

Claim Form
索償書

Accident Surance
意外萬全保

In the event that you or your insured family members have a serious accident that entitles you to benefit payments under the Accident Surance plan, simply fill out this Claim Form and return it to AXA General Insurance Hong Kong Limited.

To ensure fast payment of your claim, check that you have filled out and signed all sections, and that you have attached all the original necessary supporting documents.

當閣下或受保之家人在本保險承保範圍內，遇到意外，祇需填妥此索償申請書，寄回安盛保險有限公司。祇要閣下清楚填寫及簽署下列各項，並附上所有有關證明文件之正本，閣下的索償申請將會儘速處理。

Policy No: _____ Claim No. _____
保單編號: _____ 索償編號: (For office use only 供本公司填寫之用)

1. Name of Insured: _____ Phone No.: _____
投保人姓名: _____ 電話: _____

Address: _____
地址: _____

2. Name of Insured Person/Eligible Person Injured/Deceased _____
受傷/死亡之受保人/合資格人士姓名:

Age: _____ Sex: _____ Occupation: _____ Relationship to the insured: _____
年齡: _____ 性別: _____ 職業: _____ 與投保人之關係: _____

(Please attach documentary evidence such as Birth Certificate or Marriage Certificate to show the relationship.)
(請附上有效之證明文件，如出生證明書或結婚證書，以茲證明受傷/死亡者與投保人之關係。)

3. Date, time and place of accident: _____
意外發生的日期、時間和地點: _____

Give particulars of the cause, and injuries sustained:
意外發生的原因及傷勢:

4. Name and address of attending doctor: _____
診症醫生姓名及地址: _____

5. (a) State the period during which the injured person has been totally disabled from attending to his/her normal occupation.
傷者完全失去工作能力的期間
From: _____ To: _____
由 DAY 日 / MONTH 月 / YEAR 年 至 DAY 日 / MONTH 月 / YEAR 年

(b) Is the injured person still totally disabled?
傷者現時是否仍然完全喪失工作能力?
 Yes 是 No 否
If not, from what date was the injured person able to attend to some part of his/her occupation?
如答案是否定，傷者恢復工作能力的日期是

6. Whether the injured person is or was hospitalized as a result of the accident?

傷者有否就此次意外而住院?

Yes 是

No 否

If Yes, please state

如有, 請說明

(a) Name of Hospital: _____

醫院名稱:

Address: _____

地址:

(b) Period of Hospital Confinement:

住院期間:

Date of Admission: _____ Time: _____

入院日期: DAY 日 / MONTH 月 / YEAR 年 時間:

Date of Discharge or expected duration of hospitalization:

離院日期或預料住院期間:

_____ Time: _____

DAY 日 / MONTH 月 / YEAR 年 時間:

7. Any concurrent claim about this accident with other insurance companies? 有否就此意外同時向其他保險公司提出索償?

Yes 是

No 否

If Yes, please state the name of the company and the policy number: 如有, 請列明其公司名稱及保單編號:

Medical Certificate 醫療證明

(To be completed by Insured Person's Doctor 由受保人主診醫生填寫)

It is understood that this certificate will be completed on the basis of your existing knowledge and without undertaking any further examination.

此醫療證明是閣下根據本身之醫學常識填報, 並沒有進行任何檢驗。

I CERTIFY THAT _____ was injured on Day _____ Month _____ Year _____

His/Her injuries are _____

If his/her injuries are complicated by any other conditions, give details _____

He/She is solely and directly totally/partially disabled* as a result of the injuries and will be so disabled until Day _____ Month _____ Year _____

本人茲證明 _____ 在 _____ 年 _____ 月 _____ 日因意外受傷。

其傷勢為 _____

如病人的傷勢因某些情況而令病情更複雜, 請列明詳情: _____

病人因這次受傷而致完全/部份殘廢*, 直至 _____ 年 _____ 月 _____ 日

Signature _____ Date _____

簽署

日期

Qualifications _____

資歷

* Total Disablement occurs when the insured person is wholly prevented from attending to his business or occupation. Partial Disablement occurs when the insured person is prevented from attending to a substantial portion thereof.

* 完全殘廢即受保人完全失去工作能力。部份殘廢即受保人不能從事大部份原來之工作。

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. offering, providing and marketing to you the products/services of the Company, other companies of the AXA Group (“**our affiliates**”) or our business partners (see “**Use and provision of personal data in direct marketing**” below), and administering, maintaining, managing and operating such products/services;
2. processing and evaluating any applications or requests made by you for products/services offered by the Company and our affiliates;
3. providing subsequent services to you, including but not limited to administering the policies issued;
4. 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;
5. evaluating your financial needs;
6. designing products/services for customers;
7. conducting market research for statistical or other purposes;
8. matching any data held which relates to you from time to time for any of the purposes listed herein;
9. 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;
10. conducting identity and/or credit checks and/or debt collection;
11. complying with the laws of any applicable jurisdiction;
12. carrying out other services in connection with the operation of the Company’s business; and
13. 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 (including direct marketing 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.

For our policy on using your personal data for marketing purposes, please see the section below “**Use and provision of personal data in direct marketing**”.

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

Use and provision of personal data in direct marketing: The Company intends to:

1. use your name, contact details, products and services portfolio information, transaction pattern and behaviour, financial background and demographic data held by the Company from time to time for direct marketing;
2. conduct direct marketing (including but not limited to providing reward, loyalty or privileges programmes) in relation to the following classes of products and services that the Company, our affiliates, our co-branding partners and our business partners may offer:
 - a) insurance, banking, provident fund or scheme, financial services, securities and related products and services;
 - b) products and services on health, wellness and medical, food and beverage, sporting activities and membership, entertainment, spa and similar relaxation activities, travel and transportation, household, apparel, education, social networking, media and high-end consumer products;
3. the above products and services may be provided by the Company and/or:
 - a) any of our affiliates;
 - b) third party financial institutions;
 - c) the business partners or co-branding partners of the Company and/or affiliates providing the products and services set out in (2) above;
 - d) third party reward, loyalty or privileges programme providers supporting the Company or any of the above listed entities
4. in addition to marketing the above products and services, the Company also intends to provide the data described in (1) above to all or any of the persons described in (3) above for use by them in marketing those products and services, and the Company requires your written consent (which includes an indication of no objection) for that purpose;

Before using your personal data for the purposes and providing to the transferees set out above, the Company must obtain your written consent, and only after having obtained such written consent, may use and provide your personal data for any promotional or marketing purpose.

You may in future withdraw your consent to the use and provision of your personal data for direct marketing.

If you wish to withdraw your consent, please inform us in writing to the address in the section on “**Access and correction of personal data**”. The Company shall, without charge to you, ensure that you are not included in future direct marketing activities.

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. 向閣下推介、提供和營銷本公司、安盛集團的其他公司(“安盛關聯方”)或本公司的商業合作夥伴(參閱下文“在直接促銷中使用及將其個人資料提供予其他人士”部份)之產品/服務,以及提供、維持、管理和操作該等產品/服務;
2. 處理和評估閣下就本公司及安盛關聯方所提供之產品/服務提出的任何申請或要求;
3. 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;
4. 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;
5. 評估閣下的財務需求;
6. 為客戶設計產品/服務;
7. 為統計或其他目的進行市場研究;
8. 不時就本條款所列的任何目的核對所持有的與閣下有關的任何資料;
9. 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;
10. 進行身份和/或信用核查和/或債務追收;
11. 遵守任何適用的司法管轄區的法律;
12. 開展與本公司業務經營有關的其他服務;及
13. 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本公司和/或安盛關聯方提供行政、技術或其他服務(包括直接促銷服務)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入、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。

如欲了解本公司為促銷目的使用閣下的個人資料的政策,請參閱下文“在直接促銷中使用及將其個人資料提供予其他人士”部份。

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。

在直接促銷中使用及將其個人資料提供予其他人士

本公司有意:

1. 使用本公司不時持有的閣下的姓名、聯絡資料、產品及服務的組合資料、交易模式及行為、財政背景及人口統計數據以進行直接促銷;
2. 就本公司,安盛關聯方,本公司合作品牌夥伴及商業合作夥伴可能提供關於下列類別的服務及產品而進行直接促銷(包括但不限於提供獎賞、客戶或會員或優惠計劃):
 - a. 保險、銀行、公積金或公積金計劃、金融服務、證券和相關產品及服務;
 - b. 健康、保健及醫療、餐飲、體育運動及會員服務、娛樂、健身浴或類似的休閒活動、旅遊及交通、家居、服裝、教育、社交網絡、媒體的產品及服務及高級消費類產品;
3. 以上服務及產品將會由本公司及/或以下機構提供:
 - a. 任何安盛關聯方;
 - b. 第三方金融機構;
 - c. 提供上文2.所列之服務及產品之本公司及/或安盛關聯方的商業合作夥伴或合作品牌夥伴;
 - d. 向本公司或任何以上所列機構提供支援的第三方獎賞、客戶或會員或優惠計劃提供者;
4. 除由本公司促銷上述服務及產品外,本公司亦有意將上文1.段部份所述的資料提供予上文3.段部份所述的全部或任何人士,以供該等人士在促銷該等服務及產品中使用,而本公司為此目的須獲得客戶書面同意(包括表示不反對)。

在使用閣下的個人資料作上文所述的目的或提供予上文所述的人士之前,本公司須獲得閣下的書面同意,及只在獲得閣下的書面同意後方可使用閣下的個人資料及提供予其他人士作任何推廣及促銷用途。

閣下日後可撤回閣下給予本公司有關使用閣下的個人資料及提供予其他人士作任何促銷用途的同意。

閣下如欲撤回閣下給予本公司的同意,請發信至下文“個人資料的查閱和更正”部份所列的地址通知本公司。本公司會在不收取任何費用的情況下確保不會將閣下納入日後的直接促銷活動中。

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號壹號九龍23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場合。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, including the use and provision of my/our personal data for the purpose of direct marketing.

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,包括在直接促銷中使用及將本人/我們個人資料提供予其他人士。

[Important: If you do not agree to the use and provision of your personal data for direct marketing as set out in the section "**Use and provision of personal data in direct marketing**," please tick the box below and we will not use your personal data for direct marketing.]

[重要通知:如閣下不同意根據“**收集個人資料的聲明**”使用和轉移閣下的個人資料作直接促銷用途(參閱“**在直接促銷中使用及將其個人資料提供予其他人士**”部份),請在下列方格內加上剔號(“✓”),本公司將不會使用閣下的個人資料作為直接促銷用途。]

- I/ we do not agree with the use and provision of my/our personal data for direct marketing purposes as set out above in the **Personal Information Collection Statement** (see "**Use and provision of personal data in direct marketing**") and do not wish to receive any promotional and direct marketing materials.

本人/我們不同意貴公司根據“**收集個人資料的聲明**”使用和轉移本人/我們的個人資料作直接促銷用途(參閱“**在直接促銷中使用及將其個人資料提供予其他人士**”部份)並不願意接收任何貴公司的推廣及直接促銷的材料。

Date (dd/mm/yyyy)

日期(日/月/年)

Signature of Insured

投保人簽署

Important Notes 重要事項:

The above policy is underwritten by AXA General Insurance Hong Kong Limited ("AXA"), which is authorised and regulated by the Commissioner of Insurance of the Hong Kong SAR. AXA will be responsible for providing your insurance coverage and handling claims under your policy. The Hongkong and Shanghai Banking Corporation Limited is registered in accordance with the Insurance Companies Ordinance (Cap. 41 of the Laws of Hong Kong) as an insurance agent of AXA for distribution of general insurance products in the Hong Kong SAR. 以上保單由安盛保險有限公司(「安盛」)承保,安盛已獲香港保險業監理專員授權並受其監管。安盛將負責按保單條款為您提供保險保障以及處理索償申請。香港上海滙豐銀行有限公司乃根據保險公司條例(香港法例第41章)註冊為安盛於香港特別行政區分銷一般保險產品之授權保險代理商。

In the event of any inconsistency between the English version and the Chinese version, the English version shall prevail. 如中英文版本的條款有任何分歧,以英文版本為準。

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