

CTF Life
周大福人壽

Customer e-Service Login Guide

- Account Activation
- Lost or Forgot Password/ Login ID

Account Activation

	After Customer e-Service registration, you will receive an activation email from your registered email account
Step 1	Open the URL
Step 2	Input Personal data and new password
Step 3	Enter mobile number (registered in our system) and submit to proceed next step Note: For non-Hong Kong number, please select "Other" and also provide Country Code/ Territory Code prefix with your mobile number
Step 4	Received OTP verification code and submit
	Account will be activated by use new password login Registration process completed

Lost or Forgot Password/ Login ID

Step 1	Visit company website and login as 'Policyowner' by clicking 'Login'	
	To recover password	To recover login ID
Step 2	Click 'Forgot Password'	Click 'Forgot Login ID'
Step 3	Enter your Login ID and submit to proceed next step	Enter information required and submit. Login ID will be sent to your register email account
Step 4	<p>Enter the URL provided in the email received from your registered email account to reset password</p> <p>Note: If you do not receive the email –</p> <ul style="list-style-type: none"> • May not register e-Service yet • May not enter the correct login ID 	<p>If verification is unsuccessful:</p> <ul style="list-style-type: none"> • You may have entered a wrong/ expired verification code for three times • You may have entered a mobile number that does not match with our company's records for three times • You may not have a mobile number registered in our system
Step 5	Password will be updated	Enter your inforce policy number and submit for a new password

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

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(於百慕達註冊成立之有限公司)