

Change or forget User ID/password



Change User ID

The screenshot shows the Zurich 'My profile' page. At the top left is the Zurich logo and 'ZURICH 蘇黎世'. At the top right are navigation links: 'My profile' (with a person icon), 'Contact us' (with a phone icon), 'Language' (with a globe icon), and a 'Logout' button. Below the navigation is a 'Back to My Policy' link. The main heading is 'My profile'. Under 'Contact information', there are fields for 'Name', 'Mobile phone no.', and 'Email address', each with an 'Edit' button. On the right, a blue box titled 'Account Information' contains a 'User ID' field with a 'Change user ID' button and a 'Change Password' button. Two callouts are present: callout 1 points to the 'My profile' link with the text 'Click "My profile"', and callout 2 points to the 'Change user ID' button with the text 'Click "Change User ID"'. The 'User ID' field is partially obscured by a black redaction box.

Forgot User ID

OneZurich
An integrated customer portal for our customers to enjoy personalized services around-the-clock.

User ID

Password

Remember my user ID

Login

Forgot Password | **Forgot User ID**

Register

1 Click "Forgot User ID"

< Back to Login

Forgot user ID

Please enter your HKID no./ Passport no. to verify your identity.

2 Input HKID/passport number

HKID no. /Passport no.

- Enter all numbers and letters excluding special characters.
- HKID no.: e.g. A123456
- Passport no. or other id

3 Select the method to receive the User ID

Please choose a method to receive the User ID

Email SMS Email address

4 Enter mobile number or email address to receive User ID

Next

Change password

The screenshot shows the Zurich 'My profile' page. At the top left is the Zurich logo and 'ZURICH 蘇黎世'. At the top right are navigation links: 'My profile' (with a person icon), 'Contact us' (with a phone icon), 'Language' (with a globe icon), and a 'Logout' button. Below the navigation is a 'Back to My Policy' link. The main heading is 'My profile'. Under 'Contact information', there are fields for 'Name', 'Mobile phone no.', and 'Email address', each with an edit button. On the right, a blue box titled 'Account Information' contains a 'User ID' field with an edit button and a 'Change Password' button. Two callouts are present: callout 1 points to the 'My profile' link, and callout 2 points to the 'Change Password' button.

1 Click "My profile"

2 Click "Change Password"

Forgot Password

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User ID

Password

Remember my user ID

Login

Forgot Password | Forgot User ID

Without an account? Register

1 Click "Forgot Password"

< Back to Login

Forgot password

Please enter your HKID no./ Passport no. to verify your identity.

HKID no. /Passport no.

- Enter all numbers and letters excluding special characters
- HKID no.: e.g. A123456(7), please
- Passport no. or other identification

How would you like to get your password reset information?

Email SMS Email address

Next

2 Input HKID/passport number

3 Select the method to receive password reset information

4 Enter mobile number or email address to receive password reset information