

# Travel Insurance Claim Form 旅遊保險索償申請表

claims.hk@aig.com | Enquiry: +852 3666 7090

This form must be completed truthfully and accurately and no information or materials have been withheld and that AIG will rely and act on the Information accordingly. Otherwise, we reserve the rights to deny liability or recover amounts paid, whether wholly or partially. If there is not enough space on this form or the applicable field is not available, please supplement with attachment providing information. To avoid delay in processing your claim, please ensure that the form is completed with sufficient information and attached with supporting documents. You may fast-track your claims by emailing it to claims.hk@aig.com and sending your original receipts to the address stated below.

請準確及誠實地填寫此申請表。本公司將據閣下所提供之資料處理申請。如遞交資料有任何不實或隱瞞,本公司保留權利拒絕相關申請及追討已支付的 賠償。如果表格空間不足或沒有適用之欄位,請以附件補充資料。為免索償因資料或文件不足而被延誤,請確保所需文件及資料已悉數提供。閣下可把 填妥之申請表以電郵發送至claims.hk@aig.com並把正本收據郵寄至以下地址以加速申請過程。

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Room 110-60, Hing Yo Commental Centre, 282 De Veux Road Cestral, Hong Kong
Teles 2221 1891 Earls Velle SearTolevery Brown Committee Very SearTolever VP
Thank you for considering Sun Flower to be one of your selected intermediatries.
We are pleased to get in touch should you have any enquiry regarding the captioned insura

AIG Insurance Hong Kong Limited
Claims Department
7/F, One Island East 18 Westlands Road Island East Hong Kong

美亞保險香港有限公司 賠償部 香港港島東華蘭路18號港島東中心7樓

# Personal Information (Required) 受保人及一般資料 (必須填寫)

Genera	<b>Documents</b>	Required (	(基本所需文件	.)
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Insurance certificate or premium receipt 保險憑證或保費收據

<ul> <li>Insurance certificate or premium receipt (素)與 25</li></ul>		licy only) 離港或始發均	也證明,如機	<b>農票,船票,登機</b>	登等(僅適用	目於全年旅遊傷	禄麗)			
Policy/Certificate No. 保單號碼	Name of Policyholder (English) 保單持有力	Name of Policyholder (Chinese) 保單持有人姓名(中文)								
Name of Insured (English) 受保人姓名(英文)	Name of Insured (Chinese) 受保人姓名(中	<del>カ</del> )	Incurad's	Insured's HKID No/Passport No 受保人香港身份証護照號碼						
Nume of insured (English) 支际八处石(关文)	Truline of Insured (Chillese) 支床入灶石(十	TIND No/Tasspo	II NO 支际/	(百)色牙[[] 山山	<b>支</b> 黑					
Name of Parent/Legal Guardian (English) Only applicable if the Insured is below the age of 18 父母/合法監護人姓名(英文) 只適用於受保人未滿18歲的情况	Name of Parent/Legal Guardian (Chi Only applicable if the Insured is below the age 父母/合法監護人姓名(中文) 只適用於受	Parent/Legal Guardian's HKID No/Passport No 父母/合法監護人香港身份証/護照號碼								
Mobile Phone No. 手提電話號碼  Claims or payment notification will be sent to this mobile phone number via SMS. 本公司將會在收到此家價中請表後發送確認短訊至此手提號碼。	E-mail Address 電郵地址	Travel Guard Case reference number, if applicable. Travel Guard 檔案編號,如適用。								
Mailing Address 通訊地址										
Policy Category 保單類別	Country of Visit	Journey Perio	d 旅遊日期							
Single Trip Policy 單次旅遊保險單		DD	MM	YYYY To∃	DD	MM	YYYY			
Annual Policy 全年旅遊保險單		日	月	年	日	月	年			
Do you have any other insurance policies covering this loss or expenses incurred? 是項索償是否受保於其他保險合約?	If yes, please provide the details below Name of Insurer 保險公司之名稱Policy No.		資料	c						
Yes 是 No 否	保單編號	Policy Type 保單類別	Sum Insured 保額							
Are you a citizen of the United States? 閣下是否美國公民?	If yes, please provide your social secu	rity number 如是,訂	青提供社會的	呆障編號						
Yes 是 No 否										
AIG HK is a subsidiary of US company and as such is required to report injury clus to comply with this reporting requirement. 美亞保險香港有限公司作為美資公司從以上匯報要求而收集。										
Claims Payment Mode (Required) (Please Therequestforpayment mode is not an admission of our liab	ility. lftheclaimiseligible,theindemnitysh	all bepayable to the re		•	thefollowing	gdetails				
provided.本公司特此聲明此項要求並不代表本公司承認賠	順貝IT。	又刊	7. 水八知 下抗	三、	- I					
Direct credit to Hong Kong Bank Account					Bank No					

Acco (Mus	D)rect credit to Hong Kong Bank Account									Bank Name 銀行名稱				
Bank Code	ank Code 銀行號碼   Branch Code 分行號碼   Account Number 戶口號碼   Notification of payment will be sent to your li							sted email address provided above						
1											- [		賠款送到此電郵地址	
Hon	g Kong D	ollar Cl	heque 渚	<b>き</b> 幣支票										

# Type of Claims (Required) (Please tick) 索償項目(請選擇) (必須填寫)

## Section A - Medical Expenses/ Hospital Income/Loss of Income 第二部份(甲) 醫療費用/住院現金/緊急入息援助

## Documents required under SECTION A:

#### Medical Expense

- Original hospital/medical bill(s)/receipt(s)/medical report stating diagnosis and the date of the injury/sickness commenced certified by a qualified medical practitioner
- Letter of referral from general practitioner for the medical treatment conducted by specialists, physiotherapists, etc

## Hospital Income/Loss of Income

- Medical certificate from a qualified medical practitioner certifying the number of days of hospitalization.
- · Hospital discharge summary
- Letter from employer/company stating that the insured is under employment during sick leave period

## 第二部份(甲)所需文件

#### 醫療費用

- 由註冊醫生發出的醫療報告/收據正本,並註明診斷結果及受傷或疾病發生 日期
- 如果有接受特別或專科治療,例如物理治療,請提供註冊醫生發出的轉介信

## 住院現金/緊急入息援助

- 由註冊醫生發出的醫療證書證明住院日數
- 出院總結
- 如屬緊急入息援助索償,請提供由公司/僱主發出之信件,證明受保人在受傷或疾病的病假期間仍然受僱及薪酬金額的賠償明細(如適用)

Date of the injury/sickness 發生意外或疾病的日期	Date of first consultation witl 第一次求診日期	h doctor/hospital	Nature of injury/Diagnosis of sickness 傷勢/病況的診斷結果						
DD MM YYYY 日 月 年	DD MM 日 月								
In the case of injury, where and how did the accident occur? In the case of sickness, what were the symptom(s) and when did the symptom(s) first appear? 如屬受傷個案,請詳述意外發生地點及經過。如屬疾病個案,請說明病徵及首次出現病徵的時間。									
Was the injury due to any other person's fault? 如屬受傷個案,請說明是否因爲任何第三者的過錯。  Yes 是  No否  If yes, please provide the details of the third party, including the name, address and contact number. 如是,請提供有關第三者的姓名、通訊地址及電話									
Claim Amount for Overseas Medical Expenses (Please indicate 海外醫療費用的索償金額(請註明貨幣)	he currency)	Claim Amount for Follow Up Medical Expenses in Hong Kong 覆診醫療費用的索償金額							
Do you need to receive further medical treatment? 你是否需要繼續接受治療? Yes 是 No否		If yes, how long will the further medical treatment last?如是,該療程還需多長時間?							

# Section B – Loss of Baggage, Travel Documents and Personal Money 第二部份(乙) 行李、旅遊證件及金錢損失

# Documents required under SECTION B:

- Loss/damage reports issued by the relevant authorities or organizations (e.g. police, airline,hotel, etc.)
- Photos showing the extent of damage to the property, if applicable
- Original Purchase receipt of the lost/damaged items
- Repair quotation, if applicable
- Original receipts for additional hotel accommodation and travel expenses, if applicable
- $Compensation\ breakdown\ from\ other\ insurers/parties\ (e.g.\ airlines),\ if\ applicable$

## 第二部份 (乙)所需文件

- 有關機構(如酒店/航空公司/警方)發出的損失/損壞報告
- 顯示物品損壞程度的相片(如適用)
- 損失/損壞物品購買收據正本
- 維修報價(如適用)
- 額外支付的住宿/交通費用收據正本(如適用)
- 其他保險公司或有關團體(如航空公司)的賠償明細(如適用)

Date and time of loss/damage 損失/損壞日期	Location of loss/damage 損失/損壞地點
DD MM YYYY 日 月 年	
F II I	of 1 7 P C 2 C 2 C 2 C 2 C 2 C 2 C 2 C 2 C 2 C

Full description of how the loss/damage occurred 詳細描述事件發生的經過

Was the loss reported to the	Was the damage reported to	Did the common carrier / hotel offer compensation in any form (including repair, replacement)	
police <u>within 24 hours</u> ?	reliable party, e.g. common	有關公共交通機構/酒店有否提供任何形式的賠償(包括維修或更換)	
有否 <b>在24小時</b> 內學方報告此損	carrier <u>within 3 days</u> ?	万朔公八人地城市(四日万日龙八江门)/247510月(日11年10人文法)	
失?	有否在3天內有關責任方(如航空	Yes, please specify 有,讀詳述	No 沒有
	公司)報告此損壞事件?	7 7 BALLAS	1.274
Yes 是 No否	Yes 是 No否		

Name and contact information of the reported police station/common carrier/hotel 警局/公共交通機構/酒店的名稱、通訊地址及電話

Apart from the above mentioned, was the loss due to any other person's fault? If yes, please provide contact information of the third party.

除以上所提及之機構, 損失是否由其他人仕的過錯導致? 如是,請提供對方的名稱、電郵、通訊地址及電話

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Item(s) lost/damaged: 損失/損壞物品	Date of Purchase 購買日期	Purchase Value 購買價錢	Repair Quotation 維修報價	Photo		Receipt					
				Yes 是	No否	Yes 是	No否				
				Yes 是	No否	Yes 是	No否				
				Yes 是	No否	Yes 是	No否				
				Yes 是	No否	Yes 是	No否				
				Yes 是	No否	Yes 是	No否				



## **Sun Flower Insurance Brokers Limited**

Room 1105-08, Hing Yip Commercial Centre, 282 Des Voeux Road Central, Hong Kong
Tel: 2521 1881 Fax: 2521 1919 Email: vip@sunflowergroup.com.hk www.sunflowerVIP.com

Thank you for considering Sun Flower to be one of your selected intermediaries.

We are pleased to get in touch should you have any enquiry regarding the captioned insurance.

#### Documents required under SECTION C: 第二部份(丙)所需文件 • Documentation indicating the reason(s) for and number of hours of delay (e.g. • 公共運輸機構發出顯示延誤原因及時數的證明 confirmation from common carrier) · Original receipt(s) for emergency purchase of essential items, if applicable • 緊急購買必需品的收據正本(如適用) Reason for Delay 延誤原因 Location 地點 Travel Delay 旅程延誤 Baggage Delay 行李延誤 Date 日期 Departure time 出發時間 Arrival time 抵達時間 Flight No.航班編號 Original arrival/departure time YYYY 年 חח MM 原定時間 Actual arrival/departure time: DD **延誤後實際時間** Did you make any emergency purchases of essential items? 有沒有購買緊急必需品? Yes 是 No否 Section D -Journey Cancellation, Curtailment and Re-arrangement 第二部份(丁)行程取消/提早結束旅程/行程更改 Documents required under SECTION D: 第二部份 (丁)所需文件 Journey Cancellation and Curtailment 行程取消/提早結束旅程 Copy of original itinerary • 原有行程副本 • Documentation confirming trip cancellation • 缺席出發/行程取消證明 · Documentation confirming non-refundable/refunded amount • 退款金額/不能退款證明 · Original receipt(s) showing any pre-paid costs or deposits made OR additional travel and/or • 顯示已付費用/按金或於受保行程開始後支付的額外住宿費用的收據 accommodation expenses incurred after the commencement of the insured journey 正本 · Medical certificate indicating diagnosis and reason that the insured is unfit for travel, if • 醫生證明受保人不適合旅程的診斷及原因 (如適用) applicable. • 死亡證明 (如適用) Death certificate, if applicable • 與受保人的關係證明(如適用) · Proof of relationship to the insured, if applicable 行程更改 Journey Re-Arrangement • 於受保行程開始後的額外交通及/或住宿費用文件/收據正本 · Original documentation/receipts indicating the additional travel and/or accommodation expenses incurred • 酒店、航空公司證明文件以便確認: after the commencement of the insured journey 由公共運輸機構/旅行社發出的文件顯示行程更改的原因 · Documentation from common carrier or travel agent indicating the reason for travel re-arrangement. • 退款金額/不能退款證明 · Documentation confirming non-refundable/refunded amount Reason for journey cancellation, curtailment or re-arrangement 行程取消/提早結束旅程/行程更改的原因 Journey Cancellation 行程取消 Journey Curtailment 提早結束旅程 Journey Re-arrangement 行程更改 MM 月 YYYY 年 YYYY 年 Period of original journey 原定行程 DDTo至 DD MM From 由 Period of curtailed/re-arranged Journey DD MM From 由 To至 縮短/更改後之行程 If the journey curtailment/journey cancellation was due to death, serious injury or sickness of the insured/immediate family member/close business partner/ traveling companion, please state clearly the following 如行程取消或提早結束旅程原因是因為受保人本人或受保人的直系親屬或親密的生意伙伴或旅遊夥伴死亡、嚴重受傷或患病,請提供以下資料 Full name of sick/injured/deceased person 死亡、受傷或患者姓名 Relationship to the Insured 與受保人關係 Diganosis 診斷 Claim Amount (Please indicate the currency) 索償金額 (請註明貨幣) Amount compensated by airline, hotel and travel agent 航空公司、酒店及旅行社的退款金額 Section E- PersonalAccident(FatalandPermanentDisability)第二部份(戊) 個人意外(死亡及永久傷殘) 第二部份(戊)所需文件 Documents required under SECTION E: 有關意外的警方報告、事件報告 · Relevant incident report and police report 死亡證明,如適用 Death Certificate if applicable 索償申請人與受保人的關係證明,如適用 Proof of claimant's relationship to the Insured, if applicable 顯示永久傷殘程度的醫療報告 · Medical report regarding the extent of permanent disability suffered Date of Accident 意外發生的日期 Place of accident 意外地點 DD 日 MM 月 YYYY Full description of how the accident occurred, and the injuries sustained 詳述意外發生的經過及所遭受的損傷 Name of Claimant (both English and Chinese) in fatal Claimant's relationship to the Insured Claimants' HKID No/Passport No case 索償申請人中/英文姓名 (僅適用於死亡個案) 索償申請人與受保人的關係 索償申請人身份証/護照號碼 Cause of death, if applicable 死亡原因(如適用) Permanent disability (degree and extent), if applicable 永久傷殘的程度(如適用)

Section F - Personal Liability <b>第二部份(己) 個人責任</b>							
Full description of the incident (including how, wh	en and where it happened, and the exte	ent of the dama	ge/loss) 詳細描述意外發生的	<b>内時間、地</b>	<b>点點及經過</b> ,以	以及損失程度	
Full name and telephone no. of the third party	claimant 第三者索價人姓名及電話號	媽 Full	name and telephone no. of	witness(e	es) if any 證人	、姓名及電話號碼(如適	用)
Remarks 備註:  Any lawsuit, demand, claim or proceeding of immediately forwarded to us without acknow No liability should be admitted and no settle 如收到任何第三者對有關事件的索償要求、法表得到本公司事先同意前,不要向第三者承認	wledgement. ement or promise of payment should 庭傳票、通告及書面命令,或涉及任何	be reached or	made to the third party with	out our p	rior approval.	•	ld be
Section G – Declaration and Au	thorization 第三部份 聲明	及授權					
iii) loss adjustors, assessors, third party ad iv) another member of the AIG group (for v) other parties referred to in AIG HK's Dc (d) The Insured(s)/Claimant(s) may gain acce Insurance Hong Kong Limited at GPO) Privacy Policy can be found at www.aig.c. C. The Insured(s) / Claimant(s) hereby irrevocably (a) any organization, institution, or individual such information, record and knowledge; (b) AIG HK or any of its approved medical exa therein and any matter arising therefrom immunodeficiency syndrome (AIDS), infectic (c) the police that has any of the Insured(s') infectic (d) airline(s) that has/have any of the Insured(s') infectic elated to the Insured (s') bookings; and (e) any organization institution or individual th This authorization shall bind the Insured(s') / CI A photocopy of this authorization shall be as a A. 於本索價申請表簽署之受保人/索價申請人證 A. 於本索價申請表簽署之受保人/索價申請人證 B. 就有關從此索價申請表簽署之受保人/索價申請人證 (a) 除非於本表格上另有訂明,本表格所要任何所需資料索價申請則可能不被處理 (b) 美亞保險可按列於其私隱政策的用途使何於本表格其它位置列明的目的; (c) 美亞保險亦可向以下類別的人士 (不論在 (i)) 提供有關本人/吾等保理管理服務的 (ii) 財務機構,作處理此申請及收取保 (iii) 公證人、調查員、第三者管理人、(iii) 公證人、調查員、第三者管理人、(iii) 公證人、調查員、第三者管理人、(iii) 如意述如 (iii) 公證人、調查員、第三者管理人、(iiii) 以證述人 iiii 以意识 (iiii) 公證人、調查員、第三者管理人、(iiii) 以意识 (iiii) 公證人、訓查員、第三者管理人、(iiii) (iiii) 以意识 (iiii) 公證人、調查員、第三者管理人、(iiii) (iiiiiii) (iiiiiiiiiiiiiiiiiiiii	n of any kind. dolam form, the Insured(s)/Claimant(s) agr this form) the personal data requested in the e claim and any such data not provided mo may be used by AIG HK for purposes wh surance policy (including pursuing recove). The following classes of persons (whether to the administration of the Insured's polic processing this application and obtaining liministrators, emergency providers, legal is call of the purposes stated in (b) ) in any cota the privacy Policy for the purposes stated the stop, or request correction of their persona Box 456 or cs. hk@aig.com. The same com.hk. y authorize: that has any information, record or knowled miners or laboratories to perform the nece to the privacy policy for the purposes stated the stop, or request correction of their persona Box 456 or cs. hk@aig.com. The same com.hk. y authorize: that has any information, record or knowled miners or laboratories to perform the nece to the thing the provide AIG HK with the interpretation to provide AIG HK with the at has any information, record or knowled aimant(s') successors and assigns and revalid as the original.  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Limber the provide AIG HK with the at has any information, record or knowled aimant	ree and acknowle his form (or other ay mean the clair nich include 1) or ery from reinsur based in Hong y (including rein policy payments services provide bunty; or nerein.  I data (in both coaddresses may edge of the Insure essary medical context of the Insure essary	edge that: rwise provided during the cours incannot be processed. assessing, investigation, adju- ers) and 3) for other purposes si Kong or overseas) for the purpo- surers); is, retailers, medical providers asses, subject to a reasonable fee be used to contact us with an ared (s') health and medical histor assessment and tests to underwork or cholesterol and related blood isorder or the presence of medi- but not limited to the police repluding but not limited to flight d d(s') travel record to disclose to. withstanding the Insured(s') / 0  in i	se of the classing and interested elsewing and travel of the classing and the classing a	im process) is not making a decither in this form ited in (b) above carriers; e, by writing to the ints on our service eatment or advaluate the Insuriabetes, liver ougs, nicotine or sest statements, it king details, irroth information, st) death or incomplete in the information, st) death or incomplete in the information, st) graph (b) graph (c) graph (	necessary for AIG Insurance is ison on this claim; 2) oth m. e:  the Privacy Compliance Orice. The full version of Air vice rendered thereto to dired(s') health status in relar tidney disorders, acquitheir metabolites; noestigation and/or prose egularities reports and allowed in the privacy of the properties of the properties of the properties and allowed in the properties of the properties and allowed in the properties of the properties o	te Hong Kong erwise for the  fficer of AIG IG HK's Data sclose to AIG HK tion to the Claims ired ecution results; information  by permissible.  若未能提供  特賞) 及3)任
此授權書不得徽回。在法律許可下,即使受保人/索 Name of Insured / Claimant (if applicable) 受		存有法律效力,	,而受保人/索償申請人之繼承人及轉讓人亦會受此授權書約束。此授權書之副本與正本均屬有效。 Signature of Insured / Claimant (if applicable) (If the Insured is below the age of 18, the Insured's Parent/Legal Guardian should sign on his/her behalf) 受保人/索償申請人(如適用)簽署(如受保人未滿18歲,則由其父母或合法監護人簽署)				
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