

PROPERTY CLAIM FORM 財產索償表格

Please complete this claim form in full. If space provided for your answers is insufficient, please continue on a separate sheet.
 請填妥此索償表格上之所有資料。倘若表格不敷應用，請另加紙張填寫。

The issue of this claim form is not an admission of liability on the part of the AXA General Insurance Hong Kong Limited.
 此表格並不代表安盛保險香港有限公司會承認任何責任。

Policy/Certificate number 保單／保險證明書編號		Claim number 索償編號	(For office use only 本欄由保險公司填寫)
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POLICYHOLDER DETAILS 保單持有人資料

(Please as appropriate 請於適當的地方加上 號)

Name of Policyholder 保單持有人姓名	Mr <input type="checkbox"/> 先生	Ms <input type="checkbox"/> 女士	Mrs <input type="checkbox"/> 太太	Company <input type="checkbox"/> 公司
Correspondence address 通訊地址				
Contact phone number (Day-time) 日間聯絡電話				
Email address 電郵地址				

CIRCUMSTANCES OF LOSS OR DAMAGE 損失或損壞情況

Date and time of loss 事發日期及時間	
Location of the loss 事發地點	
Description of the incident 意外描述	
Witness of the incident 意外目擊證人	
At the time of loss, your entitlement on the insured property being the 於意外發生時，閣下是受保物業之	<input type="checkbox"/> Owner (non-renting out) 業主 (非出租) <input type="checkbox"/> Tenant 租戶 <input type="checkbox"/> Occupier 出租 <input type="checkbox"/> Landlord (renting out) 業主 (出租)

LOSS REPORT DETAILS 報失資料

(Please as appropriate 請於適當的地方加上 號)

Have the police or other authorities been informed? 閣下有否向警方或其他機構報告失事情況?	Yes <input type="checkbox"/> 有	No <input type="checkbox"/> 否
If "Yes", please give (a) name of the police station or authority 如選擇「有」請提供	(a) name of the police station or authority 報案警署或機構	
(b) date and time reporting 報案日期及時間	(b) date and time reporting 報案日期及時間	
(c) police or authority reference number 警方或該機構之檔案編號	(c) police or authority reference number 警方或該機構之檔案編號	

AXA General Insurance Hong Kong Limited 安盛保險有限公司

Email Address: home.claims@axa.com.hk

Mailing address: P.O. Box 91012 Tsim Sha Tsui Post Office, Kowloon, Hong Kong

郵寄地址：香港九龍尖沙咀郵政局郵政信箱 91012 號

Office address: 5/F, AXA Southside, 38 Wong Chuk Hang Road, Wong Chuk Hang, Hong Kong

辦公地址：香港黃竹坑黃竹坑道 38 號安盛匯 5 樓

☎ : (852) 2867 8678 ☎ : (852) 2285 6222

GENERAL QUESTIONS 一般事項

(Please ✓ as appropriate 請於適當的地方加上 ✓ 號)	
Is there any other insurance covering the lost/damaged property at the same time? 閣下之財物損失是否同時受其他保險之保障?	Yes <input type="checkbox"/> 有 <input type="checkbox"/> No <input type="checkbox"/> 否 <input type="checkbox"/>
If "Yes", please give (a) Name of the insurance company 如選擇「有」請提供 保險公司名稱	
(b) Relevant policy number 有關之保單號碼	
(c) amount insured (if applicable) 投保金額 (如適用者)	
(d) whether claim will be submitted to them 會否向該公司提出索償	Yes <input type="checkbox"/> 有 <input type="checkbox"/> No <input type="checkbox"/> 否 <input type="checkbox"/>
Are you the sole owner of the lost/damaged property? 閣下是否損失或損壞財物的唯一物主?	Yes <input type="checkbox"/> 是 <input type="checkbox"/> No <input type="checkbox"/> 否 <input type="checkbox"/>
If "No", please give details 如選擇「否」請詳述	
Can you identify any parties who may be responsible for the incident? 閣下是否認為任何人士可能要對事件負責?	Yes <input type="checkbox"/> 是 <input type="checkbox"/> No <input type="checkbox"/> 否 <input type="checkbox"/>
If "Yes", please state the name(s) and address(es) 如選擇「是」請註明其姓名及地址	
Have you ever sustained other losses of similar nature? If "Yes", please give details. 閣下是否蒙受過同樣性質的損失? 如選擇「是」請詳述	Yes <input type="checkbox"/> 是 <input type="checkbox"/> No <input type="checkbox"/> 否 <input type="checkbox"/>

DETAILS OF PROPERTY LOSS OR DAMAGED 損失或損壞財物詳情

Full description of articles (including the brand name & model number) 物品之詳細資料 (包括牌子及產品號碼)	Date of purchase (DD/MM/YYYY) 購買日期 (日/月/年)	Name of address of the vendor 出售物品之商號名稱及地址	Purchase price (HKD) 購買價錢 (港元)	Amount claimed (HKD) 索償金額 (港元)
			Total Amount Claim (HKD) 總索償額 (港元)	

N.B. Purchase receipts and warranties (if applicable) of the articles described above should be submitted with this form.
注意：請將本表格連同上述列明物品之購貨收據及保用證 (如適用) 一併呈上。

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, 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 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.

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
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係的任何資料;
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者、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)。

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。閣下還可以向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 AUTHORISATION 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 AUTHORISE (1) any employer, medical practitioner, paramedical examiners, hospital, clinic, insurance company, bank, financial institution, police, government institution, or other organisation, institution or person, that has any records or knowledge of me/us to disclose such information to 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 authorisation shall bind the successors of and remains valid notwithstanding death or incapacity. A photocopy of this authorisation 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貴公司;(2)貴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 the Company 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貴公司根據《該聲明》使用及轉移本人/我們的個人資料。

[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 Policyholder

保單持有人簽署

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 Insurance Authority 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 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(「AXA 安盛」)**承保,AXA 安盛已獲香港保險業監管局授權並受其監管。AXA 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業條例(香港法例第 41 章)註冊為 AXA 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,以英文版為準。