

FAQ - Tips on AIG Working Holiday Protection

1) Who is eligible to purchase?

- Any legal Hong Kong resident aged between 18 to 31 and granted the working holiday visa or relevant document which is issued by any participating country under the Working Holiday Scheme (Please visit website at <http://www.labour.gov.hk/eng/plan/whs.htm> for the details of the participating countries)

誰可購買美亞工作假期保障計劃？

- 18 – 31 歲之香港居民及擁有由有關工作假期參與國家發出的工作假期簽證或有關文件(工作假期參與國家名單，可參閱 <http://www.labour.gov.hk/tc/plan/whs.htm> 網頁)。

2) When I should purchase the Working Holiday Protection?

- This policy effective date must be same as, or earlier than the Insured Person's Departure Date from Hong Kong.

我應該在甚麼時候購買工作假期保障計劃？

- 此計劃必須為受保人於香港出發日期或之前購買。

3) How can I make a claim?

- In the event of loss, written notice of claim should be submitted to AIG Hong Kong within thirty (30) days after the occurrence , together with all relevant documents.
- In order to help us to deal with your claims, you should provide all the supporting documents to substantiate your claim. Complete documentation will prevent any delay in your claim assessment as additional time may be required to obtain the requisite information.
- Upon receipt of sufficient documents, we will assess your claim accordingly. The result of your claim submission will be sent to you shortly.
- For detailed claims procedure, please check [travel claims procedure](#).

我應該如何索償？

- 如有任何損失事件發生，請在事發後三十天內以書面通知我們，並提供所有有關文件。
- 為了協助我們處理您的索償申請，您應該提供所有有關文件來證明您的索償要求。完整的證明文件將可避免延誤索償處理，否則我們將需要額外的時間取得有關文件資料。
- 在收到所有有關文件後，我們將評估您的索償。有關結果將會通知您。
- 更多有關旅遊索償詳情，請參閱 [索償中心](#)。

4) **How and when can I contact AIG Travel (emergency service team)?**

- You can call our emergency service team 24/7 at (852) 3516-8699

我應該如何聯絡 AIG Travel (AIG 緊急支援服務團隊) ?

- 您可在 24/7 致電 **(852) 3516-8699** 與我們的緊急支援服務團隊。