

Travel Insurance Claim Form

旅遊保險索償申請表

This form must be completed truthfully and accurately. If the space is not enough or no applicable field available, please supplement information by attachment. 請正確填寫此申請表。如果表格空間不足或沒有適用之欄位,請以附件補充資料。

The list of documents required is not exhaustive and we reserve our right to 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. 各部份之「所需文件」只是概括要求,本公司保留權利在有需要時要求閣下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,閣下的索償申請有可能會受延誤或被拒絕。

The completed form should be returned to us together with all supporting documents as soon as possible at the following address: 請填妥索償申請表並連同所有有關文件盡快寄回以下地址:

AIG Insurance Hong Kong Limited

Claims Department

46/F, One Island East 18 Westlands Road Island East Hong Kong

Telephone: 852 3666 7090 Facsimile: 852 2834 8962

Email address: travel.claim.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46樓

電話: 852 3666 7090 傳真: 852 2834 8962

電郵地址: travel.claim.hk@aig.com

www.aig.com.hk

Section I - General Information (REQUIRED) 第一部份 受保人及一般資料 (必須填寫)

General Documents Required 所需文件

- Certificate of insurance or premium receipt 保險憑證或保費收據
- Travel proof, such as air-ticket, boarding pass, travel agent or airline's official receipt 旅遊證明,例如機票、登機証、航空公司或旅行社簽發的收據
- Letter from employer/company regarding the nature and duration of trip, if claiming under a corporate travel policy. 雇主發出的公幹證明(商務旅遊保單適用)
- Copy of bank passbook or card (applicable to HK Bank Transfer) 銀行存摺或提款卡副本 (適用於本地銀行過數)

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 (Eng 受保人姓名(英文)	Name of Insured (Chinese) 受保人姓名(中文)						Insured's HKID No/Passport No 受保人香港身份証/護照號碼											
Only applicable if the Insured is below the age of 18				Name of Parent/Legal Guardian (Chinese) Only applicable if the Insured is below the age of 18 父母/合法監護人姓名(中文) 只適用於受保人未滿18歲的情					Parent/Legal Guardian's HKID No/Passport No 父母/合法監護人香港身份証/護照號碼 情况									
E-mail Address 電郵地址				Mobile Phone No. 手提電話號碼 Acknowledgement will be sent to this mobile phone number via SMS upon receipt					Office / Home Contact No. 辦公室或家居電話號碼									
Mailing Address 通訊地址				本公司將會在收到此索價申請表後發送確認短訊至此手提號碼。							Travel Guard Case reference number, if applicable. Travel Guard 檔案編號,如適用。							
Are you acitizen of the United States? 閣下是否美國公民?	United States? 如是,請提供社會保障編號					保	olicy Cat 單類別 Single		licv	Journe 旅遊E FromE		d	DD		MM		YYYY	
□ Yes 是 □ No 否							Single Trip Policy 單次旅遊保險單			-		日		月		年		
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)匯朝					to	全年旅遊保險單			To至 o purcho	DD MM YYYY 日 月 年 hase some or all of journey arrangement?								
所有由有資格享用美國公共醫療	象保險的美國公民提出的受情	傷索償。此項資料	僅為遵從以上匯	報要求而收	[集。		是	是次旅程是否以信用卡支付全部或部份旅費? ☐ Yes 是					是	□ No否				
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 □ 保險公司之名稱 Policy No. □ 保單編號				Policy Type 保單類別						Sum Insured 保額								
Means of Claim Settlement (Please tick) 賠償支付方式 (請選擇)																		
We must emphasize th 本公司特此聲明此項要	at this request is no 要求並不代表本公司:	ot an admissi 承認賠償責任	on of our lic 壬。如果索償	ability. If 賞成功,月	the clo 所有賠	iim is elic 償均只可	gible, t 支付	the inde 予此索償	mnity s 之相關	hall be 受保人	payable °	to the re	elevant	Insured	only.			
□ Hong Kong Bank Transfer 本地銀行過數										Hong Kong Dollar Cheque 港幣支票								
HKD account only. Please provide your E-mail Address & copy of bank passed perfer payment by bank transfer. 只限港幣戶口,如閣下選擇銀行過數,請填寫電郵地址及提供銀行存摺或提款卡							, ,]Foreign Currency Cheque 外幣支票 lease specify the currency preferred 請註明所需外幣							
We will facilitate payment by HKD cheque delivered to the mailing address if e-mail addres 如果沒有填寫電郵地址,本公司會以港幣支票作為賠償方式並郵寄往通訊地址。							ess is	ss is not provided(Not available for RMB or MYR 不適用於人民幣或馬幣)										
							Bank 銀行	k Name 名稱	l l									
E-mail Address (if different from above) 電郵地址 (如跟上頁所填寫的不同) Bank Code 銀行號碼								Brand 分行	ch Code 號碼	e	Accou 戶口號	nt Numb	oer					
N. C. C. C. T. T. T. L. Doth Rendo S. W. W. H. J. T. S. L. L.																		

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Section II 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 IIA:

Medical Expense

- Original hospital/medical bill(s)/receipt(s)/medical report stating diagnosis and the date of the injury/sickness commenced and 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 as a result of injury/sickness and amount of the salary earned, if claiming loss of income.

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

Date and time of the injury/sickness 發生意外或疾病的日期、時間	Date of first consultation 第一次求診日期	with doctor/hospito	ıl	Nature of injury/Diagnosis of sickness 傷勢/病況的診斷結果						
	M. / P.M. DD F / 下午 日	MM 月	YYYY 年							
In the case of injury, where and how did the accident 如屬受傷個案,請詳述意外發生地點及經過。如屬疾病	occur? In the case of sickness, wh		m(s) and when die	d the symptom(s) first c	appear?					
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										
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	lf yes, how long will the further 如是,該療程還需多長時間?	I medical treatment l	ast?							
	Lection II 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 IIB: • 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.										
Date and time of loss/damage 損失/損壞日期 損失/損壞地點 DD MM YYYY A.M. / P.M. 日 月 年 上午 / 下午										
Full description of how the loss/damage occurred 詳細描述事件發生的經過										
Was the loss reported to police / common carrier / hotels有否向警方/公共交通機構/酒店報告此損失或者損壞事 Yes 是 No否					replacement) □ No <u></u> 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	1									
Item(s) lost/damaged: 損失/損壞物品	Date of Purchase 購買[1期	Purchase Value	瀬貝頂 錢	Repair Quotation 維修報價					

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

Documents required under SECTION IIC:

- Documentation indicating the reason(s) for and number of hours of delay (e.g. confirmation from common carrier)
- Original receipt(s) for emergency purchase of essential items, if applicable.

- 公共運輸機構發出顯示延誤原因及時數的證明緊急購買必需品的收據正本(如適用)

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□ Travel Delay 旅程延誤	Reason for 延誤原因	Delay					Location 地點			
Baggage Delay 行李延誤										
			Date 日期		Departure time	出發時間	Arri	ival time 抵達時間	Flight No.舠	亢班編號
Original arrival/dep 原定時間	parture time	DD 日	MM 月	YYYY 年						
Actual arrival/depc 延誤後實際時間	arture time:	DD 日	MM 月	YYYY 年						
Did you make any								☐ Yes 是	□ No 否	
Section II D	- Journe	y Cance	ellation, C	urtailme	nt and Re-c	arranger	ment	三部份(丁) 行程	配消/行程縮短	豆/行程更改
accommodat Documentation a) trip cancel b) non-refunct Copy of the commodate Medical certifict Proof of relatt Journey re-arrar Original documents	ation and C ipt(s) showing a special ion expense on confirmination dable/refunderiginal itine icate indicate ate, if applitionship to the agement the commentation/r the commentation/refunderiginal showing and the commentation/refunderiginal showing a showi	Curtailment ang any pre- ses incurred of ang: ded amoun erary. ting diagnos cable. ne Insured, receipts indi encement of mon carrier	paid costs or cafter the comm t sis and reason if applicable. icating the add f the insured ic	that the insur itional travel ourney outsid indicating the	e OR additional the insured jour ed is unfit for transaction and/or accomme Hong Kong/Me reason for travel	vel, if applic odation expe acau. I re-arranger	行。 · · · · · · · · · · · · · · · · · · ·	二部份(丁)所需文件程取消/行程縮短額不已付費用/按金或前費用的收據正本語、航空公司證明文語、新空公司證明文語、新空公司證明文語、新空程副本書生證明(如國所證明(如國所證明(如國所證明(如國所證明(如後香港以外的受保行程之供/收據正本由公共運輸機構/旅行派程取法	件以便確認: 旅程的診斷及原因(可適用) 開始後的額外交通及	如適用) ひ/或住宿費用
☐ Journey Cancel ☐ Journey Curtail ☐ Journey Re-arro	ment 行程縮統	^消 行 ^利 短	ason for journey 呈取消/行程縮短		urtailment or re-ar 因	rangement				
	. 9			Fre	om 由				To 至	
Period of original jo 原定行程	ourney		DD		MM	YY	YY	DD	MM	YYYY
尿足17性			日		月		年	日	月	年
	Period of curtailed/re-arranged journey 縮短/更改後之行程 DD MM 日 月							YYY DD MM 年 日 月		
If the journey curtailm 如行程取消或行程	ent/journey ca 縮短原因是因	ncellation was 為受保人本力	due to death,serio 、或受保人的直系	us injury or sickno (親屬或親密的	ess of the insured/imr 生意伙伴或旅遊夥	mediate family 伴死亡、嚴重	member/clos 受傷或患病	se business partner/ traveling ,請提供以下資料	g companion, please state	clearly the followin
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 (Ple 索償金額(請註明)		he currency)						 by airline, hotel and trave 社的退款金額	el agent	
Section II E	- Persor	nal Acci	dent (Fat	al and Pe	ermanent l	Disabilit	y) 第二	部份(戊) 個人	意外(死亡及)	k久傷殘)
Relevant incid Death Certifi Proof of claim Medical repo	dent report cate if appli nant's relati	and police cable onship to th	report ne Insured, if a		•	死亡證明	的警方報告 ,如適用 人與受保 <i>人</i>	5、事件報告 \的關係證明,如適用 的醫療報告		
Date and time 意外發生的日期及F DD 日	MM 月	YYYY 年	□ □ A.M. / P.M 上午 / 下午		dent					
Full description of I 詳述意外發生的經			, and the injuries	sustained						
Name of Claimant 索償申請人中/英文			e) in fatal case		elationship to the li 與受保人的關係	nsured		Claimants' HKID N 索償申請人身份証		
Cause of death, if o 死亡原因(如適用)	applicable			1		Permanent o		egree and extent), if appl	icable	

Section II 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 par 第三者索償人姓名及電話號碼	ty claimant		Full name and telephone no. of witness(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 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. 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 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										
Section III – Declaration	and Authorization 第	三部	份 聲明及	受權						
A. The undersigned Insured(s) / Claimant(s) HERESY DECLARE that to the best of the Insured(s') / Claimant(s') knowledge and belief, the above statement and porticulars contained are true and complete in every respect and are made without reservation of any kind. (in reduction to the personal data collection in this cidem) the personal data collection in the committee in the Insured(s) / Claimant(s') knowledge and belief, the above statement and porticulars contained are true and complete in every respect and are made without reservation and in the personal data collected in this form may be used by AICH KF for purposes which the truded 1) assessing, investigation, adjusting and making a decision on this claim; 2) otherwise for the purpose of administraing the insured(s') insurance policy (including pursuing recovery from reinsurers) and 3) for other purposes stated absorbere in this form. (in AICH KF) to process the insurance color and any such data not provided may men the claim cannot be processed. (in AICH KF) to process the insurance policy (including pursuing recovery from reinsurers) and 3) for other purposes stated dissorbere in this form. (in AICH KF) to process the insurance policy (including pursuing recovery from reinsurers) and 3) for other purposes stated dissorbere in this form. (i) Influenced insulations for the purposes of processing this application and abstraining policy payments; (ii) influenced insulations for the purposes of processing this application, and any provided and the purpose of processing this applications, and any provided and the purpose of processing this application, and provided and the purpose of processing this applications, and any provided provided and the purpose of the AICH group (for all of the purposes stated there's provided, provided and the purpose of the AICH group (for all of the purposes stated directs provided, provided and provided and the purpose of the AICH group (for all of the purposes stated directs provided and provided and the purpose of the AI										
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) 受保人/索償申請人(如適用)姓名	賞申請人死亡或喪失能力,此授權書仍然存在	有法律效力	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)							
Insured /Claimant's ID Card No./Passport N 受保人/索償申請人身份證/護照號碼	lo.	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 (如果受保人未滿18歲) Signature of Parent/Legal Guardian (if the 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./Passp 父母/合法監護人身份證/護照號碼	ort No.	Date 日期	DD 日	MM 月	YYYY 年					
Producer's Information (if applicable) 保單經紀資料 (如適用)	Code	1	Phone No.							
Name 名稱	Email Address 電郵地址									