

- (c) Name and address of the attending doctor _____
主診醫生的姓名和地址
- (d) If hospitalized, name and address of the hospital _____
倘有住院，請列明醫院的名稱和地址
- (e) Full details and amount of all expenses claimed _____
全部索償開支的詳情和金額

Section 3 - Hospital Benefit

第3部分－住院津貼

Note: Please state reason for hospitalization and name and address of hospital by completing the appropriate sections above.
注意：請說明住院的原因，並在上文適當的部分中，填妥所住的醫院名稱和地址。

- (a) Period of hospitalization From (date) _____ (time) _____
住院期間 由(日期) (時間)
To (date) _____ (time) _____
至(日期) (時間)
- (b) Amount claimed _____
索償金額

Section 4 - Baggage and Personal Effects

第4部分－行李及個人財物

Note: Please submit the police report/Property Irregularity Report evidencing the notification.
注意：請提交警察報告書/財物損失報告書，證明已向有關方面報失。

- (a) Date, time and place of loss/damage _____
遺失/損壞的日期、時間和地點
- (b) Descriptions of item(s) lost/damaged _____
描述遺失/損壞的物件內容
- (c) Describe how the loss/damage occurred _____
描述如何遺失/損壞物件
- (d) Amount claimed _____
索償金額
- (e) Are there any other insurances covering the same property? (Yes/No)
物件有沒有其它保險保障？(是/否)
If yes, please give full particulars _____
若答案是，請述詳情
- (f) Did the loss/damage arise from delay or confiscation or detention by customs or other official? (Yes/No)
物件遺失/損壞是否因海關或其他官員延誤或充公或扣留所致？(是/否)
- (g) Date & time the loss was reported to the police _____
向警方報失的日期和時間
- (h) If loss/damage occurred whilst in the custody of airline or carrier, date & time the loss/damage was reported to them
倘物件在航空公司保管期間遺失/損壞，則向航空公司報告損失/損壞的日期和時間

Section 5 - Delayed Baggage

第5部分－行李延誤

Note: Please submit the Property Irregularity Report evidencing the notification.
注意：請提交有關運輸公司發出的財物損失報告書，證明已向有關方面報失。

- (a) Flight No./Ocean carrier and name of vessel _____
航班編號/遠洋貨船公司和船舶名稱
- (b) Destination and date & time of arrival _____
目的地和預定抵達日期及時間
- (c) Date & time of the baggage available for collection _____
收取行李的實際日期和時間
- (d) Amount claimed _____
索償金額
- (e) Date & time the delay was reported to the airline/carrier _____
向航空公司/貨船公司報告行李延誤的日期和時間

Section 6 - Personal Money

第6部分 - 個人錢財

Note: Please submit the police report evidencing the notification.

注意：請提交警察報告書，證明已向警方報失。

- (a) Date, time & place of loss _____
遺失的日期、時間和地址

- (b) Describe how the loss occurred _____
描述如何遺失

- (c) Full particulars and amount of loss _____
遺失的詳情和金額

- (d) Amount claimed _____
索償金額
- (e) If travellers' cheques were lost, was the loss immediately reported to the local agent of issuing authority? (Yes/No)
倘遺失旅行支票，是否立即向簽發機構的當地代理報告？(是/否)
- (f) Date & time the loss was reported to the police _____
向警方報失的日期和時間

Section 7 - Personal Liability

第7部分 - 個人責任

Note: Please forward to us all correspondence relating to the third party claim unanswered.

注意：有關第三者索償之文件，請不要回覆並儘早呈交予本公司。

- (a) Date, time & place of incident _____
發生事故的日期、時間和地點

- (b) Full description of incident _____
請詳述事故的經過

- (c) Name and address of third party claimant _____
第三者索償人的姓名和地址

- (d) Extent of injuries/damage caused with estimate on quantum if possible _____
估計第三者索償人所遭受的損傷/財物損壞程度：若許可的話，請估計其索償金額

- (e) Please state your own view on liability _____
請說明你對該責任的意見

- (f) Has a formal claim been received from the third party claimant? (Yes/No)
是否曾收到第三者索償人作出正式的索償？(是/否)

Section 8 - Travel Delay**第8部分－旅程延誤**

Note: Please submit the carrier's written confirmation as to the number of hours of delay and the reason for such delay.

注意：請提交運輸公司的書面確認書，列明延誤的時數和延誤的原因。

- (a) Flight No./Ocean carrier and name of vessel _____
航班編號／遠洋貨船公司和船舶名稱
- (b) Place, scheduled date & time of departure _____
離境地點、預定日期及時間
- (c) Actual date & time of departure _____
實際離境日期和時間
- (d) Reason for the delay _____
延誤原因
- _____
- (e) Amount claimed _____
索償金額

Section 9 & 10 - Loss of Deposit or Cancellation & Curtailment**第9&10部分－損失訂金或取消和提早結束旅程**

Note: Please submit the relevant deposits receipt and booking invoice.

注意：請提交有關訂金收據和預訂發票

- (a) Name & address of the travel agent _____
旅行社的名稱和地址
- (b) Date on which the travel arrangement was made and the deposits paid _____
安排旅程和支付訂金的日期
- (c) Scheduled itinerary and duration of the booked journey _____
旅程的預定行程和時間
- _____
- (d) Reason for cancellation or curtailment of travel _____
取消或提早結束旅程的原因
- _____
- (e) When the event giving rise to such cancellation or curtailment occurred _____
何時發生導致取消或提早結束旅程的事情
and when the travel agent was notified to cancel or curtail the travel arrangement _____
和何時通知旅行社取消或提早結束旅程
- (f) Where and when the curtailment took place _____
提早結束旅程的地點和時間
- (g) Amount claimed with full particulars _____
索償金額詳情
- _____

Remarks: All the original medical reports doctors and/or medical receipts hospital bills additional accommodation and/or travelling expenses receipts repair and/or replacement invoices and all other original relative receipts for the expenses hereby claimed have to be submitted to the Company in substantiation of the claim.

備註：所有正本之醫療報告、醫生和／或醫療收據、醫院單據、額外住宿和／或旅遊開支收據、修理和／或更換物件發票和所有作索償用的其他正本之開支收據必須呈交本公司，作為索償的理據。

Please ensure the following required documents will be submitted as well to speed up the claim processing.

請確保以下所需文件一併遞交以加快索償申請。

Documents attached 附上文件	Accident and Medical 意外及醫療		Travel Delay and Cancellation 旅程延誤及取消			Baggage and Money 行李及金錢		
Documents Required 所需文件	Personal Accident 個人意外	Medical & Hospital Benefit 醫療及住院 津貼	Travel Delay 旅程延誤	Loss of Deposit or Cancellation 損失訂金及 取消旅程	Curtail- ment of Journey 行程提早結 束	Baggage & Personal Effects. 行李及個人 財物	Delayed Baggage 行李延誤	Personal Money 個人錢財
<input type="checkbox"/> Boarding passes, air Tickets etc. confirming the departure and return dates 登機證、機票等證明出發及回程日期	✓	✓	✓	✓	✓	✓	✓	✓
<input type="checkbox"/> Medical Certificate / Medical Report 醫療證明/醫療報告	✓	✓						
<input type="checkbox"/> Death Certificate in case of death 死亡證(如適用)	✓							
<input type="checkbox"/> Original Hospital and Medical Bills showing the period of hospitalization and the receipts 住院及醫療單據正本		✓						
<input type="checkbox"/> Confirmation from the airline/carrier certifying the number of hour of delay & the reason of delay 航空公司/客運機構證明受延遲多少小時及有關原因			✓				✓	
<input type="checkbox"/> Original Receipt for the prepaid of transport cost and accommodation 預繳交通及住宿費用的單據正本				✓	✓			
<input type="checkbox"/> Confirmation from the hotel / Travel agent / airline / carrier / certifying the amount of refund on the unused expenses 酒店/旅行社/航空公司/客運機構發出的退款報告				✓	✓			
<input type="checkbox"/> Original Receipts for purchase of necessity 購買必需品的單據正本							✓	
<input type="checkbox"/> Loss or damage report from relevant authorities e.g. police, airline or hotel, if applicable 有關機構(例如:警局, 航空公司或酒店)發出的遺失或損毀報告						✓		✓
<input type="checkbox"/> Photos showing the extent of damage to the damaged 受損毀物品的相片						✓		
<input type="checkbox"/> All original receipts and / or warranties 所有單據及/或保用證正本						✓		
<input type="checkbox"/> Exchange slip / withdrawal records 銀行兌換收據/提款記錄								✓

Remarks : In certain circumstances, more Information may be required to substantiate the claim.

備註: 在一些情況下, 我們可能需要您提供進一步資料以處理您的索償申請。

PERSONAL INFORMATION COLLECTION STATEMENT

AXA General Insurance Hong Kong Limited (referred to hereinafter as the "Company") recognises its responsibilities in relation to the collection, holding, processing, use and/or transfer of personal data under the Personal Data (Privacy) Ordinance (Cap. 486) ("PDPO"). Personal data will be collected only for lawful and relevant purposes and all practicable steps will be taken to ensure that personal data held by the Company is accurate. The Company will take all practicable steps to ensure security of the personal data and to avoid unauthorised or accidental access, erasure or other use.

Please note that if you do not provide us with your personal data, we may not be able to provide the information, products or services you need or process your request.

Purpose: From time to time it is necessary for the Company to collect your personal data which may be used, stored, processed, transferred, disclosed or shared by us for purposes ("Purposes"), including:

1. processing and evaluating any applications or requests made by you for products/services offered by the Company and, other companies of the AXA Group ("our affiliates");
2. providing subsequent services to you, including but not limited to administering the policies issued;
3. any purposes in connection with any claims made by or against or otherwise involving you in respect of any products/services provided by the Company and/or our affiliates, including investigation of claims;
4. evaluating your financial needs;
5. designing products/services for customers;
6. conducting market research for statistical or other purposes;
7. matching any data held which relates to you from time to time for any of the purposes listed herein;
8. making disclosure as required by any applicable law, rules, regulations, codes of practice or guidelines or to assist in law enforcement purposes, investigations by police or other government or regulatory authorities in Hong Kong or elsewhere;
9. conducting identity and/or credit checks and/or debt collection;
10. complying with the laws of any applicable jurisdiction;
11. carrying out other services in connection with the operation of the Company's business; and
12. other purposes directly relating to any of the above.

Transfer of personal data: Personal data will be kept confidential but, subject to the provisions of any applicable law, may be provided to:

1. any of our affiliates, any person associated with the Company, any reinsurance company, claims investigation company, your broker, industry association or federation, fund management company or financial institution in Hong Kong or elsewhere and in this regard you consent to the transfer of your data outside of Hong Kong;
2. *The Hongkong and Shanghai Banking Corporation Limited ("HSBC") for any of the Purposes and for the following additional bank related purposes: ensuring ongoing credit worthiness of customers, creating and maintaining credit and risk related models, providing the personal data to credit reference agencies for the purposes of conducting credit checks and other directly related purposes, determining the amount of indebtedness owed to or by customers and collection of amounts outstanding from customers and those providing security for customers' obligations;

3. any person (including private investigators) in connection with any claims made by or against or otherwise involving you in respect of any products/services provided by the Company and/or our affiliates;
4. any agent, contractor or third party who provides administrative, technology or other services to the Company and/or our affiliates in Hong Kong or elsewhere and who has a duty of confidentiality to the same;
5. credit reference agencies or, in the event of default, debt collection agencies;
6. any actual or proposed assignee, transferee, participant or sub-participant of our rights or business; and
7. any government department or other appropriate governmental or regulatory authority in Hong Kong or elsewhere.

Transfer of your personal data will only be made for one or more of the Purposes specified above.

Access and correction of personal data: Under the PDPO, you have the right to ascertain whether the Company holds your personal data, to obtain a copy of the data, and to correct any data that is inaccurate. You may also request the Company to inform you of the type of personal data held by it.

Requests for access and correction or for information regarding policies and practices and kinds of data held by the Company should be addressed in writing to:

Data Privacy Officer
AXA General Insurance Hong Kong Limited
23/F One Kowloon, 1 Wang Yuen Street, Kowloon Bay, Kowloon, Hong Kong

A reasonable fee may be charged to offset the Company's administrative and actual costs incurred in complying with your data access requests.

* This is applicable only if you are applying for a product and/or service of, or making a request to, the Company through HSBC as the Company's distribution agent. Your personal data will not be provided to HSBC for any of the Purposes and the additional purposes and for direct marketing by HSBC set out in the paragraphs above if you do not apply for the product and/or service of, or make a request to, the Company through HSBC as the Company's distribution agent.

收集個人資料的聲明

安盛保險有限公司(下稱“本公司”)明白其就《個人資料(私隱)條例》(香港法例第 486 章)(“條例”)收集、持有、處理、使用和/或轉移個人資料所負有的責任。本公司僅將為合法和相關的目的收集個人資料，並將採取一切切實可行的步驟，確保本公司所持個人資料的準確性。本公司將採取一切切實可行的步驟，確保個人資料的安全性，及避免發生未經授權或者因意外而擅自取得、刪除或另行使用個人資料的情況。

敬請注意，如果閣下不向本公司提供閣下的個人資料，我們可能無法提供閣下所需的資料、產品或服務，或無法處理閣下的要求。

目的：本公司不時有必要收集閣下的個人資料，並可能因下列各項目的(“有關目的”)而供本公司使用、存儲、處理、轉移、披露或共享該等個人資料：

1. 處理和評估閣下就本公司及安盛集團的其他公司(“安盛關聯方”)所提供之產品/服務提出的任何申請或要求；
2. 向閣下提供後續服務，包括但不限於執行/管理已發出的保單；
3. 與就本公司和/或安盛關聯方提供的任何產品/服務而由閣下或針對閣下提出的或者其他涉及閣下的任何索賠相關的任何目的，包括索賠調查；
4. 評估閣下的財務需求；
5. 為客戶設計產品/服務；
6. 為統計或其他目的進行市場研究；
7. 不時就本條款所列的任何目的核對所持有的與閣下有關係的任何資料；
8. 作出任何適用法律、規則、規例、實務守則或指引所要求的披露或協助在香港或香港以外其他地方的警方或其他政府或監管機構執法及進行調查；
9. 進行身份和/或信用核查和/或債務追收；
10. 遵守任何適用的司法管轄區的法律；
11. 開展與本公司業務經營有關的其他服務；及
12. 與上述任何目的直接有關的其他目的。

個人資料的轉移：個人資料將予以保密，但在遵守任何適用法律條文的前提下，可提供給：

1. 位於香港或香港以外其他地方的任何安盛關聯方、本公司的任何相關聯人士、任何再保險公司、索賠調查公司、閣下之保險經紀、行業協會或聯會、基金管理公司或金融機構，以及就此方面而言，閣下同意將閣下的資料轉移至香港境外；
2. * 就任何有關目的和下列與銀行有關的額外目的提供給香港上海滙豐銀行有限公司(“滙豐”)：確保客戶信貸信譽度持續良好，建立和維持信貸及風險的相關模型，為進行信用核查以及其他直接相關的目的而向信貸資料服務機構提供個人資料，確定尚欠客戶的債務或客戶所欠債務的金額以及向客戶和為客戶的欠款提供擔保之人追收未償款項；
3. 與就本公司和/或安盛關聯方提供的任何產品/服務而由閣下或針對閣下提出的或者其他涉及閣下的任何索賠相關的任何人士(包括私家偵探)；
4. 在香港或香港以外其他地方向本公司和/或安盛關聯方提供行政、技術或其他服務並對個人資料負有保密義務的任何代理、承包商或第三方；
5. 信貸資料機構或(在出現拖欠還款的情況下)追討欠款公司；
6. 本公司權利或業務的任何實際或建議的承讓方、受讓方、參與者或次參與者；及
7. 在香港或香港以外其他地方的任何政府部門或其他適當的政府或監管機關。

閣下的個人資料將僅為上文中規定的一個或多個有關目的而被轉移。

個人資料的查閱和更正：根據條例，閣下有權查明本公司是否持有閣下的個人資料，獲取該資料的副本，以及更正任何不準確的資料。閣下還可以要求本公司告知閣下本公司所持個人資料的種類。

查閱和更正的要求，或有關獲取政策、常規及本公司所持的資料種類的資料，均應以書面形式發送至：

香港九龍九龍灣宏遠街 1 號一號九龍 23 字樓

安盛保險有限公司

個人資料保護主任

本公司可能會向閣下收取合理的費用，以抵銷本公司為執行閣下的資料查閱要求而引致的行政和實際費用。

* 此僅適用於閣下透過滙豐（作為本公司的分銷代理人）申請本公司的產品和／或服務或者透過滙豐（作為本公司的分銷代理人）向本公司提出要求的情況。如果閣下並未透過滙豐（作為本公司的分銷代理人）申請本公司的產品和／或服務或者透過滙豐（作為本公司的分銷代理人）向本公司提出要求，閣下的個人資料將不會因上文所述的任何有關目的、額外目的或為讓滙豐進行直接促銷而提供給滙豐。

Declaration and Authorization 聲明及授權書

1. I/WE HEREBY DECLARE AND AGREE that (1) all statements and answers to all questions whether or not written by my/our own hand are to the best of my/our knowledge and belief complete and true; (2) AXA General Insurance Hong Kong Limited (the "Company") is not bound by and is not required to rely on any statement which I/We may have made to any person if not written or printed here.

本人／我們謹此聲明及同意(1)上述一切陳述及問題的所有答案，不論是否本人／我們親手所寫，就本人／我們所知所信，均為事實全部並確實無訛；(2)本人／我們對任何人所作出的任何聲明，如沒有在此申請書上填寫或印出，安盛保險有限公司（「貴公司」）不須受其約束。

2. I/WE, HEREBY AUTHORIZE (1) any employer, medical practitioner, paramedical examiners, hospital, clinic, insurance company, bank, financial institution, police, government institution, or other organization, institution or person, that has any records or knowledge of me/us to disclose such information to AXA General Insurance Hong Kong Limited ("the Company"); (2) the Company or any of its appointed medical examiners, paramedical examiners or laboratories to perform the necessary medical assessments and tests to evaluate in relation to this claim. This authorization shall bind the successors of and remains valid notwithstanding death or incapacity. A photocopy of this authorization shall be as valid as the original.

本人／我們茲授權(1)任何僱主、註冊西醫、醫療人員、醫院、診所、保險公司、銀行、財務機構、警察、政府機構、或其他組織、機構或人士，凡知道或持有任何本人／我們之紀錄者，均可將該等資料提供給安盛保險有限公司；(2)安盛保險有限公司或任何其指定之醫生或化驗所，可就此賠償申請替本人／我們進行所需之醫療評估及測試，作為審核本人／我們之索償。此授權對本人／我們之繼承人具有約束力；即使本人／我們身故或無行為能力時，此授權仍具效力。本授權書的影印本與正本均有同等效力。

3. I/WE ACKNOWLEDGE AND CONFIRM that I/we have read and understood the Personal Information Collection Statement ("PICS"). I/We confirm that I/we have been advised to read carefully the PICS, and I/we have read it carefully its effect and impact in respect of my/our personal data collected or held by the Company (whether contained in this application or otherwise). Based on the foregoing, I/we hereby give my/our acknowledgement and agree to the use and transfer of my/our personal data by AXA General Insurance Hong Kong Limited in accordance with the PICS.

本人／我們確認本人／我們已閱讀並明白收集個人資料的聲明（「該聲明」）。本人／我們確認本人／我們已被通知本人／我們須詳細閱讀該聲明，而本人／我們已詳細閱讀該聲明對貴公司所收集或持有之本人／我們的個人資料的影響（不論是否此表格所載或從其他途徑所取得）。根據以上所述，本人／我們特此確認並同意安盛保險有限公司根據該聲明使用及轉移本人／我們的個人資料。

Date (dd/mm/yyyy)

日期 (日/月/年)

Signature of Insured

投保人簽署

Signature (Insured Person/Eligible Person)

簽署 (受保人/合資格人士)

Important Notes 重要事項：

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