ALLIANZ
MyHealth China app

Our Allianz MyHealth China app has been designed to give you easy and convenient access to your cover, no matter where you are. With our MyHealth China app you can access the following features from your mobile device:

My claims - submit your claims in 3 simple steps and view your claims history.

My contacts - access our 24/7 Helpline and local emergency numbers. Our Helpline can provide service in both English and Chinese.

Symptom checker - for a quick and easy evaluation of your symptoms.

My policy - access your policy documents and your Membership Card on the go.

Pharmacy aid - enter the brand name of your medicine, then select it to view its active ingredients.

Translate - translate common ailments into one of 17 languages.

GETTING STARTED

Download - you can download the app from the Apple App Store or Google Play Store by simply searching for "**Allianz MyHealth China**" app and following the on-screen instructions. You may find a similar app called "**Allianz MyHealth**" in the app store, please avoid downloading this version as it will not work with your Allianz Jingdong policy.

If you have an Android device but do not have access to the Google Play Store, please follow the instructions provided on **https://www.allianzcare.com/en/support/member-resources/my-health-app/china.html** to "sideload" it safely onto your Android device.

Initial setup - once downloaded, open the app and insert your policy number. Then, if prompted, register to receive a username and temporary password. Otherwise, please insert the login details available from your Membership Pack. When requested, change the temporary password provided to something you can easily remember. If you re-install the app or setup the app on another device, please use this setup information again. Please note that you can also use these details to login to our Online Services.

Set PIN - finally, set your own unique PIN number. In the future, this PIN number will be all you need to access the **Allianz MyHealth China** app and all its features.

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> *Claiming with Allianz Jingdong has been made very time saving and convenient by your app. I have always had good experiences with Allianz Jingdong, I was always given competent advice and the claims processing has always been quick. Thank you very much.*
>
> **Dóra Möpps**
> **Individual member**
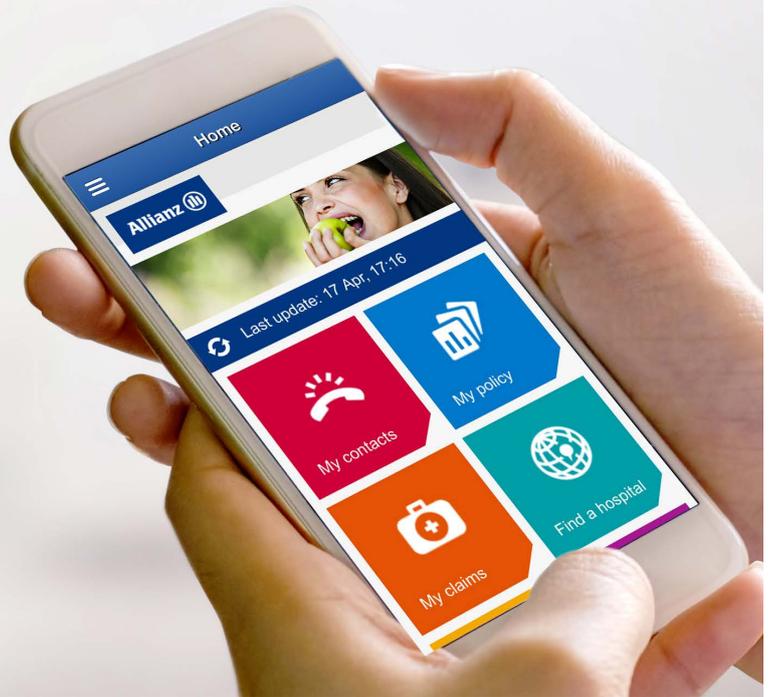
All data stored in the app or transmitted to and from the app is secured via encryption.

Most features are accessible even when offline.

MyHealth China app is available in English, French, German, Spanish and Brazilian Portuguese.

FAQ

Is this a free app?

Yes, the MyHealth China app is free to download. However, you may incur charges depending on the plan you have with your telecommunications/internet provider e.g. for information updates and phone calls.

How do I reset my PIN number?

In the slide-out menu, select the "Settings" option. Follow the on-screen instructions to re-set your PIN.

Please note that the mobile app is a service offered via our sister company Allianz Care. For more information, please visit: www.allianzcare.com/en/support/member-resources/my-health-china-app.html

Follow us on WeChat for lots of great health and wellness articles for you and your family. Via our WeChat profile you can also find information on our International Health solutions, and you can access our medical provider finder.