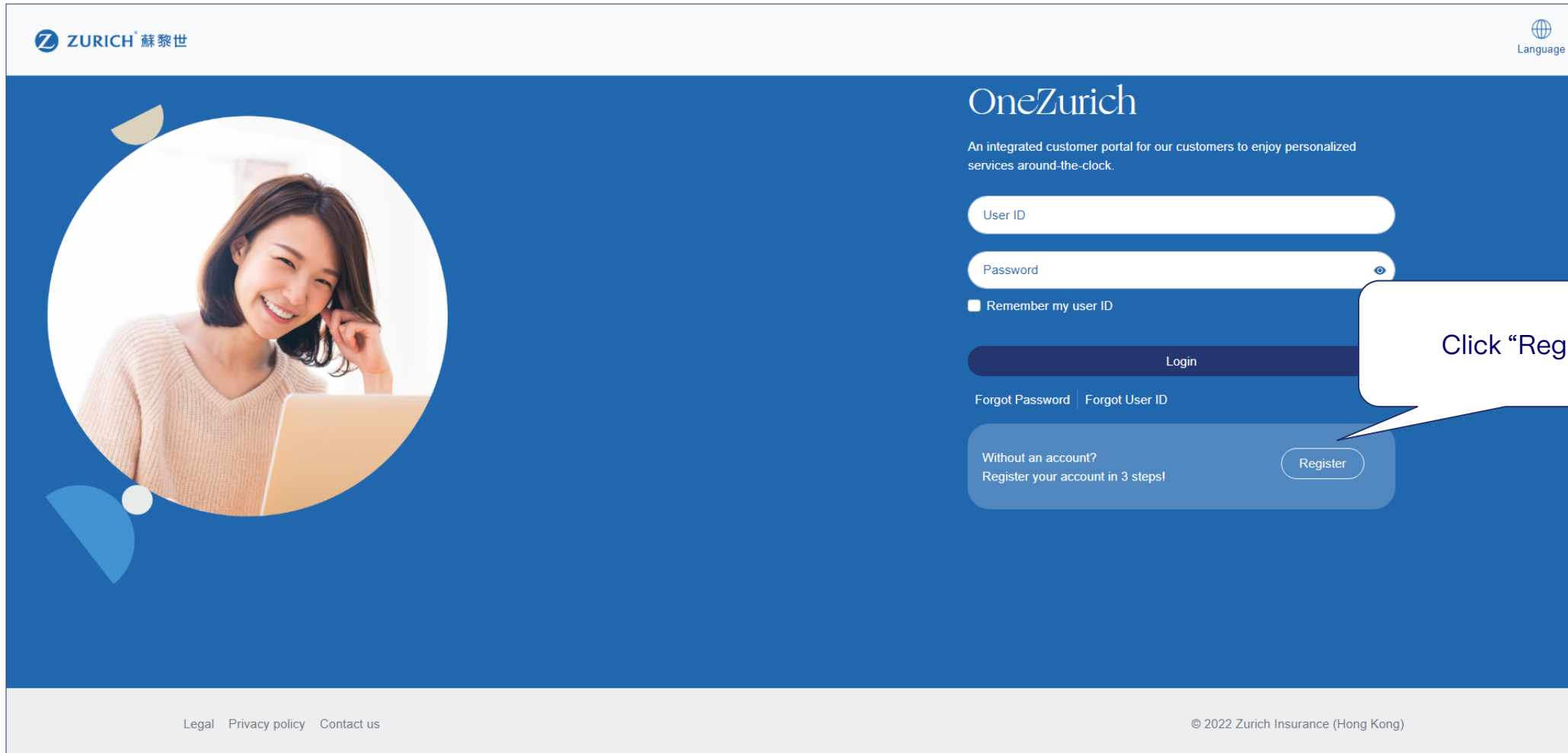


Registration



Registration

Don't have an account yet? Learn how to create one in 3 simple steps!



The screenshot shows the Zurich OneZurich registration page. On the left, there is a circular image of a smiling woman looking at a laptop. The main content area on the right features the 'OneZurich' logo and a description: 'An integrated customer portal for our customers to enjoy personalized services around-the-clock.' Below this are input fields for 'User ID' and 'Password', a 'Remember my user ID' checkbox, and a 'Login' button. There are also links for 'Forgot Password' and 'Forgot User ID'. At the bottom of the registration section, there is a 'Without an account? Register your account in 3 steps!' link and a 'Register' button. A speech bubble points to the 'Register' button with the text 'Click "Register"'. The page footer includes links for 'Legal', 'Privacy policy', and 'Contact us', and a copyright notice: '© 2022 Zurich Insurance (Hong Kong)'.

Follow these steps

Step 1 Input personal details

If you have purchased policies with one HKID no./passport no. but in different full names (i.e. “CHAN Tai Man” and “CHAN Tai Man Peter”), you might not be able to register.

Please contact us for assistance.



The screenshot shows the Zurich registration page. At the top, there is a header with the Zurich logo and the Chinese characters '蘇黎世'. Below the header, there is a navigation link '< Back to Login'. The main heading is 'Register'. A progress indicator shows three steps, with the first step (1) highlighted. Below the progress indicator, it says 'Register your account in 3 easy steps!'. There is a warning box with the text: 'OneZurich supports individual policyholders for several products at this moment. Under the following scenarios, you may not be able to create an account:'. The warning box contains two bullet points: '• You are a policyholder of a joint-owned policy or a Fire Mortgage scheme.' and '• You do not hold any active policies and the other policies have been non-active for over one year.' Below the warning box, there is a link: 'Looking for help? Don't hesitate to [contact us](#).' The registration form has several input fields: 'HKID no./Passport no.', 'Email address', and 'Mobile phone no.' (with a dropdown menu showing '852'). At the bottom of the form, there is a checkbox: 'I have read and accepted the [Terms and Conditions](#) and [Personal Information Collection Statement](#).' and a 'Next' button.

Click “Terms and Conditions” and “Personal Information Collection Statement” to read. Then close the new tab to return to the registration page and tick the box.

Follow these steps

Step 2
Click activation link (SMS/email)



The screenshot shows an email from Zurich Insurance (香港) regarding the successful creation of a OneZurich eService account. A blue button with the text "立即啟動 Activate Now" is highlighted with a red border. The email includes instructions to click the activation link within 14 days and provides contact information for assistance.

 ZURICH 蘇黎世

██████████ 您好！

您的OneZurich客戶網上服務帳戶已成功開立！請按以下連結啟動您的個人賬戶。

立即啟動 Activate Now

提醒您，此連結於14天內有效。如逾期請重新進行登記。

如須協助，請[按此](#)聯絡我們。

蘇黎世保險（香港）

此電郵由電腦系統自動傳送，請勿回覆。

Hi ██████████

Your OneZurich Customer eService account has been successfully created! Please click the above "Account Activation" link to activate your account.

This activation link is only valid for 14 days. Please register again if it expired.

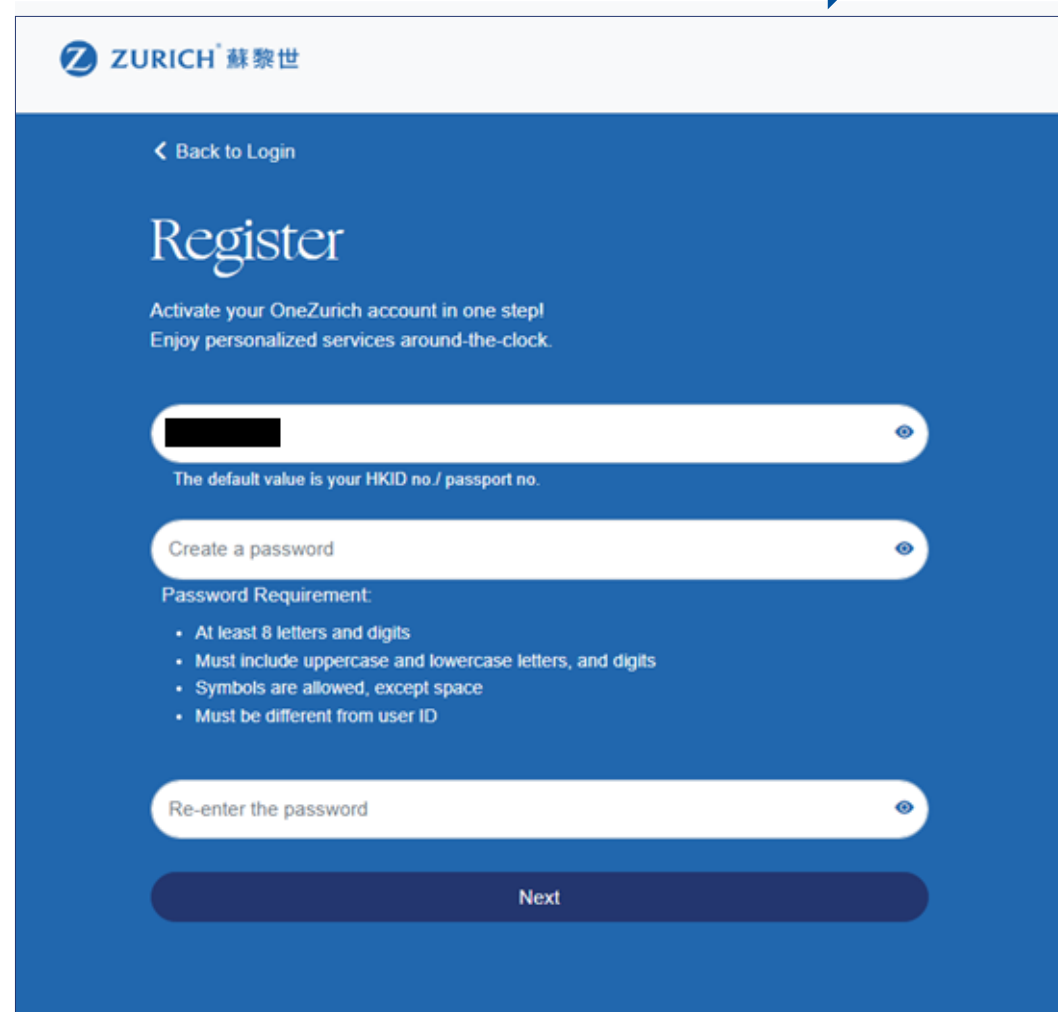
For any assistance, please click [here](#) to contact us.

Zurich Insurance (Hong Kong)

This is an automatically generated email, please do not reply.

You're all set!

Step 3
Set up User ID and password



The screenshot shows the Zurich registration interface. At the top left is the Zurich logo and the Chinese characters '蘇黎世'. Below the logo is a link for '< Back to Login'. The main heading is 'Register', followed by the text 'Activate your OneZurich account in one step! Enjoy personalized services around-the-clock.' There are three input fields: the first is for the user ID, with a placeholder 'The default value is your HKID no / passport no.'; the second is for creating a password, with a list of requirements: 'At least 8 letters and digits', 'Must include uppercase and lowercase letters, and digits', 'Symbols are allowed, except space', and 'Must be different from user ID'; the third is for re-entering the password. A 'Next' button is located at the bottom of the form.