

TRAVEL INSURANCE CLAIM FORM 旅遊保險索償表格

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Personal Information Collection Statement

Purposes of Collection

The information you provide us is used for the purposes of :

- carrying out your instructions, arranging and providing the requested insurance covers;
- providing services relating to insurance covers contracted, including settlement of claims;
- providing you with information concerning the business or products of our company or of our subsidiary or associated companies;

and for any other purposes related to the above. Failure to supply such information may result in our being unable to provide the requested insurance covers or related services.

Transfer of Personal Data

Personal information held by us is kept confidential but we may provide such information to :

- reinsurers, intermediaries, contractors, third-party service providers, and other persons who provide services to us in connection with our business;
- statutory governmental or regulatory bodies or insurance industry organisations and institutions;
- our subsidiary or associated companies.

Access to Personal Data

You have the right to obtain access to and to request correction of any personal information concerning yourself held by Falcon Insurance Company (Hong Kong) Limited. Request for such access can be made to :

Data Protection Officer
Falcon Insurance Company (Hong Kong) Limited
Suites 7-11 3/F Cityplaza Four
No.12 Taikoo Wan Road
Taikoo Shing
Hong Kong

個人資料收集聲明

收集目的

閣下所提供的資料將用作於：

- 執行閣下的指示及安排閣下要求的保險保障，
- 提供保險合約內的有關服務，包括理賠服務，
- 為閣下提供本公司或附屬公司、聯營公司的業務和產品資訊，

及與以上有關的其他業務運作。倘若閣下提供的資料錯誤或不完整，會導致本公司無法按閣下之要求提供保險保障和有關服務。

個人資料轉交

本公司對個人資料是絕對保密，惟可能提供此資料予：

- 任何向本公司提供有關業務運作服務之人仕、再承保公司、中介人及其他承約商，
- 官方監管機構及保險界組織及團體，
- 本公司的附屬公司及聯營公司。

索閱個人資料

閣下有權查閱及要求更正由富勤保險(香港)有限公司持有有關閣下的個人資料，如有此項要求，可向富勤保險(香港)有限公司索閱：

資料保護主任
富勤保險(香港)有限公司
香港太古城
太古灣道十二號
太古城中心第四期三樓七至十一室



A member of
the Insurance Claims Complaints Bureau

旅遊保險索償表格

Completed Claim Form together with supporting documents should be forwarded to us **within 30 days** following your return to Hong Kong. Otherwise, it may prejudice your claim under the policy.

索償申請須在回港後三十天內詳確呈報並連同有關文件一併交回本公司，否則可能損害你於保險單上的索償。

Name of Insured _____ Policy / Certificate No. _____
保戶姓名 保單 / 證明書號碼

Name of Insured Person (if other than the Insured) _____
受保人姓名 (如非保戶本人)

Sex _____ Date of Birth _____ Occupation _____
性別 出生日期 職業

Correspondence Address _____
通訊地址

_____ Contact Tel. No. _____
聯絡電話

Please declare whether you have any other insurance policy(ies) covering the loss or expenses?
請述明閣下所索償之損失或費用是否受保於其他保險單?

Yes / No If "yes", please provide us a copy of the relevant policy(ies).
是 / 否 如「是」，請提交有關保險單之副本。

Please mark (√) at the select claim item(s) below, complete the relevant form and return
請用(√)選擇下列索償項目，並填妥有關表格後寄回

- () Personal Accident / Medical Expenses / Overseas Hospital Cash Benefits
(Please complete Page 3 and Page 8)
個人意外 / 醫療費用 / 海外住院現金津貼 (請填妥第三頁及第八頁)
- () Baggage / Personal Effects / Personal Money / Personal and Travel Documents
(Please complete Page 4 and Page 8)
行李 / 個人財物 / 個人金錢 / 個人及旅遊證件 (請填妥第四頁及第八頁)
- () Trip Delay / Baggage Delay **(Please complete Page 4 and Page 8)**
旅程延誤 / 行李延誤 (請填妥第四頁及第八頁)
- () Trip Cancellation / Trip Interruption / Trip Re-arrangement / Missed connection /
Failure of E-ticket **(Please complete Page 5 and Page 8)**
取消旅程 / 中止旅程 / 更改旅程 / 交通連接失誤 / 電子機票失效 (請填妥第五頁及第八頁)
- () Personal Liability / Rental Vehicle Excess Protection **(Please complete Page 6 and Page 8)**
個人責任 / 租車保險自負額保障 (請填妥第六頁及第八頁)
- () Loss of Home Contents / Golfer "Hole-In-One" / Hijack Distress Allowance **(Please complete Page 7
and Page 8)**
家居財物 / 高爾夫球 "一杆入洞" / 劫持不安津貼 (請填妥第七頁及第八頁)

Personal Accident / Medical Expenses / Overseas Hospital Cash Benefits

個人意外 / 醫療費用 / 海外住院現金津貼

*(Please submit all relevant claim documents such as relevant medical report, medical receipts, police report etc. 請提交所有有關索償文件
例如有關的醫療報告、醫療收據、警方報告等等)*

(a) Date, time and place of incident / sickness occurred _____
事件/疾病發生之日期、時間及地點

(b) Description of incident / sickness _____
詳述事件/疾病發生之經過

(c) Names and address of any witnesses to the incident _____
目睹意外發生之證人姓名及其地址

(d) Extent of injury/Diagnosis of sickness _____
受傷狀況/疾病名稱

(e) Name and address of the attending doctor _____
應診醫生之姓名及地址

(f) If stayed in Hospital, please give the period of confinement, name and address of Hospital
若曾住院，請列明住院時間、醫院名稱及地址

(g) Full details and amounts of all expenses claimed _____
詳細列明有關支出之費用、項目及索償金額

Baggage / Personal Effects / Money / Personal and Travel Documents

行李 / 個人財物 / 個人金錢 / 個人及旅遊證件

(Please submit all relevant claim documents such as the itinerary of journey, police report, photos, property irregularity report, purchase invoice, repair or replacement quotation, exchange slip etc. 請提交所有有關索償文件例如旅遊路線、警方報告、相片、航運公司報告、有關發票、修理/更換損毀物品之報價單、外幣兌換單等等)

- (a) Date, time and place of loss/damage _____
損失/損毀之日期、時間及地點
- (b) Description of incident _____
詳述事件發生之經過
- _____
- (c) Descriptions of loss/damage item and value _____
詳述損失/損毀物品及其價值
- _____
- _____
- (d) Date & Time the loss was reported to the police _____
報案之時間及日期
- (e) Place and Name of Reporting Police Station _____
報案警署名稱及地址
- _____ Police Reporting Number _____
案件編號
- (f) Amount claimed _____
索償金額
- (g) If travelers' cheques were lost, please state whether the loss was immediately report to the local agent of issuing authority? Yes / No
如遺失旅行支票，請說明是否已將有關損失通知當地代理? 是 / 否

Trip Delay / Baggage Delay

旅程延誤 / 行李延誤

(Please submit all relevant claim documents such as the carrier's written confirmation of such delay and purchase receipts for essential items etc. 請提交所有有關索償文件例如客運公司所發出之延誤證明信及購買必需品的收據等等)

- (a) Flight No./ name of vessel _____
航班編號 / 船名
- (b) Name of Airline / Ocean Carrier _____
航空公司 / 船務公司 名稱
- (c) Place, scheduled date & time of departure _____
原定離開之地點、日期及時間
- (d) Actual date & time of departure / baggage received _____
實際離開 / 接收行李之日期及時間
- (e) Reason for the delay _____
延誤原因
- _____
- (f) Amount claimed _____
索償金額

Trip Cancellation / Trip Interruption / Trip Re-arrangement / Missed Connection / Failure of E-ticket

取消旅程 / 中止旅程 / 更改旅程 / 交通連接失誤 / 電子機票失效

(Please submit all relevant claim documents such as the deposits receipts, booking invoices, the carrier's written confirmation of strike, e-ticket etc. 請提交所有有關索償文件例如按金收據、預定發票、客運公司所發出之證明信、電子機票等等)

(a) Date and Reason for cancellation or curtailment / re-arrangement of journey _____
取消旅程或中止旅程 / 更改旅程之日期及原因

(b) When the travel arrangement was made and the deposits paid? _____
何時安排行程及支付按金?

(c) When the travel agency / agent was notified to cancel or curtail the journey arrangement and deposits refund?
何時知會旅行社 / 旅遊代理取消或縮短旅程之安排及退還按金?

_____ Refund Amount _____
退還金額

(d) Schedule itinerary and duration of the booked journey _____
旅程原定計劃路線及所定之日期

(e) Where and when the curtailment took place? _____
被迫縮短旅程之地點及時間

(f) Period of curtailed / re-arranged journey _____
縮短 / 更改旅程的日期之時段

(g) Amount claimed with full particulars _____
索償項目及金額

Personal Liability

個人責任

(Please submit all relevant claim documents such as all correspondence relating to the third party claim, police statement, police report and photos etc. 請提交所有有關索償文件例如第三者之索償信件、警方報告、警方口供紙及相片等等)

(a) Date, time and place of incident _____
事件發生之日期、時間及地點

(b) Description of incident _____
詳述事件發生之經過

(c) Name and address of third party claimant _____
第三者索償人之姓名及住址

(d) Date & Time the loss was reported to the police _____
報案之時間及日期

(e) Place and Name of Reporting Police Station _____
報案警署名稱及地址

Police Reporting Number _____
案件編號

(f) Extent of injury/damage caused with estimate on quantum _____
請詳述受傷狀況 / 損毀原因及估計其總金額

(g) Please state your own view on liability _____
請序述閣下對此事件在責任方面之意見

(h) Has formal claim been received from third party claimant? Yes / No
是否已收到第三者的正式索償信件? 是 / 否

- If "Yes", please provide the relevant documents
如「是」, 請提供有關文件

Rental Vehicle Excess Protection

租車保險自負額保障

(Please submit a copy of rental agreement, insurance policy, excess payment receipt, driving licence & International Driving Permit
請提交租車合約、保險單、自負額收據、國際駕駛許可證及駕駛執照副本)

(a) Name of driver _____ (b) Date of Incident _____
司機姓名 事件日期

(c) Accident Location _____
意外地點

(d) Place and Name of Local Reporting Police Station _____
當地報案警署名稱及地址

Police Reporting Number _____
案件編號

(e) Description of accident _____
詳述事件發生之經過

Home Contents

家居財物

(Please submit all relevant claim documents such as the police report, police statement, repair quotation, purchase invoices, photos etc. 請提交所有有關索償文件例如警方報告、警方口供紙、維修報價單、購買發票、相片等等)

- (a) Date, time and place of incident _____
事件發生之日期、時間及地點
- _____
- (b) Description of incident _____
詳述事件發生之經過
- _____
- _____
- (c) Description of loss or damage to Home Contents caused by theft / burglary with claim amount
詳述被偷竊/爆竊所引致家居財物損失/損毀之項目及索償金額
- _____
- _____
- _____
- (d) Date & Time the loss was reported to the police _____
報案之時間及日期
- (e) Place and Name of Reporting Police Station _____
報案警署名稱及地址
- _____ Police Reporting Number _____
案件編號

Golfer "Hole-In-One"

高爾夫球“一杆入洞”

(Please submit the relevant Certificate issued by the licensed golf club and the relevant consumed expenses receipts 請提交由註冊高爾夫球會所發出之有關證明書及祝捷宴的費用收據)

- (a) Date of "Hole-In-One" _____
“一杆入洞”之日期
- (b) Name and address of Golf Club _____
高爾夫球會之名稱及地址
- _____ Amount Claimed _____
索償金額

Hijack Distress Allowance

劫持不安津貼

(Please submit boarding pass and the relevant document 請提交登機證及有關文件)

Date of Hijack _____ Name of Carrier _____
劫持之日期 客運公司之名稱

Declaration and Authorization

聲明及授權書

- I confirm that I have read and fully understand the Purpose of Collection of my person data. I agree that any personal information collected or held by the Company may be used, stored, disclosed and transferred (within or outside of Hong Kong) to such individuals/organization associated with the Company or any selected third party for the purposes of processing this claim and communicating with the Insured for such purpose. I further understand that if I fail to provide any information requested in this form, it may result in the inability of the Company to accept or process this claim; and that I have the right to obtain access to and to request correction of any personal information held by the Company.

本人確認已閱讀，並清楚明白收集本人個人資料之目的。本人明白並同意 貴公司使用及保存所收集或持有關本人之個人資料，並可將此等資料透露及轉達(於本地或海外)於任何與 貴公司有關人士/機構或被選定之第三者，用以此處理及審核此項索償申請及與被保人聯絡。本人明白倘若本人未能提供此表格所要求之資料，貴公司將可能無法接受或處理此項索償申請；及本人有權致函 貴公司之個人資料保護主任查詢及要求更正被保人之個人資料。
- I declare that the above information is in all respect true and complete to the best of my knowledge and belief. I further understand and agree that if I have made or shall make any false statement or concealment, all rights to recovery under the Policy shall be forfeited.

本人聲明以上填報資料乃盡本人一切所知，並無虛報。並同意如以上或將來提交之資料有虛假成分或有隱瞞，一切依據此保險單賦予之索償權利亦將喪失。
- It is agreed that upon request by Falcon Insurance Company (Hong Kong) Ltd., I shall make a statutory declaration to re-affirm the genuineness of all the information contained in this claim form; and

若富勤保險(香港)有限公司作出要求，本人同意作出宣誓，以證明本人所提供資料之真實性；及
- I, the undersigned, hereby authorize any physician, hospital, clinic or other organization to disclose to Falcon Insurance Company (Hong Kong) Ltd or its representative any and all information with respect to my illness or injuries or medical history. A Photostat copy of this authorization shall be as effective and valid as the original.

本人即以下申請人，授權富勤保險(香港)有限公司或其代表向有關醫生、醫務人員、醫院或診所，領取有關本人病情或受傷情況或過往病歷之資料。此授權書之副本跟其正本視同等效用。

Signature of Insured
(with company chop if Incorporated)
保戶簽署(及公司蓋章,如適用者)

Signature of Insured Person
(if other than the Insured)
受保人姓名(如非保戶本人)

Date of Signature
簽署日期

Date of Signature
簽署日期

Claim Procedures – Travel Insurance 旅遊保險之一般索償

To seek an indemnity of the policy, please provide us with the completed Claim Form and the relevant travel documents (such as passport/boarding pass) together with the following documents **within 30 days from your date of return to Hong Kong**. More information/documents may be required after receipt of your claim documents.

索償申請須在回港後三十天內，將已填妥的索償表格及旅遊文件（如護照／登機證）並連同下列有關文件一併交回本公司。在收到閣下的索償文件後，本公司可能須要更進一步文件／資料。

Personal Accident / Medical Expenses / Overseas Hospital Cash Benefits

- All relevant medical receipts and medical report
- All relevant police report and documents related to your claim

Baggage / Personal Effects / Money / Personal and Travel Documents

- Itinerary of journey
- All relevant police report/statement
- Carrier's property irregularity report
- Purchase invoice/receipt of the damaged/lost property
- Color photos showing the extent of damage to the damaged property
- Repair/Replacement payment receipt/quotation
- Exchange slip/bank transaction record

Trip Delay / Baggage Delay

- Carrier's written confirmation of the reason, date and time of such delay
- Purchase receipts for essential items

Trip Cancellation / Trip Interruption / Trip Re-arrangement / Missed Connection / Failure of E-ticket

- Itinerary of journey
- Deposit receipts and booking invoices
- Carrier's written confirmation
- E-ticket

Personal Liability

- All correspondence relating to the third party claim
- All relevant police report
- All relevant color photographs showing the extent of third party property damage/the accident scene

Hijack Distress Allowance

- The relevant documents

Rental Vehicle Excess Protection

- Rental agreement
- Insurance policy
- Excess payment receipt
- Driving Licence & International Driving Permit

Home Contents

- Police report
- Incident report of Property Manager
- The related purchase invoices/receipts
- Repair quotation
- Color photograph showing the extent of damage of the involved property

Golfer "Hole-In-One"

- The related Certificate issued by the licensed golf club
- The relevant consumed expenses receipts

個人意外 / 醫療費用 / 海外住院現金津貼

- 所有醫療收據及醫療報告
- 所有警方報告及文件

行李 / 個人財物 / 個人金錢 / 個人及旅遊證件

- 旅程表
- 所有警方報告 / 口供紙
- 客運公司之行李事故報告
- 遺失或損毀之財物的購買發票 / 收據
- 彩色相片展示有關財物的損毀程度
- 維修/重置付款收據 / 維修/重置報價單
- 外幣兌換收條 / 銀行賬目紀錄

旅程延誤 / 行李延誤

- 客運公司所發出之文件證明延誤原因、時間及日期
- 有關必需品之購買收據

取消旅程 / 中止旅程 / 更改旅程 / 交通連接失誤 / 電子機票失效

- 旅程表
- 按金收據及預定發票
- 客運公司所發出之證明文件
- 電子機票

個人責任

- 所有第三者的往來信件
- 所有警方報告
- 所有彩色相片展示有關財物的損毀程度 / 現場環境

劫持不安津貼

- 所有有關文件

租車保險自負額保障

- 租車合約
- 保險單
- 自負額收據
- 駕駛執照及國際駕駛許可證

家居財物

- 警方報告
- 管理公司的遇事報告
- 有關購買收據 / 發票
- 維修估價單
- 彩色相片展示有關財物的損毀程度

高爾夫球 "一杆入洞"

- 有關高爾夫球會所簽發的證明書
- 祝捷會的費用收據