

# Travel Claims Advice

## TravelSurance

**Please bring along this Travel Claims Advice during your journey.**

### Travelling tips

- 1) Please pass your travel itinerary, ID, passport and policy provisions copy to your relative/friend for safekeeping before the trip starts.
- 2) Please bring along this Travel Claims Advice during your journey.
- 3) In case of emergency and you need our medical and related assistance (including emergency evacuation or repatriation, guarantee of hospital admission deposit, compassionate visit, etc), please call our 24-hour Worldwide Emergency Assistance Hotline: **(852) 2528 9333**  
(For the above mentioned services, AXA General Insurance Hong Kong Limited ("the Company") shall request the Insured/Policyholder/Insured's representative to sign the Undertaking Form.)

### Customer Service Hotline

Please keep this policy in good order. Should You have any enquiries, please contact AXA Insurance Service Hotline on (852) 2867 8678.  
Hotline Office Hour: Monday to Friday 9:00am – 6:00pm  
Saturday 9:00am – 1:00pm (except Public Holidays)

### Please pay attention when you make a claim

- 1) Notify us within 31 days of the expiry of the individual scheduled travel itinerary;
- 2) Download the claim form from HSBC website and submit the completed form through HSBC Bank branches or the Company or through "Claim Online" at HSBC website.

In case you wish to make a claim, please submit the completed claim form to the Company together with all relevant supporting documents as stated below.

<b>Personal Accident / Medical and Other expenses /</b>  <b>China Hospital Deposit Guarantee Benefit*</b>	<ul style="list-style-type: none"> <li>• Medical certificate or report showing the nature of illness or injury;</li> <li>• Original hospital/medical bill(s)/receipt(s) with clearly marked diagnosis and certified by qualified and licensed/registered medical practitioner;</li> <li>• In case of death, please contact us/24-hour Worldwide Emergency Assistance Hotline direct for further guidance.</li> </ul>
<b>Baggage and Personal Effects / Personal Money and Travel Documents</b>	<ul style="list-style-type: none"> <li>• Written proof of loss or damage (with details including date of incident, lost items and value, etc) from the hotel, airline or related carrier;</li> <li>• Any loss in public place, please report to the local Police within 24 hours and obtain the report from them;</li> <li>• Original purchase receipts, warranties (if applicable) and original photo(s) for the lost or damaged property;</li> <li>• Any supporting documents showing the value of the amount of cash lost (e.g. exchange slip etc);</li> <li>• Copy of credit card statement showing the unauthorized use transactions;</li> <li>• Documents from the issuer of the lost card to confirm the transactions were unauthorized use.</li> </ul>
<b>Delayed Baggage</b>	<ul style="list-style-type: none"> <li>• Please check whether you will be compensated by the airline;</li> <li>• Obtain written confirmation from the carrier stating the reason of delay and the duration (6 hours or above);</li> <li>• Please keep your boarding pass stub;</li> <li>• Keep all original invoice/receipts for the purchase of essential items.</li> </ul>
<b>Personal Liability</b>	<ul style="list-style-type: none"> <li>• Please do not make any promise or pay for any claim against you nor admit liability thereof;</li> <li>• All writs, summons, letters or communications regarding any such claim must be sent to us immediately unanswered;</li> <li>• Photo(s) relevant to the claim, if possible;</li> <li>• Obtain police report or statement to police (if any).</li> </ul>
<b>Travel Delay</b>	<ul style="list-style-type: none"> <li>• Obtain written confirmation from the airline indicating the total number of hours delayed and reason(s) for such delay, if the flight is delayed for more than 6 hours;</li> <li>• Copy of the itinerary, air ticket and boarding pass;</li> <li>• Original receipt(s) for the additional transport cost and/or accommodation (if applicable).</li> </ul>
<b>Trip Cancellation / Trip Curtailment / Missed Event</b>	<ul style="list-style-type: none"> <li>• Reason(s) for the necessary cancellation or curtailment of the trip together with all relevant supporting documents, e.g. written confirmation from airline, medical report from registered medical practitioner etc;</li> <li>• Original booking invoices together with original confirmation from the relevant authorities regarding the amount refundable for any prepaid costs or deposits made.</li> </ul>
<b>Rental Vehicle Excess</b>	<ul style="list-style-type: none"> <li>• Incident report from the relevant authority;</li> <li>• Original vehicle rental agreement with detailed terms and conditions;</li> <li>• Original payment receipt for the rental charges and excess paid.</li> </ul>

\*Only applicable if mentioned in the Certificate of Insurance or Policy Schedule.

Note: The content contains in this Travel Claims Advice is for reference only. The Company may request you for further supportings during the claims process.

Levy collected by the Insurance Authority has been imposed on this policy at the applicable rate. For further information, please visit [www.axa.com.hk/ia-levy](http://www.axa.com.hk/ia-levy) or contact AXA at (852) 2867 8678.

### AXA General Insurance Hong Kong Limited

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# 旅遊索償附錄

## 旅遊萬全保

請攜同此旅遊索償附錄外遊，  
以備不時之需。

### 出門小貼士

- 1) 請於出發前把行程及航班資料、個人身份證明文件、護照及保單副本交予相熟親友保管。
- 2) 請攜同此旅遊索償附錄外遊，以備不時之需。
- 3) 如遇上緊急事故需要醫療及有關援助(包括緊急醫療運送、住院按金保證、親友探訪安排等)，請致電我們的 24 小時全球緊急援助熱線：  
**(852) 2528 9333**

(對於上述提供的服務，安盛保險有限公司(“本公司”)可能需要受保人/保單持有人/受保人其代表簽署承諾書。)

### 客戶服務熱線

請妥善保存本保單。如有任何查詢，請致電安盛保險服務熱線 (852) 2867 8678。

熱線辦公時間：星期一至五上午九時至下午六時  
星期六上午九時至下午一時(公眾假期除外)

### 索償時須注意下列事項

- 1) 任何索償須於該旅程完結日起計三十一日內通知本公司；
- 2) 索償表可從滙豐網頁下載，填妥的索償表可遞交滙豐銀行分行或郵寄至本公司或使用滙豐網頁上的“網上旅遊保險索償”提交。

如需提出索償，請填妥索償表並連同以下所有相關證明文件送交本公司。

<b>個人身意外 / 醫療及其他費用 / 中國住院按金保證保障*</b>	<ul style="list-style-type: none"><li>• 註明病情或受傷情況的醫生報告；</li><li>• 由合格及獲發牌照 / 註冊醫生發出，並詳細列明病情的住院 / 醫療帳單 / 收據正本；</li><li>• 若為死亡個案，請直接聯絡本公司 / 24 小時全球緊急援助熱線，以作進一步處理。</li></ul>
<b>行李及個人財物 / 個人錢財及旅遊證件</b>	<ul style="list-style-type: none"><li>• 由有關酒店、航空公司或客運公司發出的書面確認(需註明事發日期、遺失物件及其價值等)；</li><li>• 如在公共場所內遺失財物，請於 24 小時內於當地報警，並索取由警方發出的報告；</li><li>• 有關損壞物品的購買收據、保用證(如適用)及相片的正本；</li><li>• 任何損失現金價值的證明文件，例如外匯兌換收據...等；</li><li>• 信用卡月結單副本以顯示未授權使用交易；</li><li>• 由有關發卡銀行發出的文件以確認交易是未獲授權下使用。</li></ul>
<b>行李延誤</b>	<ul style="list-style-type: none"><li>• 請查詢航空公司會否作出賠償；</li><li>• 請向有關航空或客運公司索取報告，須註明受延誤原因及阻延的時間(六小時或以上)；</li><li>• 請保留登機證存根；</li><li>• 保留已購買必需物品的收據正本。</li></ul>
<b>個人責任</b>	<ul style="list-style-type: none"><li>• 受保人不可對第三者作出任何法律責任承諾，或同意任何賠償；</li><li>• 任何令狀、傳票、書信或通訊皆不須作出回覆，應立即郵寄到本公司以作進一步處理；</li><li>• 若情況允許，提供索償的損壞物品相片的正本；</li><li>• 索取由警方發出的報告(如適用)。</li></ul>
<b>旅程延誤</b>	<ul style="list-style-type: none"><li>• 若航機延誤超過六小時，請提交由航空公司列明延誤時間及原因的確認書；</li><li>• 預定行程路線、機票及登機證副本；</li><li>• 額外交通及 / 或住宿費用的收據正本(如適用)。</li></ul>
<b>取消旅程 / 提早結束旅程 / 行程誤點</b>	<ul style="list-style-type: none"><li>• 提供註有必須取消或縮短行程原因的有關文件，例如航空公司的書面確認，註冊醫生發出的報告等；</li><li>• 訂定行程的發票正本及有關機構對已預繳的費用，或訂金所作退款金額數目的確認書正本。</li></ul>
<b>租用車輛自負額</b>	<ul style="list-style-type: none"><li>• 由有關方面發出的事件報告；</li><li>• 租車合約正本；</li><li>• 租車費用及自負額費用的收據正本。</li></ul>

\* 只適用於已列明在保險證明書或保險附表內

註：本旅遊索償附錄只供參考之用。在索償過程中，本公司可能會要求您提供進一步的資料。

保單已按適用之徵費率徵收保險業監管局的有關徵費。欲了解更多詳情，請瀏覽 [www.axa.com.hk/ia-levy](http://www.axa.com.hk/ia-levy) 或致電 AXA 安盛 (852) 2867 8678。

### 安盛保險有限公司

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