

Prudential General Insurance Hong Kong Limited
(A member of Prudential plc group)
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保誠財險有限公司
(英國保誠集團成員)
香港鰂魚涌華蘭路25號
栢克大廈3樓

電話 : (852) 2977 3888
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Travel Insurance Claim Form 旅遊保險索償表格

Please complete this claim form in full carefully. Forwarding of this claim form for completion is not an admission of liability upon the part of Prudential General Insurance Hong Kong Limited ("the Company"). For queries, please contact your Financial Consultant or us by email at gi.claims@prudential.com.hk.

請小心填妥本索償表格。發出本索償表格予以填寫，並不能視作保誠財險有限公司（“本公司”）已承認有賠償的責任。如有查詢，請聯絡你的理財顧問或電郵至 gi.claims@prudential.com.hk。

Please complete in BLOCK LETTERS
請以正楷填寫

PART I 第一部份

Name of Insured
受保人姓名 _____

Policy number
保單號碼 _____

Address
地址 _____

Contact number
聯絡電話 _____

Occupation
職業 _____

Time and date of incident/illness
事件/疾病的發生日期及時間 _____

Place where incident/illness occurred
事件/疾病的發生地點 _____

Please give a detailed description of incident/illness.
請詳述事件/疾病的發生經過。

PART II - Please complete when necessary 第二部份 - 請按需要填寫

Claim of Baggage and Personal Effects, and/or Claim of Personal Money/Credit Card/Travel Document
行李及個人財物的索償，及 / 或個人現金 / 信用卡 / 旅遊證件的索償

Please list articles stolen or damaged (Please give full details and attach original purchase receipts) 請列明被盜或損毀的項目 (請提供詳情及盡可能一併呈交購買收據的正本)	Date of Purchase 購買日期	Original Price 原價 HK\$	Repair/ Replacement Cost 維修/重置費用 HK\$

Have you reported the loss or damage to the railway corporation, airline, cruise line, hotel, the Police or other authority?
 你是否已向鐵路公司、航空公司或船公司、酒店、警方或有關機構報告此項損失或損毀？

Yes 是 No 否

If yes, please state at which office/station/authority, on what date and the case number.
 若是，請說明日期、在那處報案及案件號碼。

Do you have any other insurance policy to cover the same loss/damage?
 你是否有其他保單提供保障予本損失/損毀？

Yes 是 No 否

If yes, please state the name of the insurance company and the policy number.
 若是，請說明該保險公司的名稱及保單號碼。

Claim of Medical Expenses and/or Personal Accident 醫療費用及 / 或人身意外的索償

Please list items to be claimed (Please attach original medical receipts) 請列出索償項目 (請一併呈交醫療收據正本)	Date of Visit 求診日期	Amount Claim 索償金額	
		Original Currency 原有貨幣	Amount 金額

Do you need to attend follow-up treatment?
 你是否仍需要接受覆診治療？

Yes 是 No 否

Do you have any other insurance or scheme, which may provide cover for this claim?
 你是否有其他保險或計劃可提供承保上述的賠償？

Yes 是 No 否

If yes, please give full details.
 若是，請提供詳情。

**Claim of Cancellation, Curtailment, Re-Routing, Travel Delay, Baggage Delay and/or Rental Vehicle Excess
 有關取消旅程、提早結束旅程、更改行程、旅程延誤、行李延誤及 / 或租車自負額的索償**

Please list items to be claimed (Please attach original supporting documents) 請列出索償項目 (請一併呈交證明文件正本)	Amount Claim 索償金額	
	Original Currency 原有貨幣	Amount 金額

PART III 第三部份

Declaration and Authorization 聲明及授權

The statements and particulars given in this application are, to the best of my/our knowledge and belief, true and complete and that this application shall form the basis of the contract with Prudential General Insurance Hong Kong Limited.

就本人/吾等知悉範圍內，此申請表填報的一切資料，均屬確實完整，本人/吾等並同意以此申請表作本人/吾等與保誠財險有限公司之間所訂合約的根據。

I/We hereby authorize Prudential General Insurance Hong Kong Limited to access, obtain and utilize all of my/our information from any person, company, authority, enterprise and/or legal entity for the Company's reference, and/or processing of this claim and/or other claims submitted previously and in the future. A photocopy of this authorization shall be considered as effective and valid as the original.

本人/本公司茲授權保誠財險有限公司向任何人/公司/機構索取有關本人/公司的任何資料以作 貴公司參考及/或辦理此索償及/或以前及將來的索償。此授權書的影印本與正本具有同等效力。

Personal Information Collection Statement 收集個人資料聲明

Prudential General Insurance Hong Kong Limited (referred to as "the Company", "our", "we", or "us" in this Part entitled 'Personal Information Collection Statement') may collect certain personal information, including without limitation your name, identity card number (and copy of identity card), passport number, contact information, family history, health and medical information and financial information ("**Personal Information**") from you when you apply for insurance or financial products and services from us, or when you apply to make changes to your policy, or when you make a claim against a policy. We may also collect Personal Information about you from third parties such as other insurance companies or agents, government agencies, medical personnel, credit reporting agencies, courts or public records.

保誠財險有限公司（在題為「收集個人資料聲明」之本部份，簡稱「本公司」或「我們」）可能會於閣下向我們申請保險或金融產品及服務、申請更改保單或就保單提出索償時向閣下收集一些個人資料，包括但不限於閣下的姓名、身份證號碼（及身份證副本）、護照號碼、聯絡資料、家族歷史、健康和醫療資料，以及財務資料（以下簡稱「**個人資料**」）。我們還可能從第三方，如其他保險公司或代理、政府機構、醫務人員、信用報告機構、法院或公開記錄等，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 services and products; (f) to communicate with you; (g) to provide you with promotional materials relating to insurance or financial services or related wealth management products of the Company, and those of other entities whose ultimate parent company is Prudential plc ("**companies within the Prudential Group**") or partnering financial institutions; (h) to perform a policy review or needs analysis; (i) to conduct research and statistical analysis; and (j) to meet disclosure requirements imposed on us or any third parties mentioned in Section 2 below by law or regulatory authorities.

我們可能會使用閣下的個人資料作下列用途：(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、金融及相關的服務和產品；(f) 與閣下進行通訊；(g) 為閣下提供關於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**」）或夥伴金融機構的保險或金融服務或相關的財富管理產品的推廣材料；(h) 進行保單審查或需求分析；(i) 進行研究和統計分析；及 (j) 符合法律或監管當局向我們或在下述第二部分所列的第三方實施的披露要求。

2. Classes of Transferees 被資料轉交者的類別

We may disclose your Personal Information to third parties (within or outside Hong Kong) for the purposes outlined at Section 1 above, including without limitation the following third parties: (a) insurance agents; (b) re-insurance companies; (c) other companies within the Prudential Group; (d) claims investigation companies; (e) third party administrators; (f) third party service providers (including without limitation insurers, bankers, lawyers, accountants, and other third party service providers who provide administrative, telecommunications, computer, payment, printing, redemption or other services to us to enable us to operate our business); (g) industry associations and federations; (h) medical bill review companies; (i) professional advisors; (j) researchers; (k) credit reference agencies; (l) debt collection agencies; (m) partnering financial institutions; (n) regulators and government agencies; (o) law enforcement agencies; (p) the Courts.

We may transfer your name, contact information and information about the products you have purchased (including the sales channel from which such products were purchased) to other companies within the Prudential Group, and other partnering financial institutions, for the purpose of providing you with promotional materials relating to those entities' insurance or financial services or related wealth management products. However, we will not disclose your Personal Information to any other third parties for direct marketing purposes without your consent.

We may transfer 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.

為達到上述第一部分所列表之目的，我們可能會向第三方（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) 再保險公司；(c) 其他保誠集團內的公司；(d) 索償調查公司；(e) 第三方管理人；(f) 第三方服務供應商（包括但不限於保險公司、銀行、律師、會計師，以及其他提供行政、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）；(g) 行業協會及聯會；(h) 醫療帳單審查公司；(i) 專業顧問；(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；(n) 監管機構及政府機構；(o) 執法機構；(p) 法院。

我們可能將閣下的姓名、聯絡資料和閣下已購買的產品資料（包括購買該等產品的銷售渠道），轉交其他保誠集團內的公司及其他夥伴金融機構，以向閣下提供有關這些實體的保險、金融服務或相關的財富管理產品的有關推廣材料。然而，我們不會未經閣下的同意，向任何其他第三方透露閣下的個人資料作直接促銷用途。

在有關影響到我們全部或重大部分業務的控制權、治理、結構和/或管理的交易時，或在必須符合適用的法律或監管要求下，我們可能會轉交閣下的個人資料。

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. In the event that any such Personal Information is not provided, we may be unable to provide you with the services or carry out the activities outlined at Section 1 above.

除非我們另有規定，否則閣下必須提供我們所要求的個人資料。若未能提供任何此等個人資料，我們可能無法為閣下提供服務或進行上述第一部分所列出的活動。

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. You may make such a request by writing to our Data Protection Officer at 3/F Berkshire House, 25 Westlands Road, Quarry Bay, Hong Kong. In accordance with the Ordinance, we have the right to charge a reasonable fee for the processing of any Personal Information access request.

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。閣下如欲查閱或更正個人資料，請向我們的資料保護主任作出書面要求，地址是香港鰂魚涌華蘭路25號柏克大廈3樓。根據條例的規定，我們有權就處理查閱任何個人資料的要求，收取合理的費用。

Opting-out Marketing Communications or Materials 拒絕接受促銷信息或資料

We intend to send you marketing communications or materials (as set out in the above Personal Information Collection Statement), but we cannot do so without your consent. In the event that you do not wish to receive such marketing communications or materials, please let us know by ticking the opt-out box below, and returning the form to us in person or at 3/F Berkshire House, 25 Westlands Road, Quarry Bay, Hong Kong.

我們有意向閣下發送〔載於上述收集個人資料聲明的〕促銷信息或資料，但未經閣下的同意，我們不能這樣做。假若閣下不希望收到該等促銷信息或資料，請在以下拒絕接受方格內劃上「√」號以讓我們知道閣下的意向，並親身交回本表格或送交本表格至香港鰂魚涌華蘭路25號柏克大廈3樓。

Opt-out box 拒絕接受方格

The Applicant/ Policyholder/ Insured Person hereby confirm understanding of and agreement to the contents in this Part entitled 'Personal Information Collection Statement'.

申請人/ 保單持有人/ 受保人特此確認明白並同意在題為「收集個人資料聲明」之本部份中的內容。

Signature of Insured 受保人簽署	Date 日期
Hong Kong ID Card/ Passport Number 香港身份證/ 旅遊證件號碼	

Important Notes 重要事項

1. Please substantiate your claim application with relevant document(s); you are referred to the list of document(s) that we would require for processing your claim application.
請提交有關文件以證明閣下的索償申請；請參考下列表單，當中列出我們在處理閣下索償申請時可能需要的文件。
2. All reports, information and evidence that you provide to substantiate your claim application shall be furnished at your own expenses.
閣下請自費提供用作證明本索償申請的報告、資料及證明。
3. Please submit this claim form to us within 31 days counting from the expiry of insurance in case of Single Trip Cover and One-Way Cover, or from the date of return to Hong Kong after the incident in case of Annual Cover.
如屬單次旅程保障及單段旅程保障，請於保險期完結日起計31天內遞交本索償表格；如屬全年保障，請於意外發生的該次旅程回港後31天內遞交本索償表格。
4. To expedite the claim process, kindly submit this claim form together with all original supporting document(s).
敬請同時遞交所有用以證明本索償的文件正本，以便我們盡快處理有關索償。
5. For claim of liability, please do not admit liability on or enter into any settlement agreement with the third party without written consent of the Company. Please refer the third party to us directly.
如屬責任類別的索償，請勿在本公司未發出書面同意前，向第三者承認責任，或與第三者簽訂任何和解協議；請閣下將第三者的申索交予本公司處理。
6. According to the terms and conditions of your insurance with the Company, the following losses and/or damage and/or expenses shall not be recoverable:
按閣下與本公司的保險條款及細則，若有關損失及／或損毀及／或開支由下述原因所引致，一概屬不保情況：
 - Medical expenses for treatment not sought from a locally registered medical practitioner
並非由當地合法註冊醫生進行診斷所引致的醫療開支
 - Loss of or damage to fragile and perishable items
易碎物品及易腐爛物品的損失或損毀
 - Loss of or damage to mobile phone and its accessories
手提電話及其配件的損失或損毀
 - Loss of money not carried with the Insured at the time of loss
在意外時受保人未有隨身的金錢損失
 - Loss of baggage and/or personal effects and/or personal money and/or travel document and/or unauthorized use of credit card which has not been reported to the Police within 24 hours of discovery
損失行李、個人財物、個人現金、旅遊證件、及／或信用卡被盜用時，未有在發現後二十四小時內向警方報告
 - Travel delay of less than 5 hours
少於五小時的旅程延誤
 - Delayed baggage not happening at destination abroad
不在外地目的地所發生的行李延誤
7. You are recommended to refer to the policy wordings should you be uncertain on the coverage of this insurance.
如閣下就本保險中所提供的保障有不清晰地方，請參閱有關保單條文。

Please ensure the following **original relevant document(s)** will be submitted together with this claim form.
請確保以下所示的**有關文件正本**，連同本索償表格一併交回。

	In respect of claims of the following 與下述有關的索償：						
	Medical Expenses/ Personal Accident 醫療費用保障/ 人身意外保障	Baggage and Personal Effects 行李及個人財物保障	Personal Money/ Credit Card / Travel Document 個人現金/ 信用卡/ 旅遊證件	Cancellation/ Curtailement 取消旅程 保障/ 提早結束 旅程保障	Re-Routing/ Travel Delay 更改行程 保障/ 旅程延誤 保障	Baggage Delay 行李延誤 保障	Rental Vehicle Excess 租車 自負額
Hospital/ medical receipts with diagnosis 附診斷的醫院／醫療收據	✓						
Medical report, or death certificate (if applicable) 醫療報告，或死亡證（如適用）	✓						
Loss report from Police, airline, hotel or card issuer, etc. 由警方、航空公司、酒店或發咭機構等發出的 損失報告		✓	✓				✓
Photos showing the extent of damage 顯示損毀程度的照片		✓					
Repair quotation / Non-repairable proof 維修報價／不可修復的證明		✓					
Original purchase receipts of lost/damaged items 遺失／損毀物件的原有購買單據		✓					
Exchange slip / Withdrawal records 兌換收條／提鈔紀錄			✓				
Documents in support of the reason for Cancellation/Curtailement 列明取消旅程／提早結束旅程原因的證明文件				✓			
Receipt(s) for tour group fee, air ticket fee or hotel room charges 支付旅行團團費、航空公司機票費用或酒店房 間收費的收據				✓			
Written confirmation from travel agent, airline or hotel for amount of refund 由旅行社、航空公司或酒店發出之書面退款 證明				✓	✓		
Written confirmation from airline, train corporation or cruise line certifying reason & duration of delay 由航空公司、鐵路公司或船公司發出，列明延 誤原因及時數的書面證明					✓	✓	
Receipt(s) for additional accommodation and transportation 額外住宿及交通費用的單據			✓		✓		
Purchase receipts of essential items 購買必需品的收據正本						✓	
Rental agreement and receipt for excess incurred 租金合約及就買賣的自負額收據							✓

For claims under Annual Cover, please submit air tickets or boarding passes.
如屬全年保障下的索償，請同時提交機票或登機證。

Please also note that further information and /or document(s) may be needed. We shall write to you when necessary.
如有需要，我們將另行發書函索取附加資料及／或文件，敬請留意。