

## Guidelines on General Documents Required for Rental Protector Claim

### 安租保索償一般所需文件和注意事項

- 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 we 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安租保索償的事件，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安租保索償，您仍然應該立即通知我們。
- 以下列出的文件清單未列出所有可能出現的情況，保留權利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。

### Document checklist in respect of claims of the following 與下述有關的索償所需文件清單

Benefit 保障	Types of Documents 文件種類	Checklist 已提交	IMPORTANT NOTE 重點注意事項
Legal expenses and costs 法律費用及支出保障	ORIGINAL receipt(s) for payment of legal expenses and costs incurred in recovering outstanding rent or possession of the Insured Premises 追討租客所欠租金或收回出租物業引申的實際法律費用收據正本	<input type="checkbox"/>	You may sue in person (i.e. filing an Application/a claim without appointing a solicitor) in The Lands Tribunal / Small Claims Tribunal / other appropriate forum OR Instruct a solicitor from our nominated legal panel to commence legal proceedings against the tenant on your behalf to recover the Rent in arrears or regain possession of the Insured Premises 追討租客所欠租金或收回出租物業引申的實際法律費用收據正本
Rent Protection 租金保障	1. Duly stamped tenancy agreement for the Insured Premises. 出租物業的已加蓋釐印書面租約  2. Documentary proof for loss of rent 租客拖欠租金證明文件	<input type="checkbox"/>  <input type="checkbox"/>	Legal proceedings against the tenant should be commenced WITHIN 14 days of the date on which the outstanding rent exceeds the deposit amount 您須於租客未繳租金超過按金之日起的 14 天內對租客採取法律行動
Damage to Furniture, Fixtures and Fittings of the Insured Premises (Extension to Rental Protection) 出租物業內傢具、裝置及裝備損毀保障	1. Detailed inventory of the damaged property and its condition 詳盡的損毀財物狀況清單  2. Incident report or letter issued by your building manager certifying the location and the cause of the loss 由大廈管理公司發出的事件報告或信件，確認損毀是發生在出租物業內及導致損毀的原因  3. ORIGINAL purchase receipt(s) of the damaged property 損毀財物的購買收據正本  4. An estimate of repair costs. (It should be submitted and approved by AIG Claims Department before making any repair) 修理估價報告 (在作出任何修理前，必須先向我們遞交估價報告並獲得我們核准方可進行修理)  5. Color photos of the damage(s) 損毀物件的彩色照片	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Because an on-site survey may be required, DO NOT dispose of any damaged items. The disposal of damaged items without AIG's authorization may result in rejection of your claim. 由於可能需要進行現場調查，在我們作出書面同意以前，請勿丟棄任何損毀物品。未得我們同意而丟棄損毀物品可能導致索償申請被拒
Owner's Liability 業主法律責任保障 (自選保障項目)	1. Incident report or letter issued by your building manager certifying the location and the cause of the loss 由大廈管理公司發出的事件報告或信件，確認意外是在受保的建築物內發生  2. Details of the involved Third Party(ies) including:- i). Name of Third Party(ies) and details of damage/injury ii). Telephone Number iii). Address 第三者的詳細聯絡資料包括姓名、電話號碼和地址、以及財物損毀或受傷之詳情	<input type="checkbox"/>  <input type="checkbox"/>	<ul style="list-style-type: none"> <li>• NO admission, offer, promise, payment or indemnity shall be made, given or agreed by or on behalf of the Insured without AIG written consent</li> <li>• 在未得我們書面同意前，請勿向任何第三者承認責任或作出妥協或賠償，這樣會影響你根據保單索償的權利</li> <li>• Summons, police letter or any formulated claim or correspondence from third party, must be forwarded to AIG IMMEDIATELY for handling. DO NOT acknowledge or respond.</li> <li>• 請勿回應任何傳票，警方來函，索償要求或第三者發出的任何信件，並且盡快轉交我們處理</li> </ul>

Owner's Liability  
業主法律責任保障  
(自選保障項目)

3. Name and Telephone Number of  
witness(es) (if any)  
任何目擊者的姓名、電話號碼和地址

4. Color photos of the damage(s)/the incident  
scene  
損毀物件及事件現場之彩色照片

5. Police report, if any  
警方調查文件或報告 (如有)

- NO admission, offer, promise, payment or indemnity shall be made, given or agreed by or on behalf of the Insured without AIG written consent
- 在未得我們書面同意前，請勿向任何第三者承認責任或作出妥協或賠償，這樣會影響你根據保單索償的權利
- Summons, police letter or any formulated claim or correspondence from third party, must be forwarded to AIG IMMEDIATELY for handling. DO NOT acknowledge or respond.
- 請勿回應任何傳票，警方來函，索償要求或第三者發出的任何信件，並且盡快轉交我們處理

\*\* 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個細則或構成其部分。