

Group Medical Insurance Clinical and Dental Claim Form 團體醫療保險門診及牙科索償申請表

Claim Instructions 申請索償指示

1. Sign and complete this claim form (Each form per person/ per family).
2. Attach all original medical receipt (s) and supporting document (s).
3. Original receipts must clearly indicate the following information and be signed by the attending physician:
 - Treatment Date
 - Name of Patient
 - Diagnosis
 - Breakdown of Charges
 - Name of Attending Physician
4. A separate official receipt (should contain the above information listed in 3(i) to 3(v)) should be provided for Chinese Herbalist claim. Herbal prescription together with Herbal Fee will not be considered as a valid official receipt.
5. Attach referral letter provided by your General Practitioner for the claim of Specialist Consultation, Physiotherapy, Chiropractor Treatment or Diagnostic X-ray and Laboratory tests. The referral letter is valid for same or related Disability for a period of six months from date of issuance. Treatment received for a new or unrelated disability will require another referral letter.
6. Attach Pre-authorisation confirmation, if applicable.
7. Indicate in the claim form if you require us to return the original receipt (s).

1. 簽署及填妥此索償申請表(每表只限一人/家庭)。
2. 附上所有醫療收據正本, 及有關文件。
3. 收據正本必須清楚列明以下資料, 並由主診醫生簽署:
 - 診治日期
 - 病人姓名
 - 病症
 - 收費項目說明
 - 主診醫生姓名
4. 中醫索償需提供獨立正式收據(必須附有以上3(i)至3(v)資料), 藥棧並附有藥材藍用並不會視作正式收據。
5. 如申請專科, 物理治療, 整脊治療或X光診斷及化驗費之索償, 請附上普通科醫生的轉介信。轉介信在發出日起計6個月內均為有效, 但診治之病症須與該信所提及之疾病相同或有關。而當診治病症被診斷為一新症, 或診治與該轉介信無關之病症則需另交轉介信。
6. 如診治項目需取得預先批核, 請附上預先批核結果。
7. 如需退回收據正本, 請清楚註明於索償申請表上。

Claim reimbursement shall not be made if:

- The Claim(s) is submitted after **90 days** from the date of treatment.
- Insufficient information is provided, such as in complete claim form.

Please return this completed claim form with attachment(s) to:

Prudential General Insurance Hong Kong Limited
3/F, Berkshire House, 25 Westlands Road, Quarry Bay, Hong Kong

根據以下情況, 索償申請將不獲辦理:

- 索償申請於治療日**90天**後遞交。
- 未有提供足夠的資料, 例如未填妥索償申請表。

請將填妥之索償申請表及有關文件交回:

保誠財險有限公司
香港鰂魚涌華蘭路25號栢克大廈3樓

For Clinical and Dental claims enquiry, please call Customer Service Hotline: 3656 8362.

有關門診索償查詢, 請致電客戶服務部熱線: 3656 8362。

門診索償 Clinical Claims (If applicable 如適用)

Name of Employer 僱主名稱 _____ Policy No. 保單編號 _____

Name of Employee (same as HKID) 僱員姓名(與香港身份證相符) _____ HKID Card No. 香港身份證號碼 _____

Mobile Phone No. of Employee 僱員手提電話號碼 _____ Email Address 電郵地址 _____

Note: Settlement advice will be sent via SMS or Email to you if the information is provided by your company.
注意: 如僱主提供有關資料, 賠償通知書將以短訊或電郵等途徑傳送給閣下。

Name of Patient (If other than Employee) 病人姓名(如非僱員) _____ HKID/ Birth Certificate No. of Patient 病人身份證/ 出生證明書號碼 _____

Relationship 與受保員關係 _____ Amount of Total Receipt(s) 收據總額 _____

Type 類別 General 普通科 Specialist 專科* Chiropractor Treatment 整脊治療* Physiotherapy 物理治療* Lab/ X-ray化驗或X光檢驗* Chinese Herbalist/ Bonesetter 中醫或跌打 Others 其他 _____

Remarks: * General Practitioner's referral letter to be attached
請速同普通科醫生轉介信

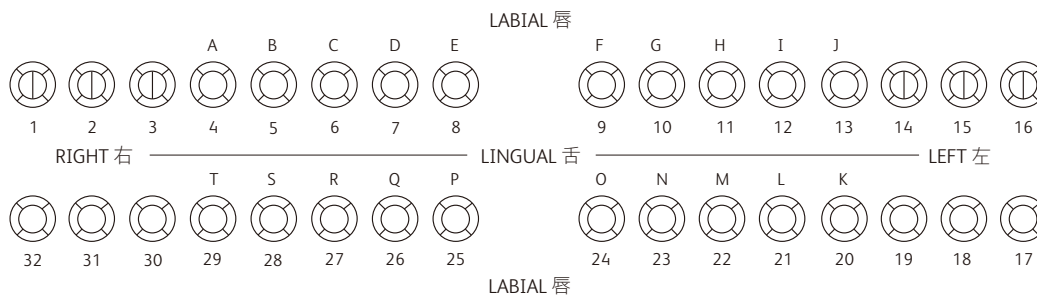
Post hospitalisation follow up visit 與住院治療有關之覆診 Yes 是 No 否 Date of hospitalisation 住院日期 From 由 _____ to 至 _____
DD日/MM月/YYYY年 DD日/MM月/YYYY年

牙科索償 Dental Claims (If applicable 如適用)

Please have the following completed by the dentist providing the treatments.
以下資料須由應診牙醫填寫。

Date 日期	Particulars 治療項目	Charges 收費
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____

Please make teeth treated or area of oral treatment on the following chart.
請於下圖註明病者接受治療的牙齒或口腔位置。



Date 日期

Signature of Dentist 牙醫簽署

Declaration and Authorisation 聲明及授權

I hereby declare that the above information given is true and correct. I further authorise any hospital, physician, insurance company, organization or any person that has any record or knowledge of my health, or that of the named patient, to furnish such information to Prudential General Insurance Hong Kong Limited ("Prudential"). A photocopy of this authorisation shall be considered as effective and valid as the original. I understand that if I and/ or the named patient fail(s) to provide any information requested in this claim form, Prudential may not be able to accept or process this claim.

本人謹此聲明以上所填報之一切資料，均屬真確無訛，本人茲亦授權保誠財險有限公司（「保誠」）向持有上述就診者之健康或記錄資料的醫院、醫生、保險公司、機構或任何人士索取有關資料。此授權書之影印本與正本均具同等效力。本人明白，如本人及/ 或上述就診者未能就本索償申請表提供所需資料，可能會導致保誠不能接受或處理本索償申請。

Personal Information Collection Statement ("PICS") 收集個人資料聲明

Prudential General Insurance Hong Kong Limited (referred to as "Company", "our", "we", or "us") take the privacy and protection of your personal information seriously. We collect personal information from you that is necessary for us to either provide you with the product or service you have requested or to comply with statutory or contractual requirements. We may collect personal information including, but not limited to, full name, address, contact details, contact details history, date of birth, gender, nationality, family members, beneficiaries, identity card copy and details, travel document information, health/ medical records, credit information, product history, claims history, financial and medical information ("Personal Information") to provide you with the insurance or financial products or services. We may also collect Personal Information about you from third parties such as other insurance companies, agents, credit reference/ reporting agencies, vendors, financial institutions, fraud prevention agencies, government agencies, medical personnel, courts or public record.

保誠財險有限公司（簡稱「本公司」或「我們」）認真對待閣下個人資料的私隱及保護。為使我們可以向閣下提供閣下要求的產品或服務，或為遵守法定及合約要求，我們會向閣下收集必要的個人資料。為向閣下提供保險或金融產品或服務，我們可能會向閣下收集個人資料，包括但不限於全名、地址、聯絡資料、過往聯絡資料、出生日期、性別、國籍、家庭成員、受益人、身份證副本及資料、旅遊證件資料、健康/ 醫療紀錄、信貸資料、過往產品紀錄、過往索償紀錄、財務及醫療資料（「個人資料」）。我們亦可能會從第三方，如其他保險公司、代理、信貸資料服務/ 報告機構、供應商、金融機構、防欺詐機構、政府機構、醫務人員、法院或公開紀錄，收集關於閣下的個人資料。

1. Purpose of Collection 收集資料之目的

We may use your Personal Information for the following purposes: (a) to process your application; (b) to administer and process insurance policies, insurance claims and medical, security and underwriting checks; (c) to process payment instructions; (d) to verify your eligibility for insurance, financial or wealth management products and services; (e) to design and provide you with insurance, financial and related products and services; (f) to communicate with you; (g) to comply with any regulatory or other legal requirements or other internal business requirements (whether imposed on us or any third parties in section 2 below); (h) to investigate and settle claims and detect and prevent fraud (whether or not relating to the policy issued in respect of this application); (i) to carry out checks using agencies including credit reference agencies, tracing companies or publicly available information; (j) to provide customer services; (k) to perform automated decision-making or profiling; (l) to perform a policy review or needs analysis; (m) to conduct research and statistical analysis (including use of new technologies); and (n) any other purpose directly relating to any of the above purposes. With your consent, we may also use your personal data to send you marketing communications, as described below.

Some of the purposes above are necessary to allow us to perform our contractual obligations to you and to enable us to comply with applicable laws and regulation. We may also use and share your Personal Information for the purposes described above to improve our products and services. Your Personal Information will be stored either for as long as you (or your joint policyholder) are our customer, or longer if required by law or as is otherwise necessary.

我們可能會使用閣下的個人資料作下列目的：(a) 處理閣下的申請；(b) 管理和處理保單、保險索償、醫療、抵押和承保檢查；(c) 處理付款指示；(d) 核實閣下申請保險、金融或財富管理產品及服務的資格；(e) 設計及為閣下提供保險、金融及相關的產品和服務；(f) 與閣下進行通訊；(g) 遵守任何監管或其他法律規定或其他內部業務規定（不論是向我們或下述第2部分所列的任何第三方實施）；(h) 就索償進行調查及和解，以及偵查及防止欺詐（不論是否有關就本申請簽發的保單）；(i) 使用代理機構（包括信貸資料服務機構）、追蹤公司或公開可得資料以執行核查；(j) 提供客戶服務；(k) 執行自動決策或資料剖析；(l) 進行保單審查或需求分析；(m) 進行研究和統計分析（包括使用新科技）；及(n) 與上述任何目的直接相關的任何其他目的。經閣下同意，我們亦可能會按照以下說明使用閣下的個人資料以向閣下發出促銷通訊。

為履行對閣下的合約責任及至使我們能夠遵守適用法律及法規，上述部分目的屬必要的。我們亦可能會為上述所列的目的使用及分享閣下的個人資料以改善我們的產品及服務。只要閣下（或閣下的聯名保單持有人）仍為我們的客戶，我們將一直保存閣下的個人資料，或如法律有所規定或因其他原因而為必要，我們將將其保存更長時間。

2. Classes of Transferees 被資料轉交者的類別

We may disclose your Personal Information to the group of companies including the Company and those of other entities whose ultimate parent company is Prudential plc ("companies within the Prudential Group") and to our financial/ health business partners. We may also disclose your Personal Information to third parties (within or outside Hong Kong) for the purposes outlined at Section 1 above, including but without limitation, to the following third parties: (a) insurance agents; (b) insurance brokers; (c) re-insurance companies; (d) claims investigation companies; (e) organisations that consolidate claims and underwriting information for the insurance industry, fraud prevention organisations, other insurance companies (whether directly or through fraud prevention organisations or other persons named in this paragraph) and databases or registers (and their operators) used by the insurance industry to analyse and check information provided against existing information; (f) third party service providers who provide administrative, telecommunications, computer, payment, printing, redemption or other services to us to enable us to operate our business (including without limitation insurers, lawyers, bankers, accountants, professional advisors, financial institutions and trustees); (g) industry associations and federations; (h) medical bill review companies; (i) your joint policy or investment holder; (j) researchers; (k) credit reference agencies; (l) debt collection agencies; (m) partnering financial institutions and partnerships; and (n) regulators and government agencies, law enforcement agencies and the courts. We may also disclose your Personal Information in connection with a transaction with another company which affects the control, governance, structure and/ or management of all or a substantial part of our business, or if required to satisfy applicable legal or regulatory requirements. With your consent, we may also disclose your personal data to third parties to allow them to send you marketing communications, as described below.

我們可能會向該公司集團，包括本公司以及其他母公司為英國保誠集團的實體（「保誠集團內的公司」），及我們的金融/ 健康業務夥伴，透露閣下的個人資料。為達到上述第一部分所列明之目的，我們亦可能還會向第三方（在香港境內或境外）透露閣下的個人資料，包括但不限於以下第三方：(a) 保險代理；(b) 保險經紀；(c) 再保險公司；(d) 索償調查公司；(e) 為保險業整合索償及承保資料的組織、防欺詐組織、其他保險公司（不論直接或透過防欺詐組織或本段指名的其他人士），及保險業用作分析及核查現有資料與後提供的資料而使用的數據庫或登記冊（及其營運商）；(f) 提供行政、電訊、電腦、付款、印刷、贖回或其他服務以令我們的業務可以運作的第三方服務供應商（包括但不限於保險公司、律師、銀行家、會計師、專業顧問、金融機構及受託人）；(g) 行業協會及聯會；(h) 醫療賬單審查公司；(i) 閣下的聯名保單或投資持有人；(j) 研究人員；(k) 信貸資料服務機構；(l) 收賬代理；(m) 夥伴金融機構及合作夥伴；及(n) 監管機構及政府機構、執法機構及法院。在有關影響到我們全部或重大部分業務的控制權、治理、結構及/ 或管理的與另一公司的交易時，或在必須符合適用的法律或監管要求下，我們亦可能會透露閣下的個人資料。經閣下同意，我們亦會向第三方透露閣下的個人資料以讓該等第三方向閣下發出促銷通訊（如下文所述）。

3. Consequence of failing to provide Personal Information 未能提供個人資料的影響

Unless otherwise specified by us, it is mandatory for you to provide the Personal Information requested by us. If you do not provide such Personal Information, we may not be able to provide you the product or service that you've requested.

除非我們另有規定，否則閣下必須提供我們要求的個人資料。若閣下未提供有關個人資料，我們可能無法為閣下提供所要求的產品或服務。

4. Access and Correction Rights 查閱和更正的權利

Under the Personal Data (Privacy) Ordinance (the "Ordinance"), you have the right to request access to and correction of any Personal Information that you provide to us. If you want to exercise your rights, or if you require any other information, you can advise our Data Protection Officer at service@prudential.com.hk or using the details on "Contact Us" section of the Company website or our Privacy Notice.

If you move/ moved to a European Union ("EU") jurisdiction, we may be required to provide you with further information, and you may have additional rights, under the EU General Data Protection Regulation. This information and these rights are set out in the Privacy Notice on our Company website.

We update our Privacy Notice from time to time. We encourage you to familiarise yourself with the Privacy Notice on our Company website. By completing and progressing with this form, you confirm that you have read and understood this PICS. The Privacy Notice is available on our Company website at <https://www.prudential.com.hk/scws/pages/en/privacy-policy/index.html>.

根據《個人資料(私隱)條例》（「條例」），閣下有權要求查閱及更正任何閣下提供給我們的個人資料。閣下如欲行使閣下的權利，或如閣下需要任何其他資料，請發送電郵至 service@prudential.com.hk 或使用本公司網站或我們的私隱通知中「聯絡我們」部分所列的資料與我們的資料保護主任聯絡。

如閣下搬遷/ 已搬遷至歐洲聯盟（「歐盟」）司法管轄區，我們可能需要向閣下提供進一步資料，且閣下可能在歐盟《通用數據保障條例》下享有額外權利。此類資料及此等權利均載於本公司網站上的私隱通知中。

我們會不時更新我們的私隱通知，並建議閣下瀏覽本公司網站以了解該私隱通知。閣下填妥並繼續提交本表格，即表示閣下確認已閱讀並理解本收集個人資料聲明。該私隱通知可在本公司網站 <https://www.prudential.com.hk/scws/pages/tc/privacy-policy/index.html> 上查閱。

Date
日期

Signature (Patient or Parent if a minor)
簽署 (病者或未成年病者的父母)