

**General Insurance and Medical Insurance Cancellation Request Form 一般保險及醫療保險取消申請表格**

- Please complete all related sections; failure to do so may result in your request being delayed. 請填妥有關部分，如有遺漏可能延誤有關申請。
- Please allow at least 10 working days for us to process your cancellation request. 請預留最少 10 個工作天以讓我們辦理您的保單取消申請。
- This form is only applicable to those general and medical insurance policies underwritten by AXA General Insurance Hong Kong Limited. 此表格只適用於由安盛保險有限公司承保的一般保險及醫療保險保單。

**Personal data of Policyholder 保單持有人個人資料**

English Name (Surname first) 英文姓名(先填姓氏)		HKID card 香港身份證號碼/ Passport no. 護照號碼	
Home phone no. 住宅電話	Office phone no. 辦公室電話	Mobile phone no. 手提電話	
Fax no. 傳真號碼		Email address 電郵地址	
<input type="checkbox"/> To change address, please tick and give details 如需更改地址，請加上剔號“√”及填上資料：			

**Policy details 保單資料**

Policy type and policy number 保單種類及保單號碼			
<input type="checkbox"/> AccidentSurance 意外萬全保 <input type="checkbox"/> Card Repayment Plan 信用卡償還計劃 <input type="checkbox"/> FireSurance 火險 <input type="checkbox"/> Golfer's Insurance Package 高爾夫球保險 <input type="checkbox"/> Helper Insurance 家傭綜合保險 <input type="checkbox"/> HelperShield Insurance 家傭超卓綜合保險 <input type="checkbox"/> HomeSurance 家居萬全保* <input type="checkbox"/> HospitalSurance 住院萬全保	<input type="checkbox"/> Motor Insurance 汽車保險 <input type="checkbox"/> MultiTrip TravelSurance 多程旅遊萬全保 <input type="checkbox"/> Overseas StudySurance 海外升學萬全保 <input type="checkbox"/> Preferred Care 優越醫護計劃 <input type="checkbox"/> ResidenceSurance 家居超卓萬全保* <input type="checkbox"/> Single Trip TravelSurance 單次旅遊萬全保 <input type="checkbox"/> Other 其他	<input type="checkbox"/> AXA GI WiseGuard Medical Insurance Plan AXA 安盛保險守護醫療保障 <input type="checkbox"/> Cancer Care 癌症保障計劃 <input type="checkbox"/> FirstCare 摯關懷醫療計劃 <input type="checkbox"/> FirstCare Plus Medical Insurance 摯關懷超卓醫療計劃 <input type="checkbox"/> Outpatient Care 門診醫療計劃 <input type="checkbox"/> Worldwide Elite Medical Plan 環球滙晉醫療計劃 Membership/ Policy number 會員號碼/保單編號 <input type="checkbox"/> Refundable HospitalSurance 保費回贈住院萬全保 Name of Insured Person 受保人姓名	
*Cancellation of policy with <b>insured property address</b> as follows: (applicable if you have more than one HomeSurance/ResidenceSurance policies) 需取消保單之 <b>投保物業地址</b> （適用於持有多於一張家居萬全保/家居超卓萬全保的人士）			
(If the insured property address is not provided, cancellation request would be based on the policy number provided. 如您未能提供投保地址，我們將以提供之保單號碼為準。)			

**Reason(s) for cancellation 取消保單原因**

<input type="checkbox"/> (PE) Promotional offer has expired 推廣優惠已完結 <input type="checkbox"/> (LS) Insufficient after-sales service 售後服務不足夠 <input type="checkbox"/> (IC) Insufficient coverage/compensation 保障範圍/保額不足夠 <input type="checkbox"/> (PH) Insurance premium is too high 保費太高 <input type="checkbox"/> (RZ) Replaced by ResidenceSurance 以「家居超卓萬全保」取替 <input type="checkbox"/> (MS) Others, please specify 其他，請說明	<input type="checkbox"/> (UR) Unsatisfied Claim Result 理賠結果不理想 <input type="checkbox"/> (RA) Have signed up for another insurance company 已購買另一間保險公司的保單 <input type="checkbox"/> (FS) Financial situation have changed 財務狀況有所改變 <input type="checkbox"/> (DU) Duplicate Policy 重覆保單 <input type="checkbox"/> (PD) Insured Property has been sold 受保物業已經出售 <input type="checkbox"/> (OU) Moving out of Hong Kong 離開香港
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## Cancel policy 取消保單：

With effect from 生效日期始於： 1. \_\_\_\_\_ (month 月份; applicable to monthly pay mode 適用於月繳保單)  
2. \_\_\_\_\_ (YY 年/MM 月/DD 日; applicable to annual pay mode 適用於年繳保單)

Note 註：1. No premium and levy<sup>^</sup> paid will be refunded for cancellation of policy before the end of the relevant policy year. Cancellation request should be made within one month before the end of the relevant policy year. 如保單於相關保單年度結束前取消，任何已付保費及徵費<sup>^</sup>將不獲退回。客戶須於保單年度結束前一個月內遞交取消申請表格。  
2. For annual payment policy, the short period rate and the minimum charge will be applied for calculating the premium and levy<sup>^</sup> refund. Premium and levy<sup>^</sup> cannot be refunded for Worldwide Elite Medical Plan, Outpatient Care and China Medical Card under MultiTrip TravelSurance (if applicable). If policy cancellation is required, the insured should return the card(s) to us, including Worldwide Elite Medical Card, FirstCare Card, FirstCare Plus Medical Card, Outpatient Care Card, China Medical Card, China Hospital Deposit Guarantee Card under AccidentSurance. 年繳保單退回之保費及徵費<sup>^</sup>將按短期保費計算表及最低付款額計算。「環球滙晉醫療計劃」、「門診醫療計劃」及「多程旅遊萬全保」(如適用)的「中國醫療卡」將不設保費及徵費<sup>^</sup>退還。若需安排取消保單，敬請退回「環球滙晉醫療卡」、「摺關懷醫療卡」、「摺關懷超卓醫療卡」、「門診醫療卡」、「中國醫療卡」或「意外萬全保」的「中國住院按金保證卡」予本公司。  
3. Each product may have different cancellation mechanism and entitlement. Please refer to policy provisions for details or call Insurance Service Hotline 2867 8678 to enquire. 每種產品可能具有不同的取消機制和權利。有關詳情，請參閱保單條款或致電保險服務熱線查詢 2867 8678。

<sup>^</sup>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. 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。

## Personal Information Collection Statement 收集個人資料聲明

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 (including credit information and claims history) 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. detecting and preventing fraud (whether or not relating to the products/services provided by the Company and/or our affiliates);
6. evaluating your financial needs;
7. designing products/services for customers;
8. conducting market research for statistical or other purposes;
9. matching any data held which relates to you from time to time for any of the purposes listed herein;
10. 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;
11. conducting identity and/or credit checks and/or debt collection;
12. complying with the laws of any applicable jurisdiction;
13. carrying out other services in connection with the operation of the Company's business; and
14. 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;
7. any government department or other appropriate governmental or regulatory authority in Hong Kong or elsewhere; and
8. the following persons who may collect and use the data only as reasonably necessary to carry out any of the purposes described in paragraphs nos. 2, 3, 4 and 5 of the Purposes specified above: insurance adjusters, agents and brokers, employers, health care professionals, hospitals, accountants, financial advisors, solicitors, organisations that consolidate claims and underwriting information for the insurance industry, fraud prevention organisations, other insurance companies (whether directly or through fraud prevention organisation or other persons named in this paragraph), the police and databases or registers (and their operators) used by the insurance industry to analyse and check data provided against existing data.

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  
5/F, AXA Southside, 38 Wong Chuk Hang Road, Wong Chuk Hang, 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.

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（包括信用資料和以往申索紀錄），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. 偵測和防止欺詐行為（無論是否與就由本公司及／或安盛關聯方提供的產品／服務有關）；
6. 評估閣下的財務需求；
7. 為客戶設計產品／服務；
8. 為統計或其他目的進行市場研究；
9. 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；
10. 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；
11. 進行身份和／或信用核查和／或債務追收；
12. 遵守任何適用的司法管轄區的法律；
13. 開展與本公司業務經營有關的其他服務；及
14. 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(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人、受讓方、參與者或次參與者；
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；及
8. 在有合理需要履行任何上述有關目的段落2, 3, 4及5之情況下，以下人士：保險理算人、代理和經紀、僱主、醫護專業人士、醫院、會計師、財務顧問、律師、整合保險業申訴和承保資料的組織、防欺詐組織、其他保險公司（無論是直接地，或是通過防欺詐組織或本段中指名的其他人士）、警察、和保險業就現有資料而對所提供的資料作出分析和檢查的數據庫或登記冊（及其運營者）。

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：

香港黃竹坑黃竹坑道38號安盛匯5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。

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 the Company 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貴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。]

☐ If 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) 及並不願意接收任何貴公司的推廣及直接促銷的材料。

Signature of Policyholder  
保單持有人簽署

Signature of Joint Policyholder  
(For HomeSurance/Fire Insurance only)  
聯名保單持有人簽署  
(只適用於家居萬全保/火險)

Date signed  
簽署日期

YY 年/ MM 月/ DD 日

For branch use only 分行專用			
Staff name	Staff title	Branch no.	Authorised signature and branch chop
Staff no.	Contact no.	Division code	
Policy type : _____ Policy no. : _____			Authorised rep. Insurance agent reg. no. : <div><input type="checkbox"/> GI</div>
			Refer to PRM/WMM/SRM/SWM (Please delete as appropriate)

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