) :

New Password* :

*Must be in 8 characters (A-Z,a-z,0-9) and no space allowed. Hint: a password composed of alphanumeric characters is recommended.

Re-enter New Password :

Please provide the first 5 characters of your ID (e.g.K012345 = K0123)

Have problems logging in? Please [contact us](#)

Account Activation



- **Step 2:** Enter all required information and click 'Submit'.

Account Activation

Please enter the following information:

HKID Card No./Passport No./BR Certificate No. #:

Date of Birth (DD/MM/YYYY): / /

New Password*

*Must be in 8 characters (A-Z,a-z,0-9) and no space allowed. Hint: a password composed of alphanumeric characters is recommended.

Re-enter New Password

➔

Submit

Reset

#Please provide the first 5 characters of your ID (e.g.K012345 = K0123)
Have problems logging in? Please [contact us](#)

Information	Description	Example
Date of Birth (DD/MM/YYYY)	Policy owner's date of birth	e.g. 13 March 1970 = 13 03 1970
HKID Card No. /Passport No.	First 5 characters of policy owner's ID	e.g. Z012345(6) = Z0123 or 4400 1234 1234 1234 1234 = 44001

Account Activation

Step 1

Step 2

Step 3

Step 4

- **Step 3:** Enter your **mobile number registered with us** and click '**Submit**'.
(Click '**Other**' if your registered mobile number is not issued by service providers in Hong Kong and enter the **Country Code/ Territory Code** and the **mobile number**. Then click '**Submit**'.)

Account Activation - Request For Verification Code

A 6-digit verification code will be sent to your registered mobile phone in our company record via SMS. Please ensure your mobile phone is switched on and is SMS-enabled and is with sufficient memory.

Please enter your registered mobile number:

Hong Kong mobile number

Other
*Country/Territory Code + Mobile number

*Example:
- For Mainland China, please enter 86
- For Taiwan, please enter 886
- For Macau, please enter 853
- For Japan, please enter 81
- For USA, please enter 1
If your China's mobile number is 12345678900, please enter 8612345678900.

Forgot/Not yet registered your mobile number? Please [contact us](#)

Account Activation

Step 1

Step 2

Step 3

Step 4

- **Step 4:** A verification code should have been sent to your registered mobile number. Enter the verification code and click '**Submit**'.

contact us'." data-bbox="61 295 740 717"/>

Account Activation - Enter Verification Code

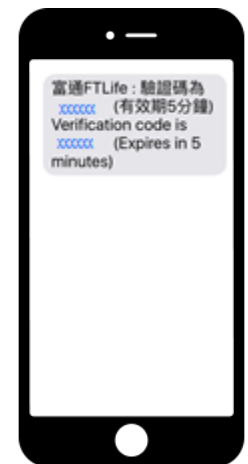
Please enter 6-digits verification code which sent to your registered mobile to complete the processing

Verification Code * : XXXXXX

*If you do not receive verification code soon, you may request for a new verification code by clicking on the "Resend Verification Code" button below

[Submit](#) [Resend Verification Code](#) [Reset](#)

Have problems logging in? Please [contact us](#)



Account Activation

Step 1

Step 2

Step 3

Step 4

- After clicking '**Submit**', your password should now be updated. You should be able to use your new password in the next login.



The screenshot shows the FTLife website interface. At the top left is the FTLife logo with the Chinese characters '富通保險'. To the right is a navigation bar with 'a a a' and '中文'. Below the logo is a banner image of three people smiling, with 'FTLife' text overlaid. The main content area has an orange header 'Account Activation' and a message: 'Your account has been successfully activated.' Below the message is an orange 'OK' button. At the bottom left, there is a link: 'Have problems logging in? Please [contact us](#)'.



Login Procedure

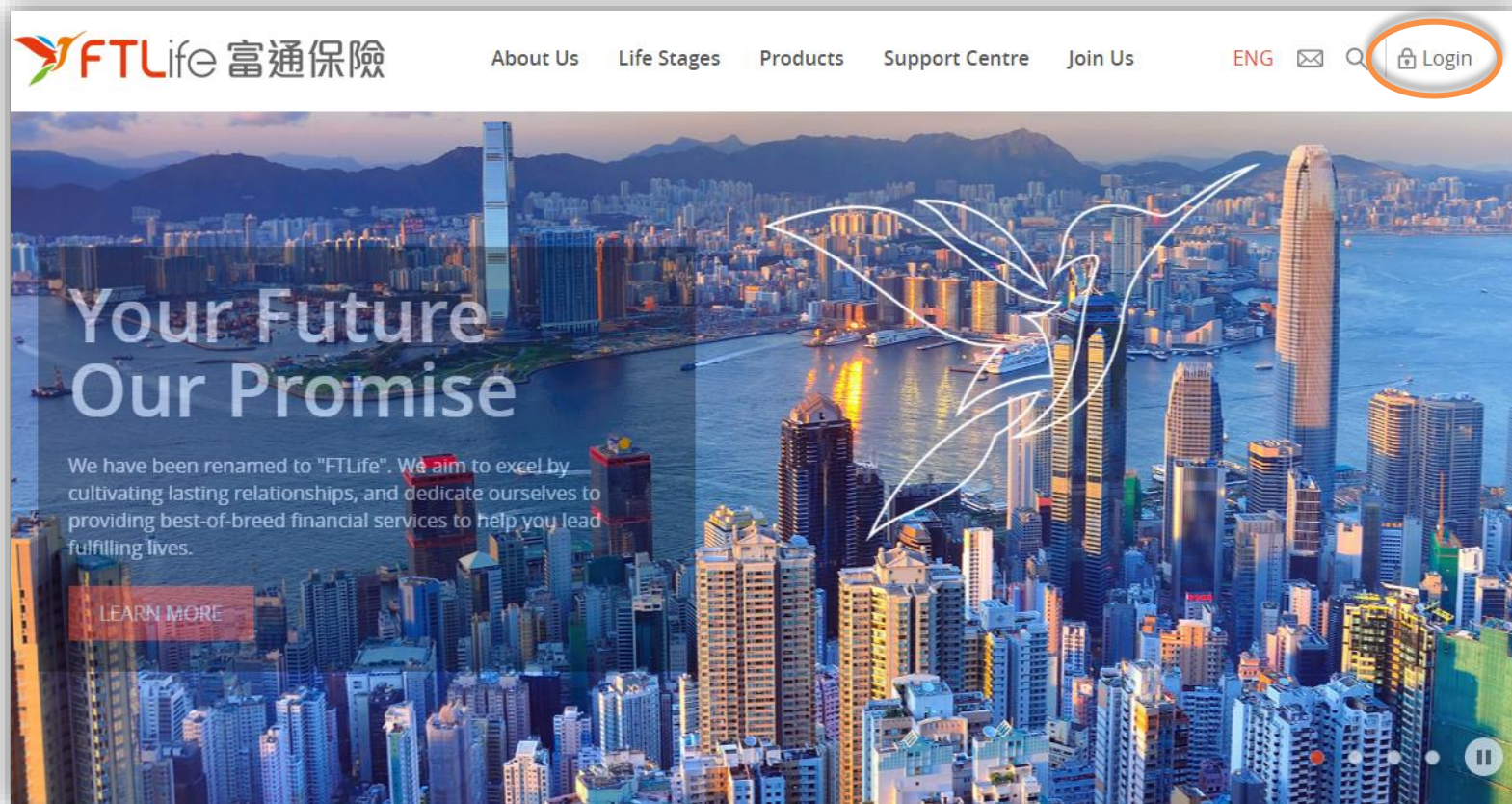
Step 1

Step 2

Step 3

Step 4

- **Step 1:** Go to our company website www.ftlife.com.hk and click 'Login'



Login Procedure



- **Step 2:** After clicking 'Login' on the top menu, go to 'Policyowner' section and click 'Login'



Login Procedure



- **Step 3:** Please enter your **Login ID** and **password** to login to Customer e-Service and click 'Submit'.



FTLife 富通保險
a a a 中文

Login



Business **O**riented **S**upport **S**ystem
財策服務系統

Customer e-Service

Please enter the following information:

Login ID :

Password :

Not yet registered? [Click here](#) to register

- [Forgot Password](#)
- [Forgot Login ID](#)
- Have problems logging in? Please [contact us](#)

Important:

- * [Internet Explorer 8](#) is the most suitable browser for the site. Some functions may not be available on other browsers due to compatibility issues.
- * If you are sharing a computer with others, be sure to log out after using.

Disclaimer

- **Step 4:** Please read the Terms and Conditions, click '**Accept**' if you accept them.



[Legal Statement](#)
[Privacy Statement](#)
[Security policy](#)

Legal Statement

This web site and the information contained in or any services provided under it are provided on the following terms and conditions. By using or visiting this web site you are deemed to accept these terms and conditions. Please read these terms and conditions carefully before using this web site. FTLife reserves the right to amend the terms and conditions herein at any time. These terms and conditions may be revised at any time by updating this posting. You are bound by any such revisions and should therefore periodically visit this page to review the then current terms and conditions.

This web site and the information contained in it should not be regarded as an offer or solicitation of business in any jurisdiction to any person to whom it is unlawful to offer or solicit business in such jurisdictions.

1. Company details

FTLife is an insurer principally engaged in the provision of a range of whole life, endowment and unit-linked insurance products to individuals in Hong Kong Special Administrative Region ("Hong Kong"). It also provides a range of other related products, including term life, accident, medical and disability insurance to individuals in Hong Kong. Its principal place of business is at 28th Floor, Wing On Centre, 111 Connaught Road Central, Hong Kong. Telephone +852 2591 8888, fax +852 2838 5303 and email address enquiries ftlhk.mkt@ftlife.com.hk.

Login Procedure

Step 1

Step 2

Step 3

Step 4

- After clicking '**Accept**', you have successfully logged in to our Customer e-Service. You can also download the Customer e-Service User Manual by clicking onto the **link**.



Home Policy Enquiry Investment e-Service Customer Service Admin Function

Welcome to Customer e-Service

Accessing your FTLife Insurance policy has now become easier and more convenient than ever before!

The new customer e-Service puts all the details at your fingertips, and it allows you to manage your policy online, whenever you like and wherever you may happen to be.

If you require any further information, please don't hesitate to contact your consultant or call our Customer Service Hotline on 2866 8898.

[Download Customer e-Service User Manual](#)

What's New

Love Your Kid's Future: iPhone App Newly Launched

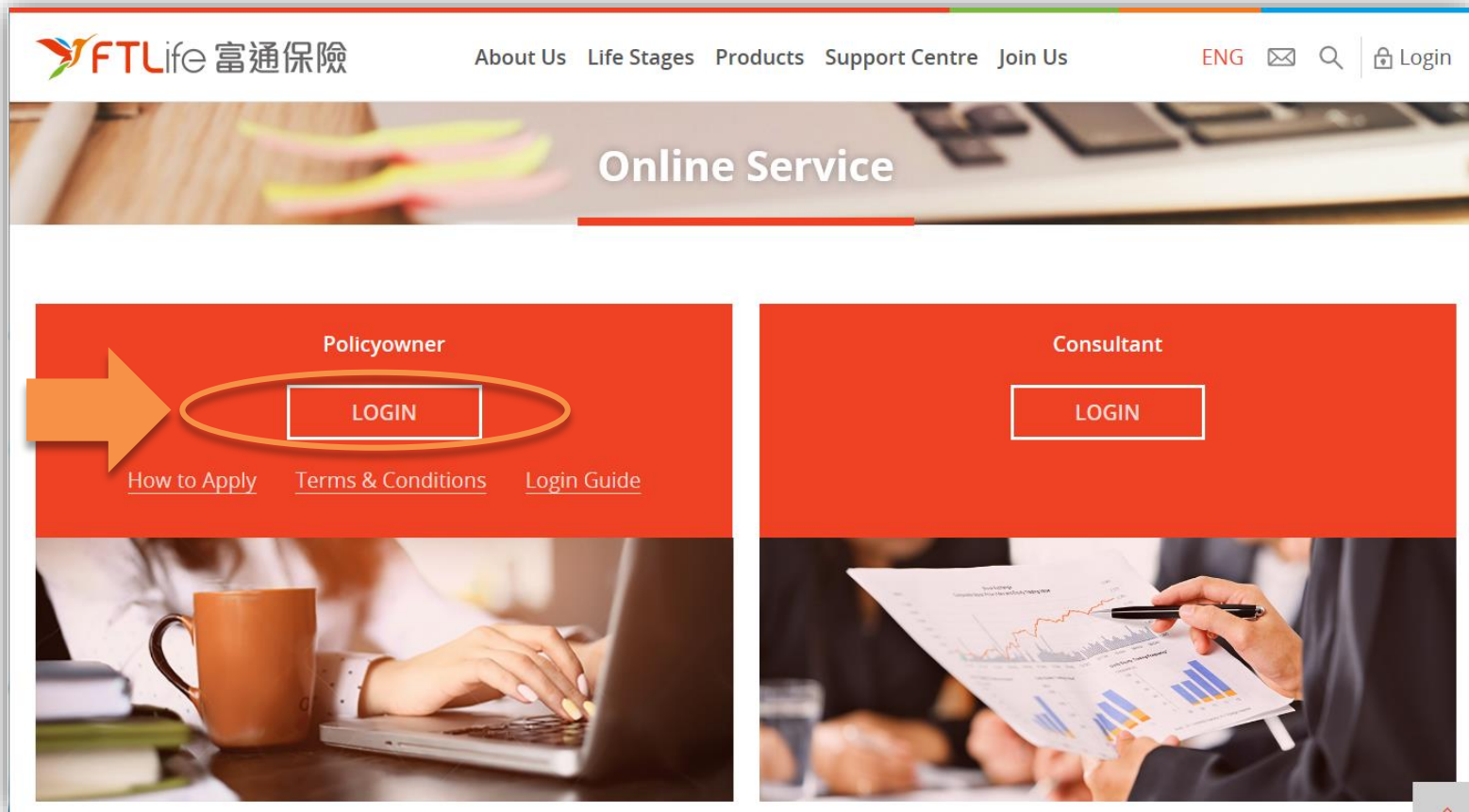
Business Oriented Support System
財策服務系統



Lost or Forgot Password



- **Step 1:** Go to our website ' at www.ftl.com.hk. Click '**Login**' on the top right then choose '**Policyowner**' and click '**Login**'.



Lost or Forgot Password



- Please click 'Forgot Password'.



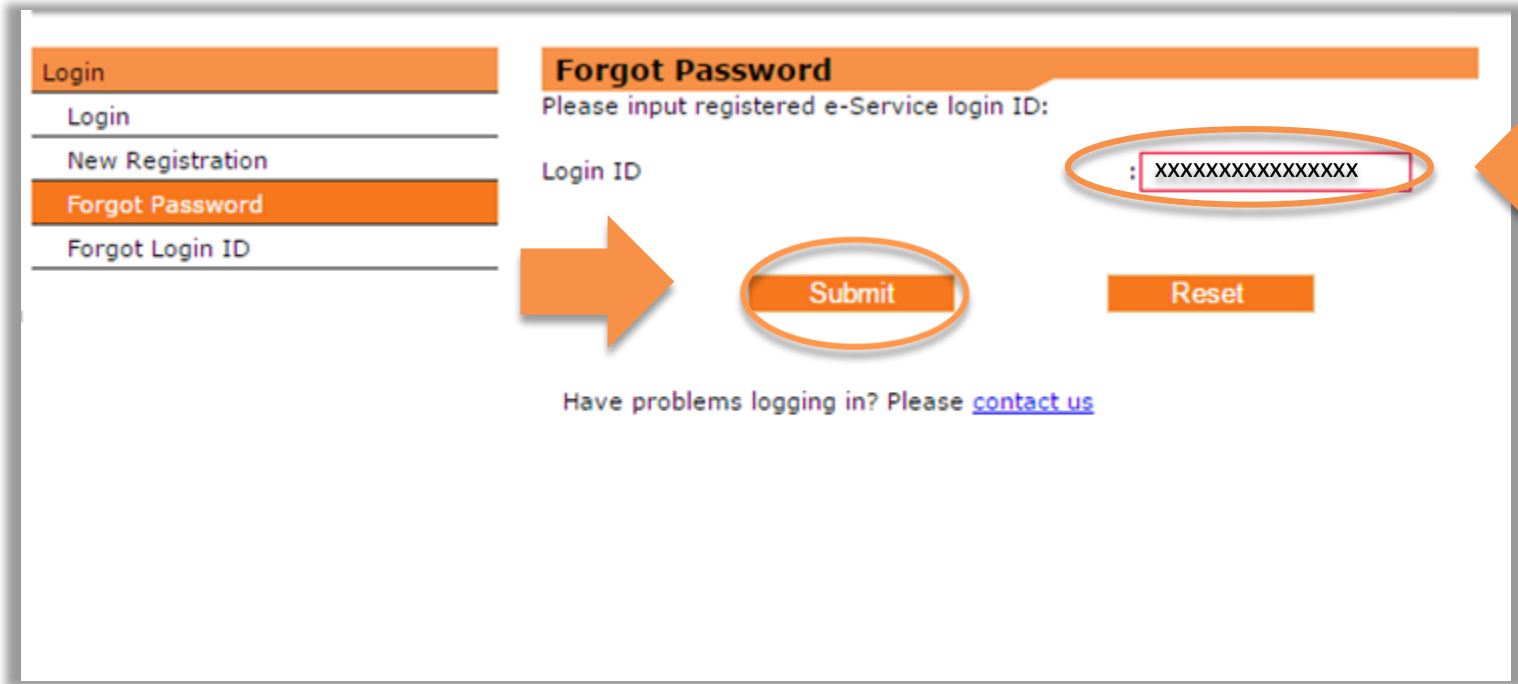
Not yet registered? [Click here](#) to register

- [Forgot Password](#)
- [Forgot Login ID](#)
- Have problems logging in? Please [contact us](#)

Lost or Forgot Password



- **Step 2:** Enter your **Login ID** and click '**Submit**'.



The screenshot shows a web interface for 'Forgot Password'. On the left is a navigation menu with 'Forgot Password' highlighted. The main content area has a title 'Forgot Password' and a prompt 'Please input registered e-Service login ID:'. Below this is a 'Login ID' label and a text input field containing 'XXXXXXXXXXXXXXXXXX'. A 'Submit' button is circled in orange, and a large orange arrow points to it from the left. Another large orange arrow points to the input field from the right. A 'Reset' button is also visible. At the bottom, there is a link: 'Have problems logging in? Please [contact us](#)'.

Lost or Forgot Password

Step 1

Step 2

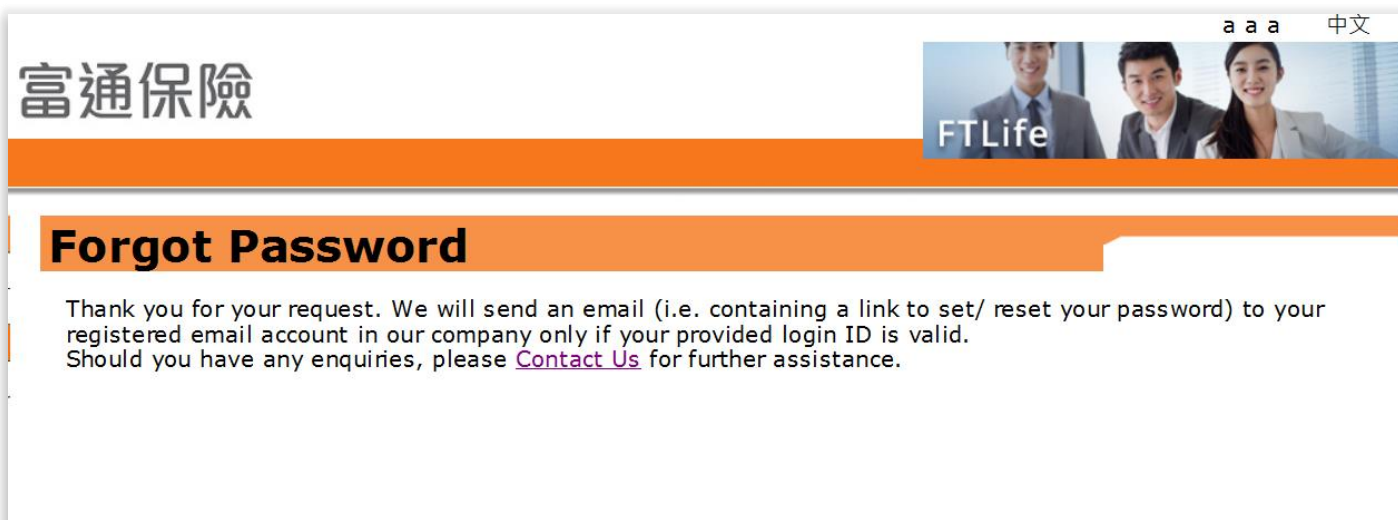
Step 3

Step 4

Step 5

Step 6

- **Step 3** : After clicking '**Submit**', your registered **e-mail account** will receive an email containing a URL to reset your password if you have successfully registered for our e-Service and have entered a correct Login ID.
- If no email has been received, this may be due to the following reasons :
 - Not yet registered e-Service
 - Enter incorrect login ID



The screenshot shows the FTLife website interface. At the top left is the '富通保險' logo. To the right are font size controls 'a a a' and the language '中文'. Below the logo is a banner image of three people in business attire with the 'FTLife' logo overlaid. The main heading is 'Forgot Password' in a large, bold, black font. Below the heading is a paragraph of text: 'Thank you for your request. We will send an email (i.e. containing a link to set/ reset your password) to your registered email account in our company only if your provided login ID is valid. Should you have any enquiries, please [Contact Us](#) for further assistance.'

Lost or Forgot Password



- **Step 4:** Click onto the **link** in the e-mail. Enter all required information and click '**Submit**'.



Forgot Password

Please enter the following information:

HKID Card No./Passport No./BR Certificate No. * : XXXXX

Date of Birth (DD/MM/YYYY) : XX XX XXXX

New Password* : XXXXXXXX
*Must be in 8 characters (A-Z,a-z,0-9) and no space allowed. Hint: a password composed of alphanumeric characters is recommended.

Re-enter New Password : XXXXXXXX

Submit **Reset**

* Please provide the first 5 characters of your ID (e.g.K012345 = K0123)
 Have problems logging in? Please [contact us](#)

To safeguard your privacy, we adopt SECURE SITE SERVICE from GLOBALSIGN to enhance our website security. You can obtain more information from GLOBALSIGN website.

For security reason, you are highly recommended to:

- Log out from FTLIFE Website each time after browsing
- Regularly change your password

Upon logging in, you agree to accept our Legal Statement, Privacy Statement and Security Policy.

Information	Description	Example
Date of Birth (DD/MM/YYYY)	Policy owner's date of birth	e.g.13 March 1970 = 13 03 1970
HKID Card No. / Passport No.	First 5 characters of policy owner's ID	e.g. Z012345(6) = Z0123 or 4400 1234 1234 1234 = 44001

Lost or Forgot Password



- **Step 5:** Enter your **mobile number registered with us** and click **'Submit'**.
 (Click **'Other'** if your registered mobile number is not a number issued by a service providers in Hong Kong. Enter the **Country/ Territory Code** followed by the **mobile number**.)

Forgot Password - Request For Verification Code

A 6-digit verification code will be sent to your registered mobile phone in our company record via SMS. Please ensure your mobile phone is switched on and is SMS-enabled and is with sufficient memory.

Please enter your registered mobile number:

➔

Hong Kong mobile number

Other
 *Country/Territory Code + Mobile number

***Example:**

- For Mainland China, please enter 86
- For Taiwan, please enter 886
- For Macau, please enter 853
- For Japan, please enter 81
- For USA, please enter 1

If your China's mobile number is 12345678900, please enter 8612345678900.

➔

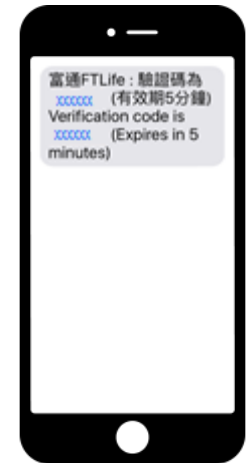
Reset

Forgot/Not yet registered your mobile number? Please [contact us](#)

Lost or Forgot Password



- **Step 6:** A verification code should have been sent to your registered mobile. Enter the verification code and click **'Submit'**.

contact us'. Orange arrows point to the 'Submit' button and the 'XXXXXX' input field." data-bbox="90 250 750 740"/>


Lost or Forgot Password

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

- After clicking '**Submit**', you should now be able to see this screen. Your password should now have been updated.



Lost or Forgot Login ID

Step 1

Step 2

Step 3

- **Step 1: Press click 'Forgot Login ID'**



Not yet registered? [Click here](#) to register

- [Forgot Password](#)
- [Forgot Login ID](#)
- Have problems logging in? Please [contact us](#)

Lost or Forgot Login ID



- **Step 2:** Please enter the following information.

Forgot Login ID

Please enter the following information:

Registered Policy No # :

Date of Birth (DD/MM/YYYY) :

HKID Card No./Passport No./BR Certificate No. * :

Submit
Reset

Information	Description	Example
Registered Policy No#	Any one of your policy(ies) currently inforce	000100123456
Date of Birth (DD/MM/YYYY)	Policy owner's date of birth	e.g.01 Jan 2016 = 01 01 2016
HKID Card No. /Passport No.	First 5 characters of policy owner's ID	e.g. Z012345(6) = Z0123 or 4400 1234 1234 1234 = 44001

Lost or Forgot Login ID

Step 1

Step 2

Step 3

- **Step 3:** After entering your information, click **'Submit'**



Forgot Login ID

Please enter the following information:

Registered Policy No # : XXXXXXXXXXXXX

Date of Birth (DD/MM/YYYY) : XX XX XXXX

HKID Card No./Passport No./BR Certificate No. * : XXXXX

- After submission, your Login ID will be sent to your **registered email address** soon.

Forgot Login ID

The new Login ID will be sent to your registered email address soon.
Thank you for using FTLLIFE customer e-Service.



Unsuccessful Verification

- The verification will not be successful if:
 - 1) You have entered a *wrong/ expired verification code* for three times
 - 2) You have entered a mobile number that does *not match* with our company's records for three times
 - 3) You do *not* have a mobile number *registered* in our system
- For the above cases, the following screen should be shown:

If you wish to update your mobile number, please complete the "Change Form"

Verification Unsuccessful

Since the validation process was not successful, this may be due to the following reasons:

- You incorrectly entered your mobile number or the verification code for more than three times or,
- We do not have your mobile number in our company's records or,
- The verification code has expired

For security reasons, you will need to enter your policy number that is currently in force and we will mail post your password to your correspondence address registered in our company's records.

If you wish to update your mobile number, please complete the "Change Form".

Registered Policy No*

:

Submit

Reset

* Please input any one of your policy(ies) currently in force. A new password will be mailed to the correspondence address of this policy.

Have problems logging in? Please [contact us](#)

Unsuccessful Verification

- Please enter your inforce policy number and click '**Submit**'. After submission, we will send a new password to the customer's registered correspondence address by **post**.



Verification Unsuccessful

Since the validation process was not successful, this may be due to the following reasons:

- You incorrectly entered your mobile number or the verification code for more than three times or,
- We do not have your mobile number in our company's records or,
- The verification code has expired

For security reasons, you will need to enter your policy number that is currently inforce and we will mail post your password to your correspondence address registered in our company's records.

If you wish to update your mobile number, please complete the "Change Form".

Registered Policy No*

: XXXXXXXXXXXXXXX

Submit Reset

* Please input any one of your policy(ies) currently inforce. A new password will be mailed to the correspondence address of this policy.

Have problems logging in? Please [contact us](#)



Thank You for using Customer e-Service

Should you have any questions,
please feel free to contact our Customer Service Hotline at (852) 2866 8898



FTLife Insurance Company Limited
(Incorporated in Bermuda with limited liability)