



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。

- Please notify us if you require to have the Certified True Copy ("CTC") of original medical receipts from us. CTC will be returned after claim is finalized. Original medical receipts will not be returned regardless you specify or not. 如您需取回醫生的發票和收據核實副本，請知會本公司作申請，核實副本於完成此索償個案後發出。不論閣下是否有特別請求，正本文件也不將獲發還。
- The completed form should be returned to us together with all supporting documents within thirty (30 days) after the occurrence at the following address: 請填妥索償申請表並連同所有有關文件於事件發生後三十(30)天內寄回以下地址：

AIG Insurance Hong Kong Limited
Claims Department
7/F, One Island East, 18 Westlands Road,
Island East, Hong Kong
Email address: claims.hk@aig.com
www.aig.com.hk

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
電郵地址: claims.hk@aig.com
www.aig.com.hk



請掃描QR code以連接Travel e-Claims
Scan the QR code to access
Travel e-Claims

Section 1(A)- Personal Information (Required) 第一部份(甲) 受保人及一般資料 (必須填寫)

Policy/certificate no. 保單號碼	Name of Policyholder (English) 保單持有人姓名(英文)	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(中文)	Insured's HKID No./Passport No 受保人香港身份證/護照號碼
Mobile Phone No. 手提電話號碼 Claim acknowledgement will be sent to this mobile phone number via SMS upon receipt of claim form. 本公司將會在收到此索償申請後發送確認短訊至此手提電話號碼	E-mail Address 電郵地址	Travel Emergency Assistance Reference Number (if applicable) Travel Emergency Assistance 檔案編號 (如適用)
Mailing Address 通訊地址		
Policy Category 保單類別	☐ Single Trip Policy 單次旅遊保險單 ☐ Annual Policy 全年旅遊保險單	Country of Visit 旅遊地點
Departure Date from Hong Kong 離港日期	Arrival Date to Hong Kong 抵港日期	
DD 日	MM 月	YYYY 年
DD 日	MM 月	YYYY 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? ☐ Yes 是 ☐ No 否	If yes, please provide the details below 如是，請提供以下資料 Name of Insurer 保險公司之名稱 _____ Policy No. 保單編號 _____ Policy Type 保單類別 _____ Settlement Amount 賠償金額 _____	
- To avoid double indemnity, you are required to notify us for total reimbursements of expenses received from us and other sources greater than the actual expenses. - 當您從本公司及其他保險公司/第三方合共獲得的費用賠償金額多於實際費用時，請必須知會本公司，以避免雙重賠償。		
Are you a citizen of the United States? 閣下是否美國公民? ☐ Yes 是 ☐ No 否	If yes, please provide your social security number 如是，請提供社會保障編號 _____	
AIG HK is a subsidiary of US company and as such is required to report injury claims of U.S. citizens who may be eligible to receive "Medicare" (pursuant to the Medicare, Medicaid & SCHIP Extension Act of 2007). This information is requested solely to enable us to comply with this reporting requirement. 美亞保險香港有限公司作為美資公司的附屬公司，需要(根據美國法案Medicare, Medicaid & SCHIP Extension Act of 2007) 匯報所有有資格享有美國公共醫療保險的美國公民提出的受傷索償。此項資料僅為遵從以上匯報要求而收集。		

Section 1(B)- Type of Claims (Required) 第一部份(乙) 索償項目(請選擇) (必須填寫)

• Please refer to the corresponding required documents list and complete the relevant section • 請參閱相應的所需文件清單並填寫相關部分		
☐ Medical Expenses/Hospital Income/Loss of Income 醫療費用/住院現金/緊急入息援助	☐ Loss of Baggage, Travel Documents and Personal Money 行李、旅遊證件及金錢損失	☐ Travel Delay and Baggage Delay 旅程及行李延誤
☐ Journey Cancellation/Curtailment/Re-arrangement 行程取消/提早結束旅程/行程更改	☐ Personal Accident (Fatal and Permanent Disability) 個人意外(死亡及永久傷殘)	☐ Personal Liability 個人責任
☐ Others, please specify: 其他，請詳述: _____		
Add supplementary paper with supporting documents 另行加紙填寫並提交相關文件		

Section 1(C)- Claims Payment Mode (Required) (Please tick) 第一部份(丙) 賠償支付方式 (請選擇) (必須填寫)

The request for payment mode is not an admission of our liability. If the claim is eligible, the payment shall be payable to the relevant Insured only based on the following details provided.
本公司特此聲明此項要求並不代表本公司承認賠償責任。如果索償成功，所有賠償均只可支付予此索償之相關受保人如下提供的信息。

Notice:

1. Purpose for collection: (i) Solely to enable AIG HK to effect settlement payment for eligible claim(s). (ii) AIG HK shall only make payment according to the details provided in this section.
2. AIGHK reserves the right to determine the claim payment method at its absolute discretion.

注意事項:

1. 收集目的：(i) 僅使美亞保險能夠對符合條件的索償進行賠償付款。(ii) 美亞保險將只會根據以下提供的資料進行付款。
2. 美亞保險保留自行決定其索償款項的付款方法的權利。

Please choose one.
請選擇其一

☐ Faster Payment System (FPS) 快速支付系統 (「轉數快」)

或 ~or~

☐ Direct credit to Hong Kong Bank Account (HKD account only) 支付到銀行帳戶 (只限港幣戶口)

**Only applicable for claims payment amount under HKD10,000.
**只適用於不超過港幣10,000 元的索償支付金額之個案。

If you choose Faster Payment System (FPS) for your claim(s), please complete the following: 如選擇使用 快速支付系統 (「轉數快」) 為你的賠償支付方式，請填以下資料：

Notice:

1. Please ensure the proxy (phone number/e-mail address/FPS ID) you've provided is already registered with Faster Payment System, otherwise the payment cannot proceed.
2. Claims Payment can only be addressed to Policy Holder /eligible Claimant. Please ensure the registered proxy with bank account holder's name is the same as the name of Policy Holder/ eligible Claimant(s), otherwise the payment cannot proceed.
3. Please provide **One (1)** of the proxy (phone number /e-mail address/FPS ID) in below field.
4. Please provide **e-mail address** for sending Claim statement, otherwise the payment cannot proceed.

注意事項:

1. 請確保以下提供的識別代號 (電話號碼/電郵/快速支付系統識別碼) 已在快速支付系統中註冊，否則無法進行付款。
2. 賠償付款僅支付給保單持有人/ 符合條件的索償者。請確保註冊快速支付系統的銀行帳戶持有人姓名與保單持有人/ 符合條件的索償者姓名相同，否則無法進行付款。
3. 請於下面只提供 **一個** 快速支付系統識別代號 (電話號碼 /或 電子郵件地址 /或 快速支付系統識別碼)。
4.請提供 **電子郵件地址** 以發送賠償明細表，否則無法進行付款。

(FPS) Telephone no.
(轉數快) 電話號碼

+852

或 ~or~

(FPS) E-mail address
(轉數快) 電郵地址

或 ~or~

FPS ID
快速支付系統識別碼

FPS Account Holder's Name
FPS帳戶持有人姓名

E-mail address
電郵地址

Claim statement will be sent to this e-mail address upon payment
賠償明細表將發送到此電郵地址

If you choose Direct credit to Hong Kong Bank Account for your claim(s), please complete the following: 如選擇使用 支付到銀行帳戶為你的賠償支付方式，請填以下資料：

Notice:

1.Please provide a **copy of bank passbook or ATM card**, otherwise the payment cannot proceed.
2.Claims Payment shall only be addressed to Policy Holder/ eligible Claimant. Please ensure the bank account holder's name is the same as the name of Policy Holder/ eligible Claimant(s), otherwise the payment cannot proceed.
3. Please provide **e-mail address** for sending Claim statement, otherwise the payment cannot proceed.

注意事項:

1. 請提供 **銀行存摺 或 提款卡副本**，否則無法進行付款。
2. 賠償付款僅支付給保單持有人 / 符合條件的索償者。請確保銀行帳戶持有人姓名與保單持有人/ 符合條件的索償者姓名相同，否則無法進行付款。
3. 請提供 **電子郵件地址** 以發送賠償明細表，否則無法進行付款。

Account Holder's Name
戶口持有人姓名

Bank Name
銀行名稱

Bank Code
銀行號碼

Branch Code
分行號碼

Account Number
戶口號碼

E-mail address
電郵地址

Claim statement will be sent to this e-mail address upon payment
賠償明細表將發送到此電郵地址

Section 2(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

Date of the injury/sickness
發生意外或疾病的日期

Date of first consultation with doctor/hospital
第一次求診日期

Nature of injury/Diagnosis of sickness
傷勢/病況的診斷結果

DD
日

MM
月

YYYY
年

DD
日

MM
月

YYYY
年

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，請說明是否因為任何第三者的過錯。

☐ 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 the currency)
海外醫療費用的索償金額 (請註明貨幣)

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？

AIG Insurance Hong Kong Limited
We are now a participant of HKFI Insurance Fraud Prevention Claims Database

2

Section 2(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

Date and time of loss/damage 損失/損壞日期 DD 日 MM 月 YYYY 年			Location of loss/damage 損失/損壞地點
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 police within 24 hours? 有否在24小時內向警方報告此遺失? ☐ Yes 是 ☐ No 否		Was the damage reported to reliable party, e.g. common carrier within 3 days? 有否在3天內有關責任方(如航空公司)報告此損壞事件? ☐ Yes 是 ☐ No 否	
Common carrier / hotel / relevant party offer compensation in any form (including repair, replacement) 公共交通機構/酒店/ 第三方 有否提供任何形式的賠償 (包括維修或更換) ☐ Yes, please sepcify 有,請詳述 ☐ No 沒有			
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			

Details of the lost/damaged items 損失/損壞物品資料 (If the space is not enough, please supplement information by attachment 如果表格空間不足，請以附件補充資料)					
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 照片	Receipt 購買收據
				☐ 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

Section 2(C) - Travel Delay and Baggage Delay 第二部份 (丙) 旅程及行李延誤

☐ Travel Delay 旅程延誤 ☐ Baggage Delay 行李延誤	Reason for Delay 延誤原因	Location 地點
Did you make any emergency purchases of essential items? 有沒有購買緊急必需品? ☐ Yes 是 ☐ No 否		

Section 2(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

☐ Journey Cancellation 行程取消	Reason for journey cancellation 行程取消/原因
☐ Journey Curtailment 提早結束旅程 ☐ Journey Re-arrangement 行程更改	Reason for journey curtailment or re-arrangement 提早結束旅程/行程更改的原因
	Date 日期
Period of original journey 原定行程	FROM 由 DD 日 MM 月 YYYY 年 TO 至 DD 日 MM 月 YYYY 年
Period of curtailed/re-arranged Journey 縮短/更改後之行程	FROM 由 DD 日 MM 月 YYYY 年 TO 至 DD 日 MM 月 YYYY 年
Original Schedule 原定行程詳情	
Re-arranged Schedule 更改後行程詳情	

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	Diagnosis 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 2(E) -Personal Accident (Fatal and Permanent Disability) 第二部份 (戊) 個人意外 (死亡及永久傷殘)

Date of Accident 意外發生的日期 DD MM YYYY 日 月 年			Place of accident 意外地點
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 case 索償申請人中/英文姓名 (僅適用於死亡個案)		Claimant's relationship to the Insured 索償申請人與受保人的關係	Claimants' HKID No./Passport No. 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 2(F) -Personal Liability 第二部份 (己) 個人責任

Full description of the incident (including how, when and where it happened, and the extent of the damage/loss) 詳細描述意外發生的時間、地點及經過，以及損失程度	
Full name and telephone no. of the third party claimant 第三者索償人姓名及電話號碼	Full name and telephone no. of witness(es) if any 證人姓名及電話號碼 (如適用)
Remarks : - Any lawsuit, demand, claim or proceeding of any type relating to the incident of which the claimant becomes aware of, and received from the third party claimant, should be immediately forwarded to us without acknowledgement. - No liability should be admitted and no settlement or promise of payment should be reached or made to the third party without our prior approval. 備註： - 如收到任何第三者對有關事件的索償要求、法庭傳票、通告及書面命令，或涉及任何法律訴訟，切勿自行處理，應立即通知及提交本公司處理 - 未得到本公司事先同意前，不要向第三者承認任何責任或達成和解或付款承諾	

- A. The undersigned Insured(s) / Claimant(s) HEREBY DECLARE that to the best of the Insured(s) / Claimant(s) knowledge and belief, the above statement and particulars contained are true and complete in every respect and are made without reservation of any kind.
- B. In relation to the personal data collected in this claim form, the Insured(s)/Claimant(s) agree and acknowledge that:
- (a) (unless specifically indicated otherwise in this form) the personal data requested in this form (or otherwise provided during the course of the claim process) is necessary for AIG Insurance Hong Kong Limited ("AIG HK") to process the insurance claim and any such data not provided may mean the claim cannot be processed.
 - (b) the personal data collected in this form may be used by AIG HK for purposes which include 1) assessing, investigation, adjusting and making a decision on this claim; 2) otherwise for the purpose of administering the insured(s)' insurance policy (including pursuing recovery from reinsurers) and 3) for other purposes stated elsewhere in this form.
 - (c) AIG HK may transfer the personal data to the following classes of persons (whether based in Hong Kong or overseas) for the purposes identified in (b) above:
 - (i) third parties providing services related to the administration of the Insured's policy (including reinsurers);
 - (ii) financial institutions for the purpose of processing this application and obtaining policy payments;
 - (iii) loss adjusters, assessors, third party administrators, emergency providers, legal services providers, retailers, medical providers and travel carriers;
 - (iv) another member of the AIG group (for all of the purposes stated in (b) in any country; or
 - (v) other parties referred to in AIG HK's Data Privacy Policy for the purposes stated therein.
 - (d) The Insured(s)/Claimant(s) may gain access to, or request correction of their personal data (in both cases, subject to a reasonable fee) at any time, by writing to the Privacy Compliance Officer of AIG Insurance Hong Kong Limited at GPO Box 456 or cs.hk@aig.com. The same addresses maybe used to contact us with any comments on our service. The full version of AIG HK's Data Privacy Policy can be found at www.aig.com.hk.
- C. The Insured(s) / Claimant(s) hereby irrevocably authorize:
- (a) any organization, institution, or individual that has any information, record or knowledge of the Insured(s)' health and medical history or any treatment or advice rendered thereto to disclose to AIG HK such information, record and knowledge;
 - (b) AIG HK or any of its approved medical examiners or laboratories to perform the necessary medical assessment and tests to underwrite and evaluate the Insured(s)' health status in relation to the Claims therein and any matter arising therefrom. These tests may include, but are not limited to, tests for cholesterol and related blood lipids, diabetes, liver or kidney disorders, acquired immunodeficiency syndrome (AIDS), infection by any human immunodeficiency virus (HIV), immune disorder or the presence of medications, drugs, nicotine or their metabolites;
 - (c) the police that has any of the Insured(s)' information to provide AIG HK with the information including but not limited to the police reports, witness statements, investigation and/or prosecution results;
 - (d) airline(s) that has/have any of the Insured (s') information to provide AIG HK with the information including but not limited to flight details, booking details, irregularities reports and all information related to the Insured (s') bookings; and
 - (e) any organization institution or individual that has any information, record or knowledge of the Insured(s)' travel record to disclose to AIG HK such information, record and knowledge.
- This authorization shall bind the Insured(s)' / Claimant(s)' successors and assigns and remain valid notwithstanding the Insured(s)' / Claimant(s)' death or incapacity in so far as legally permissible. A photocopy of this authorization shall be as valid as the original.
- A. 於本索償申請表簽署之受保人/索償申請人謹此聲明盡其所知所信，上述所申報的一切資料均屬正確無誤，並無任何保留。
- B. 就有關從此索償申請表所收集的個人資料，受保人/索償申請人同意及確認：
- (a) 除非於本表格上另有訂明，本表格所要求提供的個人資料（或於處理索償時所要求提供的個人資料）是供美亞保險香港有限公司（“美亞保險”）處理保險索償申請的所需資料，若未能提供任何所需資料索償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用此表格所收集之個人資料，其用途包括：1) 評核、調查、調整及就此索償申請作出決定；2) 管理受保人的保單（包括向再保險公司索取賠償）及3) 任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（不論在香港或海外）轉交該些個人資料，作上述（b）項所列明之用途：
 - (i) 提供有關本人/吾等保單管理服務的第三者（包括再保險公司）；
 - (ii) 財務機構，作處理此申請及收取保費；
 - (iii) 公證人、調查員、第三者管理人、緊急支援服務提供者、法律服務提供者、零售商、醫療提供者、及交通工具機構，以處理索償事宜；
 - (iv) 其它在任何國家之AIG集團之成員公司，作上述（b）項所有列明之用途；或
 - (v) 其它於美亞保險私隱政策所列明的人士，作於私隱政策列明之用途。
 - (d) 受保人/索償申請人可隨時致函到美亞保險香港有限公司之私隱事務主任（地址：香港郵政總局信箱456號或電郵 cs.hk@aig.com）查閱、或要求修改其個人資料（美亞保險可就查閱及修改要求收取合理費用）。如對美亞保險提供的服務有任何意見，可按上述地址聯絡美亞保險。美亞保險私隱政策的全文載於www.aig.com.hk。
- C. 受保人/索償申請人茲授權：
- (a) 任何知悉或擁有受保人之健康狀況及病歷或任何治療或諮詢記錄或資料及曾為或將為受保人診治之機構、組織或人士，向美亞保險透露有關資料及記錄；
 - (b) 美亞保險或任何其認可之驗身醫生或化驗所，替受保人進行所需之醫療評估及測試，並對受保人之健康狀況進行審核及評估，作為處理本索償申請及其後與之有關的賠償事宜。此等化驗包括，但並不限於膽固醇及有關之血脂、糖尿病、肝或腎功能失常、愛滋病或感染人體免疫力缺乏病毒、免疫系統失常或體內藥物、毒品、尼古丁及其代謝產物之含量等化驗；
 - (c) 警方向美亞保險提供有關受保人之任何資料包括但不限於警察報告、証人口供、調查及/或檢控結果；
 - (d) 航空公司向美亞保險提供有關受保人之任何資料包括但不限於航班資料、訂位資料、違規報告及所有有關受保人之訂位資料；及
 - (e) 任何知悉或擁有受保人之出入境資料紀錄之機構、組織或人士向美亞保險透露有關資料及紀錄。
- 此授權書不得撤回。在法律許可下，即使受保人/索償申請人死亡或喪失能力，此授權書仍然存在法律效力，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。

Name of Insured / Claimant (if applicable) 受保人/索償申請人(如適用)姓名	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)			
Insured /Claimant's ID Card No./Passport No. 受保人/索償申請人身份證/護照號碼	Date 日期	DD 日	MM 月	YYYY 年
Name of Parent/Legal Guardian (If Insured is below the age of 18) 父母/合法監護人姓名 (如受保人未滿18歲)	Signature of Parent/Legal Guardian (If Insured is below the age of 18) 父母/合法監護人簽署 (如受保人未滿18歲)			
Parent/Legal Guardian's ID Card No./Passport No. 父母/合法監護人身份證/護照號碼	Date 日期	DD 日	MM 月	YYYY 年

Guidelines on General Documents Required for Travel Claim 旅遊保險索償一般所需文件

- In the event of any occurrence which may give rise to a claim under this Policy, written notice of claim must be given to us within thirty (30) days, together with all relevant documents. If you are unsure, you should still notify us of the occurrence.
- The documents listed below are not exhaustive and may request from you any additional information/documentation, as necessary. The submission of an incomplete form or insufficient information or supporting documents may delay the processing or result in the denial of your claim.
- 如發生任何可能引起保險索償的事件，必須在事件發生後三十(30)天內向我們遞交書面索償申請，並附上所有相關文件。如果您不確定相關意外事件會否引起保險索償，您仍然應該立即通知我們。
- 以下列出的文件未包括所有可能出現的情況，本公司可在有需要時要求您提供更多文件以處理有關的索償申請。如所遞交的索償申請表未填妥或有關資料或文件不足，您的索償申請有可能會受延誤或被拒絕。

General Documents Required for Travel Claim 旅遊保險所需一般文件

Benefit 保障	Types of Documents 文件種類	Checklist 已提交
Applicable to all claims 適用於所有索償	1. Certificate of insurance or premium receipt 保險憑證或保費收據 2. Departure proof, such as air-ticket, cruise ticket, boarding pass, travel agent or airline's receipt, etc 離港或始發地證明，例如機票、船票、登機証、航空公司或旅行社簽發的收據等 3. Letter from employer/company regarding the nature and duration of trip (If claiming under a corporate travel policy) 僱主發出的公幹證明(商務旅遊保單適用)	☐ ☐ ☐
Medical Expense 醫療費用	1. Original medical receipt(s) and medical report(s) stating diagnosis and the date of the injury/sickness commenced certified by a qualified medical practitioner 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 2. Letter of referral from general practitioner for the medical treatment conducted by specialists, physiotherapists, etc. 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	☐ ☐
Hospital Income/Loss of Income 住院現金/緊急入息援助	1. Medical certificate from a qualified medical practitioner certifying diagnosis and the number of days of hospitalization 由註冊醫生發出的醫療證書證明診斷結果及住院日數 2. Hospital discharge summary 出院總結 3. Letter from employer/company stating that the insured is under employment and salary amount during sick leave period (Applicable to Loss of Income) 由公司/僱主發出之信件，證明受保人在病假期間仍然受僱及薪酬金額(適用緊急入息援助)	☐ ☐ ☐
Loss of Baggage, Travel Documents and Personal Money 行李、旅遊證件及金錢損失	1. Loss reports issued by local police within 24 hours after the occurrence of the incident 當地警方在事件發生後24小時內就事件發出的遺失報告 2. Damage reports issued by the relevant authorities or organizations (e.g., police/airline/hotel, etc.) within 3 days after the occurrence of the incident 有關機構(如警方/酒店/航空公司)在事件發生後3天內就事件發出的損壞報告 3. Photos showing the extent of damage to the property, if applicable 顯示物品損壞程度的相片(如適用) 4. Original Purchase receipt of the lost/damaged items 損失/損壞物品購買收據正本 5. Repair quotation, if applicable 維修報價(如適用) 6. Compensation letter from airline/hotel/ any other parties (where applicable) 有關機構(如酒店/航空公司/其他機構)就損失之賠償報告 7. Original receipts for additional hotel accommodation and travel expenses, if applicable 額外支付的住宿/交通費用收據正本(如適用)	☐ ☐ ☐ ☐ ☐ ☐
Travel Delay and Baggage Delay 旅程及行李延誤	1. Documentation indicating the reason(s) for and number of hours of delay (e.g. confirmation from common carrier) 公共運輸機構發出顯示延誤原因及時數的證明 2. 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)	☐ ☐

General Documents Required for Travel Claim 旅遊保險所需一般文件

Benefit 保障	Types of Documents文件種類	Checklist 已提交
Journey Cancellation 行程取消	- Original receipts issued by the relevant parties (e.g., airline, hotel) showing the booking date and the itinerary 由有關機構（如航空公司、酒店）發出的收據正本以顯示以預訂日期和行程 - Documents issued by the relevant parties (e.g., airline, hotel) confirming trip cancellation and the refunded amount/non-refundable 由有關機構（如航空公司、酒店）發出的行程取消證明及退款金額 - Medical certificate indicating diagnosis and reason that the insured is unfit for travel, if applicable. 醫生證明受保人不適合旅程的診斷及原因 (如適用) - Death certificate, if applicable 死亡證明 (如適用) - Proof of relationship to the insured, if applicable 與受保人的關係證明 (如適用)	☐
Journey Rearrangement / Journey Curtailment 行程更改 / 行程縮短	- Original receipts issued by the relevant parties (e.g., airline, hotel) showing the booking date and the schedule of the original itinerary 由有關機構（如航空公司、酒店）發出的收據正本以顯示原定行程已之預訂日期和行程 - Original documentation/receipts indicating the pre-paid or / and additional travel and/or accommodation expenses incurred after the commencement of the insured journey 於受保行程開始後的額外交通及/或住宿費用/顯示已付費用/按金文件/收據正本 - Documents issued by the relevant parties (e.g., airline, hotel) confirming the rearrangement and the refunded amount/non-refundable amount 由有關機構（如航空公司、酒店）發出的行程更改證明及退款金額/不能退款證明 - Documentation from common carrier or travel agent indicating the reason for journey re-arrangement 由公共運輸機構/旅行社發出的文件顯示行程更改的原因 - Medical certificate indicating diagnosis and reason that the insured is unfit to continue the planned journey, if applicable 醫生證明受保人不適合繼續旅程的診斷及原因 (如適用) - Death certificate, if applicable 死亡證明 (如適用) - Proof of relationship to the insured, if applicable 與受保人的關係證明 (如適用)	☐
Personal Accident (Fatal and Permanent Disability) 個人意外（死亡及永久傷殘）	- Relevant incident report and police report 有關意外的警方報告、事件報告 - Death Certificate, if applicable 死亡證明（如適用） - Proof of claimant's relationship to the Insured, if applicable 索償申請人與受保人的關係證明（如適用） - Medical report regarding the extent of permanent disability suffered 顯示永久傷殘程度的醫療報告	☐
Personal Liability 個人責任	- Incident report issued by local police or relevant organizations (if applicable) 當地警方或有關機構發出之事件報告(如適用) - Original payment receipt of compensation for damaged items (if applicable) 補償損毀有關物品的發票/付款收據正本 (如適用) No liability should be admitted and no settlement or promise of payment should be reached or made to the third party without our prior approval. 未得到本公司事先同意前，不要向第三者承認任何責任或達成和解或付款承諾	☐
Car Rental Excess 租車自付額	- Car rental agreement 由租車公司發出之租車合同 - Policy of the comprehensive motor insurance you had purchased for the rented car 租用車輛之綜合汽車保險保單條款 - Damage report of the rented car 租用車輛之損毀報告 - Original receipt of the car rental excess 租車自付額收據正本	☐

* * This note is for your guidance only and does not vary the terms of the Policy or form part thereof.

****本說明僅供參考，並不會改變任何保單條款和細則或構成其部分。**