

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。

AIG Insurance Hong Kong Limited

Claims Department

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

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

Personal Information (Required) 支係,									
General Documents Required (基本所需文 Insurance certificate or premium receipt 保險憑證或保費 Departure proof, such as air-ticket, cruise ticket or boar	收據	離港或始發地證明	明,如機票,	船票,登機 證	登等(僅適用於	全年旅遊保險	〔 單)		
Policy/Certificate No. 保單號碼	Name of Policyholder (English) 保單持有人	保單持有人姓名(英文) Name of Policyholder (Chinese) 保			- R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'				sured's HKID No/Passport No 受保人香港身份証/護照號碼				
Name of Parent/Legal Guardian (English) Only applicable if the Insured is below the age of 18 父母/合法監護人姓名(英文) 只適用於受保人未滿18歲的情況	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歲的情況 Parent/Legal Guardian's HKID No 父母/合法監護人香港身份証/護照					•			
Mobile Phone No. 手提電話號碼 Claims or payment notification will be sent to this mobile phone number via SMS. 本公司將會在收到此家價申請表後發送確認知訊至此手提號碼。	E-mail Address 電郵地址			Travel Guard Case reference number, if applicable. Travel Guard 檔案編號,如適用。					
Aailing Address 通訊地址									
Policy Category 保單類別	Country of Visit	Journey Period	旅遊日期						
Single Trip Policy 單次旅遊保險單 Annual Policy 全年旅遊保險單		DD ⊟	MM 月	YYYY To 年	至 DD 日	MM 月	YYYY 年		
Do you have any other insurance policies covering this oss or expenses incurred? 是項索償是否受保於其他保險合約?	Name of Insurer 保險公司之名稱		資料						
Yes 是 No 否	Policy No. Polic 保單編號 保單	ry Type Sum Insured 類別 保額							
Are you a citizen of the United States? 閣下是否美國公民?	If yes, please provide your social security num	ber 如是,請提	供社會保障網	扁號	·				
Yes 是 No 否									
AIG HK is a subsidiary of US company and as such is required to report injury clous to comply with this reporting requirement. 美亞保險香港有限公司作為美資公司 以上匯報要求而收集。	ims of U.S. citizens who may be eligible to receive "Medicare" (p 頁的附屬公司,需要(根據美國法案Medicare, Medicaid & SCHIP	ursuant to the Medicare Extension Act of 2007)	e, Medicaid & SCH)匯報 所有由有資格	IP Extension Act o 子字用美國公共醫	of 2007). This inforn 療保險的美國公民提	nation is requested: 出的受傷索償。此	solely to enable 項資料僅為遵從		
Claims Payment Mode (Required) (Please The request for payment mode is not an admission of our I provided. HKD Account only. Please provide your E-mail Address address if e-mail address or copy of bank passbook / ATM card an 人如下提供的信息。只限港幣戶口,如閣下選擇銀行過隻 幣支票作為賠償方式並郵寄往通訊地址。	iability. If the claim is eligible, the indemnity sh © of bank passbook or ATM card if you prefer p e not provided. 本公司特此聲明此項要求並不代:	all be payable to ayment by bank tra 表本公司承認賠償	ansfer. We will fo 賞責任。如果	acilitate paym 索償成功,所	ent by HKD chec f有賠償均只可	que delivered to i 支付予此索償	the mailing 之相關受保		

Direct credit to Hong Kong Bank Account Account Holder's Name 戶口持有人姓名:

Account Number 戶口號碼 Bank Code 銀行號碼 Branch Code 分行號碼

Bank Name 銀行名稱

Notification of payment will be sent to your listed email address provided above

賠款送到此電郵地址

(Must bethe Insured or Insured's Parent/ Legal Guardian if the Insured is below the age of 18) (必須為受保人或受保人之未滿18歲受保人的 父母/合法監護人)

Hong Kong Dollar Cheque 港幣支票

Type of Claims (Required) (Please tick) 索償項目(請選擇) (必須填寫)

Medical Expenses/Hospital Income/Loss of Income 醫療費用/住院現金/緊急入息援助...Complete Section A with relevant documents required under the section 填寫第二部分(甲)並提交相關所需文件 Loss of Baggage, Travel Documents and Personal Money 行李、旅遊證件及金錢損失...Complete Section B with relevant documents required under the section 填寫第二部分(乙)並提交相關所需文件 Travel Delay and Baggage Delay 旅程及行李延誤Complete Section C with relevant documents required under the section 填寫第二部分(丙) 並提交相關所需文件 Journey Cancellation/Curtailment/Re-arrangement 行程取消/提早結束旅程/行程更改..Complete Section D with relevant documents required under the section 填寫第二部分(丁) 並提交相關所需文件 Personal Accident (Fatal and Permanent Disability) 個人意外(死亡及永久傷殘)Complete Section E with relevant documents required under the section 填寫第二部分(戊)並提交相關所需文件

Documents required under SECTION A:

Medical Expense

- Original hospital/medical bill(s)/receipt(s)/medical report stating diagnosis and the date of the injury/sickness commenced 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

第二部份(甲)所需文件

醫療費用

- 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
- 如屬緊急人息援助索償,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的賠償明細(如適用)

Date of the 發生意外或	injury/sickne 疾病的日期	SS		Date of first consultation第一次求診日期	on with doct	or/hospital	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,請説明是否因爲任何第三者的過錯。 If yes, please provide the details of the thir 如是,請提供有關第三者的姓名、通訊地址						uding the name, address and contact number.			
Yes是	N	o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						If yes, how long will the further medical treatment last? 如是,該療程還需多長時間?			
Section 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 B:

- 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

第二部份 (乙)所需文件

- 有關機構(如酒店/航空公司/警方)發出的損失/損壞報告
- 顯示物品損壞程度的相片(如適用)
- 損失/損壞物品購買收據正本
- 維修報價(如適用)
- 額外支付的住宿/交通費用收據正本(如適用)
- 其他保險公司或有關團體(如航空公司)的賠償明細(如適用)

Date and time of loss/damage 損失/損壞日期	Location of loss/damage 損失/損壞地點
DD MM YYYY 日 月 年	
F II I	of 1 7 P C 2 C 2 C 2 C 2 C 2 C 2 C 2 C 2 C 2 C

Full description of how the loss/damage occurred 詳細描述事件發生的經過

police within 24 hours? 有否 在24小時 內會方報告此損 失?		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(如航空公司報告此種壞事件?		Did the common carrier / hotel offer compensation in any form (including repair, replacement) 有關公共交通機構/酒店有否提供任何形式的賠償(包括維修或更換) Yes, please specify 有,請詳述	No 沒有
Yes 是	No否	Yes是	爭Ⅲ! No否		

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)

Section of the loss/defined by direction									
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		Receipt			
				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		

Cause of death, if applicable 死亡原因(如適用)

Documents required under SECTION C: 第二部份(丙)所需文件 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 · 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) Reason for Delay 延誤原因 Location 地點 Travel Delay 旅程延誤 Baggage Delay 行李延誤 Date 日期 Departure time 出發時間 Arrival time 抵達時間 Flight No.航班編號 Original arrival/departure time YYYY 年 DD MM 原定時間 Actual arrival/departure time: DD **延誤後實際時間** Did you make any emergency purchases of essential items? 有沒有購買緊急必需品? Yes 是 No否 Section 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 Documents required under SECTION D: 第二部份 (丁)所需文件 Journey Cancellation and Curtailment 行程取消/提早結束旅程 Copy of original itinerary • 原有行程副本 • Documentation confirming trip cancellation • 缺席出發/行程取消證明 · Documentation confirming non-refundable/refunded amount • 退款金額/不能退款證明 · Original receipt(s) showing any pre-paid costs or deposits made OR additional travel and/or • 顯示已付費用/按金或於受保行程開始後支付的額外住宿費用的收據 accommodation expenses incurred after the commencement of the insured journey 正本 · Medical certificate indicating diagnosis and reason that the insured is unfit for travel, if • 醫生證明受保人不適合旅程的診斷及原因 (如適用) applicable. • 死亡證明 (如適用) Death certificate, if applicable • 與受保人的關係證明(如適用) · Proof of relationship to the insured, if applicable 行程更改 Journey Re-Arrangement • 於受保行程開始後的額外交通及/或住宿費用文件/收據正本 · Original documentation/receipts indicating the additional travel and/or accommodation expenses incurred • 酒店、航空公司證明文件以便確認: after the commencement of the insured journey 由公共運輸機構/旅行社發出的文件顯示行程更改的原因 · Documentation from common carrier or travel agent indicating the reason for travel re-arrangement. • 退款金額/不能退款證明 · Documentation confirming non-refundable/refunded amount Reason for journey cancellation, curtailment or re-arrangement 行程取消/提早結束旅程/行程更改的原因 Journey Cancellation 行程取消 Journey Curtailment 提早結束旅程 Journey Re-arrangement 行程更改 DD ∃ MM 月 YYYY 年 YYYY 年 Period of original journey 原定行程 To至 DD MM From 由 Period of curtailed/re-arranged Journey DD MM From 由 To至 縮短/更改後之行程 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 Diganosis 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 Section E- PersonalAccident(FatalandPermanentDisability)第二部份(戊) 個人意外(死亡及永久傷殘) Documents required under SECTION E: 第二部份(戊)所需文件 有關意外的警方報告、事件報告 · Relevant incident report and police report 死亡證明,如適用 Death Certificate if applicable 索償申請人與受保人的關係證明,如適用 Proof of claimant's relationship to the Insured, if applicable • 顯示永久傷殘程度的醫療報告 · Medical report regarding the extent of permanent disability suffered Date of Accident 意外發生的日期 Place of accident 意外地點 DD MM YYYY 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 Claimant's relationship to the Insured Claimants' HKID No/Passport No case 索償申請人中/英文姓名 (僅適用於死亡個案) 索償申請人與受保人的關係 索償申請人身份証/護照號碼

Permanent disability (degree and extent), if applicable 永久傷殘的程度(如適用)

Section 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 v	vitness(es) if any 謂	:人姓名及雷話號碼(如滴用)		
,		T dil	name and telephone no. or v	vicioso(co) ii ciriy ii			
Remarks 備註: Any lawsuit, demand, claim or proceeding immediately forwarded to us without ackno No liability should be admitted and no settle	wledgement.						
如收到任何第三者對有關事件的索償要求、未得到本公司事先同意前,不要向第三者項		及任何法律訴討	公,切勿自行處理,應立即通	知及提交本公司處	型		
Section G – Declaration and Au	thorization 第三部份 聲明	及授權					
A. The undersigned Insured(s) / Claimant(s) HER every respect and are made without reservation B. In relation to the personal data collected in this (a) (unless specifically indicated otherwise in Limited ("AIG HK") to process the insuranc (b) the personal data collected in this form	n of any kind. : claim form, the Insured(s)/Claimant(s) agr this form) the personal data requested in the :e claim and any such data not provided mo	ee and acknowl nis form (or othe ay mean the clair	edge that: erwise provided during the course mcannot be processed.	of the claim process) i	s necessary for AIG Insurance Hong Kong		
purpose of administering the insured(s')i (c) AIG HK may transfer the personal data to it third parties providing services related ii) financial institutions for the purpose of iii) loss adjustors, assessors, third party at	insurance policy (including pursuing recov the following classes of persons (whether to the administration of the Insured's polic processing this application and obtaining dministrators, emergency providers, legal	ery from reinsur based in Hong y (including rein policy payments services provide	ers) and 3) for other purposes sto Kong or overseas) for the purpos (surers); (5)	ated elsewhere in this for ses identified in (b) abo	orm.		
v) other parties referred to in AIG HK's D (d) The Insured(s)/Claimant(s) may gain acce Insurance Hong Kong Limited at GPO Privacy Policy can be found at www.aig.	Box 456 or cs.hk@aig.com. The same com.hk.	nerein. Il data (in both co	ases, subject to a reasonable fee)c y be used to contact us with any	at any time, by writing to comments on our se	othe Privacy Compliance Officer of AIG ervice. The full version of AIG HK's Data		
(a) any organization, institution, or individual such information, record and knowledge; (b) AIG HK or any of its approved medical exa therein and any matter arising therefrom immunodeficiency syndrome (AIDS), infection (c) the police that has any of the Insured(s') infection.	(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 Clai 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						
This authorization shall bind the Insured(s') / Clai photocopy of this authorization shall be as vo	mant(s') successors and assigns and remo	•	, ,		•		
A. 於本索償申請表簽署之受保人/索償申請人 B. 就有關從此索償申請表所收集的個人資料, (a) 除非於本表格上另有訂明 ,本表格所要 供任何所需資料索償申請則可能不被處 (b) 美亞保險可按列於其私隱政策的用途使 任何於本表格其它位置列明的目的:	受保人/索償申請人同意及確認: 求提供的個人資料(或於處理索償時所要理: 用此表格所收集之個人資料,其用途包括	求提供的個人 話:1)評核、調查	資料)是供美亞保險香港有限公司 至、調整及就此索償申請作出決		理保險索償申請的所需資料, 若未能提		
(i) 提供有關本人/吾等保單管理服務的 (ii) 財務機構,作處理此申請及收 (iii) 公證人、調查員、第三者管理 (iv) 其它在任何國家之AIG集團之)	(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,作為處理本家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肪、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節班資料、訂位資料、達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人境資料紀錄之機構、組織或人士向美亞保險透露有關資料及紀錄。 							
此授權書不得徹回。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			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.	o. 受保人/索償申請人身份證/護照號G	Date 日期 DD		YYYY			
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)			日 月 年 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./Passport No. 父母/合法監護人身份證/護照號碼			Date 日期 DD		YYYY		
Producer's Information (if applicable) 保單經紀	資料 (如適用)		E	I 月	年		
Name名稱	Code 編號	Mobile Phor	ne No. 手提電話號碼	Email Address 電郵	邓地址		
		Acknowledgment w	will be sent to this mobile phone number				