

### For all claims

1. Copy of initial travel itinerary (e.g. electronic airline ticket / train ticket)
2. (ONLY IF the policy prefix is CBT, GPP or GPS), Your Company's proof on the nature and duration of your trip as well as your position and job title
3. Documentary proof (e.g. copy of bankbook / ATM card) clearly showing the bank account number and account holder's name

### 一般資料

1. 旅遊行程證明 (例如: 電子機票 / 車票)
2. (ONLY IF the policy prefix is CBT, GPP or GPS), 公司/僱主發出之在職證明, 列明是次旅程之日期及屬於商務性質
3. 閣下的銀行賬戶資料 (例如: 銀行存摺 / 提款咭之副本), 清楚顯示銀行賬戶號碼及賬戶持有人的姓名

### For I had a medical condition

1. Original medical receipt(s) with diagnosis certified by treating physician
  2. Doctor's memo / medical report / medical exam report / inpatient discharge summary detailing the medical history and the first symptom / accident date
  3. Letter of referral from general practitioner for the medical treatment conducted by specialists, physiotherapists, etc.
1. 醫療收據正本, 並註明醫生的診斷結果
  2. 列明病史及相關病癥首次出現時間或意外發生日期的醫生紙/醫療報告/檢查報告/出院紙
  3. 由註冊醫生發出的轉介信, 轉介被保險人接受專科治療、物理治療等

### For My Flight was delayed

1. Documentation from airline indicating the reason and the total number of hours of the delay
  2. Travel itinerary of original flight and the boarding pass of the actual flight taken
1. 航空公司發出之證明文件顯示總延誤時數及延誤原因
  2. 原定航班資料及實際乘搭航班之登機証

### For I cancelled my trip

1. Reason of trip cancellation with documentary proof
  2. If the reason is medical related, medical report or doctor's note detailing the medical history and the first symptom / accident date and confirming the unfitness to travel, etc.
  3. Proof of relationship to Insured as immediately family member, e.g. birth certificate / marriage certificate (where applicable)
  4. Death Certificate (where applicable)
  5. Original receipt(s) showing the pre-paid traveling expense, including but not limited to the flight, accommodation expense, tour fare deposit and balance payment receipt, etc.
  6. Documentation from travel agent, common carrier, and/or hotel confirming the Insured's absence and the refundable / refunded amount or non-refundable proof of the pre-paid booking
1. 顯示行程取消原因之文件
  2. (適用於醫療相關的行程取消) 詳細醫療報告詳細列出相關既往醫療記錄, 首次出現症狀的日期/意外發生日期, 確認因該疾病/意外導致無法成行等
  3. 證明與被保險人直系親屬之關係證明文件, 例如: 出世紙/結婚證書 (如適用)
  4. 死亡証(如適用)
  5. 已付之旅遊費用收據正本, 包括但不限於飛機/住宿/團費之訂金及餘款等
  6. 旅行社/公共交通工具或酒店發出之證明列明閣下取消/缺席是次旅程及已付之旅遊費用可獲得退款(請提供退款金額)/不可退款

#### **For Baggage and Items (Delay)**

1. Property irregularity report
2. Acknowledgement receipt on the date and time baggage received
3. Original receipts for the emergency purchase of essential items with detailed description, ONLY applicable when the policy covers emergency purchase
1. 航空公司發出的行李事故報告書
2. 收貨單以顯示行李實際收到的時間
3. 因行李延誤而購買的必需品的正本收據(只適用於實報實銷之保障)

#### **For Baggage and Items (Damage)**

1. Property irregularity report / hotel or other relevant authorities report
2. Original purchase receipts
3. Original repair receipts / quotations
4. Photos showing the extent of the damage
5. Compensation letter from airline/hotel/ any other parties (where applicable)
1. 由航空公司,酒店或其他相關機構發出的損壞報告
2. 損壞財物之正本購買收據
3. 正本維修報價單/維修費收據
4. 顯示物件之損毀程度的清晰照片
5. 其他保險公司/航空公司/其他機構之賠償明細(如適用)

#### **For Baggage and Items (Loss or Theft)**

1. Loss report from the Police (within 24 hours of the loss) / Airline letter confirming the loss of baggage
2. Original purchase receipts
3. Compensation letter from airline/hotel/ any other parties (where applicable)
1. 警方報告(必需於事發後 24 小時內報警) / 航空公司的行李遺失證明
2. 遺失財物之正本購買收據
3. 其他保險公司/航空公司/其他機構之賠償明細(如適用)

#### **For I lost my travel document**

1. Loss report to the Police (within 24 hours of the loss)
2. Documentary proof showing the actual itinerary due to the loss of travel document
3. Original transportation and accommodation receipts in obtaining replacement travel documents
4. Original receipts for replacement travel documents
1. 警方報告(必需於事發後 24 小時內報警)
2. 證明文件顯示由於遺失旅遊文件導致的實際行程
3. 遺失旅遊證件招致的額外住宿及交通費用收據正本
4. 補領遺失證件的收據正本

#### **For Other**

##### **Personal Accident Benefits**

##### 人身意外

1. Death certificate

2. Medical reports, autopsy and toxicology report
3. Police report and findings on the alleged accident
4. Copy of grant of probate / letter of administration
1. 死亡証
2. 醫療報告、屍檢和毒理學報告
3. 關於事故的警方報告和調查結果
4. 遺囑/遺產承辦紙

#### Personal Liability \*

##### 個人責任\*

1. Third party details involved in the incident
2. All correspondence received from any third party or their representatives
3. Original receipt
1. 涉事的第三方的具體情況
2. 所有和第三者或其代理人的電郵/書信來往
3. 正本收據

*\*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.*

*\*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。*

#### Car Rental Excess Charged

##### 租車自負額

1. Car rental agreement
2. Policy of the comprehensive motor insurance you had purchased for the rented car
3. Damage report
4. Original final repair bill and receipt
1. 租車協議
2. 租車時購買的綜合汽車保險單
3. 損毀報告
4. 總維修費用之收據正本

#### Trip Curtailment

##### 提早結束旅程

1. Reason of trip curtailment with documentary proof
2. If the reason is medical related, medical report or doctor's note detailing the medical history and the first symptom / accident date and confirming the unfitness to continue the trip
3. Proof of relationship to Insured as immediately family member, e.g. birth certificate / marriage certificate (where applicable)
4. Death Certificate (where applicable)
5. Actual itinerary
6. Original receipt(s) showing the pre-paid traveling expense, including but not limited to the flight, accommodation expense, tour fare deposit and balance payment receipt, etc.

7. Documentation from travel agent, flights, and/or hotel confirming the cancellation of Insured's absence of part of the itinerary because of the trip curtailment, and the refundable/refunded amount or non-refundable proof of the pre-paid booking
  8. Original receipts of transportation and accommodation incurred additionally because of curtailment
1. 顯示提早結束行程原因之文件
  2. (適用於醫療相關的提早結束行程) 詳細醫療報告詳細列出相關既往醫療記錄, 首次出現症狀的日期/意外發生日期, 確認因該疾病/意外導致不適於繼續旅行等
  3. 證明與被保險人直系親屬之關係證明文件, 例如: 出世紙/結婚證書 (如適用)
  4. 死亡証(如適用)
  5. 實際行程
  6. 已付之旅行費用收據正本, 包括但不限於飛機/住宿/團費之訂金及餘款等
  7. 旅行社/公共交通工具或酒店發出之證明列明閣下因提早結束旅程而需要取消/缺席是次部份旅程及已付之旅遊費用可獲得退款(請提供退款金額)/不可退款
  8. 提早結束旅程所致之額外交通及住宿費用收據正本

#### Trip Rearrangement

##### 行程更改

1. Reason of trip rearrangement with documentary proof
  2. Actual itinerary
  3. Original receipt(s) showing the pre-paid traveling expense, including but not limited to the flight, accommodation expense, tour fare deposit and balance payment receipt, etc.
  4. Documentation from travel agent, flights, and/or hotel confirming the cancellation or Insured's absence of part of the itinerary because of the trip rearrangement, and the refundable/refunded amount or non-refundable proof of the pre-paid booking
  5. Original receipts of transportation and accommodation incurred additionally because of this rearrangement
1. 顯示行程更改原因之文件
  2. 實際行程
  3. 已付之旅行費用收據正本, 包括但不限於飛機/住宿/團費之訂金及餘款等
  4. 旅行社/公共交通工具或酒店發出之證明列明閣下因行程更改而需要取消/缺席是次部份旅程及已付之旅遊費用可獲得退款(請提供退款金額)/不可退款
  5. 行程更改所致之額外交通及住宿費用收據正本