

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)

			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 (Engl 受保人姓名(英文)	ish)	(Chinese)			Insured's HKID No/Passport No 受保人香港身份証/護照號碼							
Name of Parent/Legal Only applicable if the Insu 父母/合法監護人姓名(3		Only applicable if th	Parent/Legal Guardian (Chinese) icable if the Insured is below the age of 18 法監護人姓名(中文) 只適用於受保人未滿18歲的情况			Parent/Legal Guardian's HKID No/Passport No 父母/合法監護人香港身份証/護照號碼						
E-mail Address 電郵地址		pile Phone No. 電話號碼 wledgement will be sent to this mobile phone number via SMS upon receipt o 將會在收到此索價申請表後發送確認短訊至此手提號碼。				Office / Home Contact No. 辦公室或家居電話號碼						
Mailing Address 通訊地址												
Are you acitizen of the United States?	d States? 如是,請提供社會保障編號				Ту	Journe 旅遊日	ey Period]期					
閣下是否美國公民? □ Yes 是 □ No 否	□ Single Trip 單次旅遊係	Policy 隐單	olicy From由 _食 單		DD 目		MM 月		YYYY 年			
AIG HK is a subsidiary of US correceive "Medicare" (pursuant to enable us to comply with this re 美亞保險香港有限公司作為美資所有由有資格享用美國公共醫療	Annual Policy 全年旅游保險單		To至		DD 日		MM 月		YYYY 年			
Do you have any other covering this loss or ex 是項索償是否受保於其	penses incurred? 如是,請 他保險合約?		ils below			1						
103 / 10	□ Yes 是 □ No 否 □ 床 版公可之名桶 Policy No. 保單編號					Policy Type Sum Insured 						
Means of Claim Settlement (Please tick) 賠償支付方式 (請選擇) We must emphasize that this request is not an admission of our liability. If the claim is eligible, the indemnity shall be payable to the relevant Insured only. 本公司特此聲明此項要求並不代表本公司承認賠償責任。如果索償成功,所有賠償均只可支付予此索償之相關受保人。												
□ Hong Kong Bank Transfer 本地銀行過數 HKD account only. Please provide your E-mail Address & copy of bank passbook or ATM card if you perfer payment by bank transfer. 只限港幣戶□,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副本 We will facilitate payment by HKD cheque delivered to the mailing address if e-mail address is not provided.												
Account Holder's Nam Insured is below the ac 戶口持有人姓名(必須	(Not available for RMB or MYR 不適用於人民幣或馬幣) Bank Name 銀行名稱											
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					ode	Accour 戶口號	nt Numbe 碼 	r 		1	1	ı
Notification of payment will												

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.

Item(s) lost/damaged: 損失/損壞物品

 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	Date of first consultation	المنافع المناف		Nature of injury/Diagnosis of sickness				
發生意外或疾病的日期、時間	第一次求診日期			傷勢/病況的診斷結果				
	M/PM DD :/下午 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。 □ 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 Follo 覆診醫療費用的索償金		al Expenses in Hong Kong				
Section II B – Loss of Baggage, 第二部份(乙) 行李、旅遊證件》		and Personal	Money					
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. Original receipts for additional hotel accommodation and travel expenses, if applicable. Compensation breakdown from other insurers/parties (e.g. airlines), if applicable.								
	Location of loss/damag 損失/損壞地點 M/PM :/下午	e						
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 / hotel? 有否向警方/公共交通機構/酒店報告此損失或者損壞事件? □ Yes 是 □ No 否 □ No 否 □ No ② 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) □ No ② ② ② ② ② ② ② ② ② ② ② ② ② ② ② ② ② ②								
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)

Purchase Value 購買價錢

Repair Quotation 維修報價

Date of Purchase 購買日期

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.

第二部份(甲)所需文件

- 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)

Travel Delay	Reason for	r Delay				Location			
□ 旅程延誤	延誤原因	•				地點			
Baggage Delay									
□ 行李延誤									
13 3 2.00									
			Date 日期		Departure time出發時間	Arrival time 抵達時間	Flight No.航班編號		
Original arrival/de		DD	MM	YYYY					
	pariore iime			年					
原定時間		日	月	4					
Actual arrival/depo	Actual arrival/departure time:		MM	YYYY					
延誤後實際時間		日	月	年					
							<u> </u>		
Did you make any	emergency p	purchases of ess	ential items?	有沒有購買緊急	急必需品?	□ Yes 是	□ No否		
Section II D - Journey Cancellation, Curtailment and Re-arrangement 第二部份(丁) 行程取消/行程縮短/行程更改									
Documents rea	Desuggests you jied under SECTION IID.								
	Documents required under SECTION IID: 第二部份 (丁)所需文件								
	Journey Cancellation and Curtailment 行程取消/行程縮短								
• Original receipt(s) showing any pre-paid costs or deposits made OR additional travel and/or • 顯示已付費田/按全或於受保行程開始後支付的類外住宿									

- Original receipt(s) showing any pre-paid costs or deposits made OR additional travel and/or accommodation expenses incurred after the commencement of the insured journey.
- Documentation confirming:
 - a) trip cancellation
 - b) non-refundable/refunded amount
- Copy of the original itinerary.
- Medical certificate indicating diagnosis and reason that the insured is unfit for travel, if applicable.
- Death certificate, if applicable.
- · Proof of relationship to the Insured, if applicable.

Journey re-arrangement

- Original documentation/receipts indicating the additional travel and/or accommodation expenses incurred after the commencement of the insured journey outside Hong Kong/Macau.
- · Documentation from common carrier or travel agent indicating the reason for travel re-arrangement.

- 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正本
- •酒店、航空公司證明文件以便確認:
 - i) 缺席出發/行程取消
 - ii) 退款金額/不能退款
- •原有行程副本
- •醫生證明受保人不適合旅程的診斷及原因(如適用)
- •死亡證明(如適用)
- •與受保人的關係證明(如適用)

行程更改

- 於香港以外的受保行程開始後的額外交通及/或住宿費用 文件/收據正本
- •由公共運輸機構/旅行社發出的文件顯示行程更改的原因

□ Journey Cancellation行程取消 □ Journey Curtailment 行程縮短 □ Journey Re-arrangement 行程更改	Reason for journey o 行程取消/行程縮短/	ancellation, curtailment or re-ar 行程更改的原因	rangement					
		From由			To 至			
Period of original journey 原定行程	DD 日	MM 月	YYYY 年	DD 日	MM 月	YYYY 年		
Period of curtailed/re-arranged journey 縮短/更改後之行程	DD 日	MM 月	YYYY 年	DD 日	MM 月	YYYY 年		
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 如行程取消或行程縮短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 pers 死亡、受傷或患者姓名	Relationship to the Insured 與受保人關係		Diagnosis 診斷					

Section II E - Personal Accident (Fatal and Permanent Disability) 第二部份(戊) 個人意外(死亡及永久傷殘)

Documents required under SECTION IIE:

- · Relevant incident report and police report
- Death Certificate if applicable
- Proof of claimant's relationship to the Insured, if applicable
- Medical report regarding the extent of permanent disability suffered

第二部份(甲)所需文件

- 有關意外的警方報告、事件報告
- 死亡證明,如適用
- 索償申請人與受保人的關係證明,如適用
- 顯示永久傷殘程度的醫療報告

Date and time 意外發生的日期及時間				Place of accident 意外地點				
DD 日	MM 月	YYYY 年	AM/PM 上/下午					
	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 case 索償申請人中/英文姓名 (僅適用於死亡個案)			in fatal case	Claimant's relationship to the In 索價申請人與受保人的關係	nsured	Claimants' HKID No/Passport No 索償申請人身份証/護照號碼		
Cause of death 死亡原因(如適原					Permanent disability (degree 永久傷殘的程度(如適用)	and extent), if applicable		

Section II F - Personal Liability 第一部份(C) 個人負任									
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 immediately forwarded to us without ackn 如收到任何第三者對有關事件的索價要求 No liability should be admitted and no se 未得到本公司事先同意前,不要向第三者	owledgement. 、法庭傳票、通告及書面命令,或涉 ttlement or promise of payment shou	及任何法征 ld be read	聿訴訟,切勿自行 。	處理,應立即通	… <i>,</i> 知及提交本公司處理	r claimant, should be			
Section III – Declaration of	and Authorization 第	角三部	份 聲明及	授權					
A. The undersigned Insured(s) / Claimont(s) HEREY DECLAKE find to the best of the Insured(s') / Claimont(s') knowledge and belief, the obove stotement and perticulars contained are true and complete in every respect and are mode. 8. In relation to the personnal data collected in this facility of the insured collected in this facility of the insured in this facility of the insured collected in this facility of the insured in this facility of the insured provided and making a decision on this claim; 2) otherwise for the purposes of administrating the insurance claim and any such data not provided may meen the claim control be processed. (c) (unless specifically indicated potentially individed potentially collected of the insurance (c) (c) unless indicated otherwise by ricking the "Promotion Material Optical" box below (of which the Insurance)(s) (c) (c) unless indicated otherwise by ricking the "Promotion Material Optical" box below (of which the Insurance)(s) (c) (c) (c) (c) (c) (c) (c) (c) (c) (c									
Name of Insured / Claimant (if applicable) 受保人/索償申請人(如適用)姓名			Insured's Parent/	Legal Guardiar	(if applicable) (If the Insured is a should sign on his/her behalf (如受保人未滿18歲,則由其父	F)			
Insured /Claimant's ID Card No./Passport N 受保人/索償申請人身份證/護照號碼	0.		Date 日期	DD 日	MM 月	YYYY 年			
Name of Parent/Legal Guardian (If Insured is 父母/合法監護人姓名 (如果受保人未滿18歲)	below the age of 18)		Signature of Pare 父母/合法監護人		dian (if the Insured is below the 未滿18歲)	e age of 18)			
Parent/Legal Guardian's ID Card No./Passpo 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)									
Name 名稱	Code 編號	Mobile F 手提電記	Phone No. 話號碼		Email Address 電郵地址				
		Acknowledgement will be sentto this mobile phone number vio SMS upon receipt of this from 木公司総會在收到社委衛苗義素後裔洋確認時耳至小手提雷其線框							