



# 汽車萬全保 綜合保險用戶錦囊

請將此錦囊留在車上，以便必要時作即時參考  
請參閱內頁之24小時緊急服務熱線



# 發生交通意外時的處理事項

如果不幸發生交通意外，請記得：

1. 保持鎮定
2. 立即報警，尤其在有人受傷的情況下
3. 索取對方司機的資料，包括
  - (1) 姓名；
  - (2) 電話號碼；及
  - (3) 承保公司名稱（如知悉）
4. 記錄
  - (1) 對方的車輛登記號碼；
  - (2) 毀壞情況（拍攝損壞部分）；及
  - (3) 意外現場環境相片
5. 如有任何目擊者，請索取他們的
  - (1) 姓名；及
  - (2) 聯絡電話
6. 致電24小時緊急服務（諮詢熱線）2851 1990求助，或到任何一間**安盛特許維修商**為您的汽車進行維修

請注意以下事項：

1. 於意外發生後的7日內通知我們
2. 在未獲得我們的書面同意前，切勿向任何人承認責任、作出任何要約、承諾任何事項或付款
3. 如獲悉有關意外即將會受到起訴、審訊或死因研訊，必須立即通知我們
4. 若有任何第三者的文件、索償、法庭傳票、令狀或法律程序文件，請不要自行作覆，及立即轉交我們
5. 為保障您的權益，若意外是因其他人犯錯而發生，請在意外發生後的10天內向警方作出投訴

24小時緊急服務(諮詢熱線)

2851 1990

# 索償注意事項

為迅速處理您的索償，請提交下列文件：

1. 一份已填妥及簽署的汽車意外報告書
2. 受保汽車的有效車輛登記文件副本（正面及背面）
3. 受保司機的香港身份證及駕駛執照副本
4. 一份由司機簽署的授權書
5. 維修公司的修理報價單（如適用）
6. 酒精呼氣測試報告副本（如適用）
7. 警方發出的文件，包括擬控告通知書、警方口供紙等
8. 任何第三者的文件、法庭傳票或令狀的副本

您可透過以下任何途徑遞交所需文件：

1. 電郵至 [motor.claims@axa.com.hk](mailto:motor.claims@axa.com.hk)
2. 傳真至 2285 6237
3. 郵寄至香港九龍尖沙咀郵政局郵政信箱 91012 號

若有任何疑問，請致電保險索償熱線 2867 8678。

汽車意外報告書可於以下的滙豐網站鏈結下載：

[https://www.personal.hsbc.com.hk/1/PA\\_esf-ca-app-content/content/hongkongpws/insurance/pdf/clm\\_mot.pdf](https://www.personal.hsbc.com.hk/1/PA_esf-ca-app-content/content/hongkongpws/insurance/pdf/clm_mot.pdf)

授權書可於滙豐汽車萬全保網站下載。

# 安盛特許維修服務

安盛特許維修服務是由一隊經過嚴格挑選的專業汽車維修商組成，為您提供優質的汽車維修服務，免除於汽車維修時帶來的煩惱。如您的車輛因意外受損而需要維修，選用安盛特許維修商，可享下列的額外優惠保障：

## 1. 交通津貼

我們會支付您港幣300元作為交通津貼<sup>i</sup>

## 2. 折舊津貼

我們會支付您最高港幣3,000元的所需承擔折舊津貼<sup>ii</sup>

## 3. 免費拖車服務

我們會為您安排免費拖車服務，把故障的汽車拖至您指定的安盛特許維修商進行維修

## 4. 優先維修服務

作為AXA安盛的重要客戶，安盛特許維修商會優先維修您的汽車

## 5. 還車前免費清潔服務

還車前，安盛特許維修商會提供免費的車身外殼清洗及車廂內部徹底清潔服務

## 6. 免費還車服務

安盛特許維修商會免費安排在一個雙方均認為方便的地點歸還您的汽車

## 7. 6個月維修保養

安盛特許維修商會為所維修的零件提供6個月的維修保養

請聯絡我們的24小時緊急服務 (諮詢熱線)，安排安盛特許維修商的服務

24小時緊急服務(諮詢熱線)

2851 1990

i. 不適用於擋風玻璃之索償。

ii. 只適用於 (a) 意外發生在受保汽車於運輸署辦理首次登記後的五年之內；及 (b) 受保汽車必須在製造年份隨後的一個公曆年內於運輸署辦理首次登記。

# 安盛特許維修商名單

安盛特許維修商		拖車熱線	聯絡電話
<b>香港</b>			
挑戰者汽車服務有限公司	柴灣利眾街27號地下	2570 8110 (24小時)	2557 6393
恆德汽車有限公司	柴灣永泰道70號柴灣工業城第二期地下3B號舖	2516 5050	2294 4228
RAS 維修中心	柴灣永泰道70號柴灣工業城第二期地下2號舖	2896 7782 / 2271 4040	
森那美汽車服務有限公司	鴨脷洲利樂街2號海灣工貿中心地下4-5號舖	6271 9388 (24小時)	3913 8223
日本汽車玻璃有限公司	銅鑼灣屈臣道9號A地下 銅鑼灣銅鑼灣道124號地下	2715 7217	
信義汽車玻璃有限公司	鯽魚涌芬尼街22-46號海暉大廈地下J舖	2442 5699	
<b>九龍</b>			
九龍灣汽車維修中心	九龍灣啟祥道9號信和工商中心地下2-5號舖	8203 2928 (24小時)	2922 2999
挑戰者汽車服務有限公司	觀塘興業街16-18號地下	2570 8110 (24小時)	2557 6393
RAS 維修中心	觀塘海濱道173號申新大廈地下	2896 7782 / 2271 4040	
金孚汽車維修有限公司	土瓜灣木廠街9號	9094 1414	3678 2675
日本汽車玻璃有限公司	土瓜灣鳳儀街27號地下 土瓜灣木廠街34號地下 深水埗楓樹街2號地下M舖	2715 7217	
協安汽車玻璃有限公司	土瓜灣鳳儀街21-27號地下	2362 3272	
信義汽車玻璃有限公司	土瓜灣木廠街18-20號地舖	2442 5699	

# 安盛特許維修商名單

安盛特許維修商		拖車熱線	聯絡電話
<b>新界</b>			
挑戰者汽車服務有限公司	沙田黃竹洋街15-21號華聯工業中心地下22號舖	2570 8110 (24小時)	2557 6393
森那美汽車服務有限公司	葵涌葵榮路29-37號成美工業大廈地下 沙田安心街11號華順廣場3樓 元朗康業街19號萬輝工業中心地下6號舖 元朗大生圍錦皇路33號DD104, 3719D地段	6271 9388 (24小時)	3913 8323 3913 8623 2442 1322 3913 8913
恒輝車廠有限公司	上水古洞河上鄉路36號	2668 2999 (24小時)	2668 9938
日本汽車玻璃有限公司	荃灣沙咀道110號地下 大埔瑞安街3-11號美盛大廈地下1號舖 元朗建德街43號時景大廈地下 元朗鳳翔路金馬大廈15號地下	2715 7217	
信義汽車玻璃有限公司	荃灣沙咀道176號地舖 元朗錦田大馬路第109約466(4)地段	2442 5699	

安盛特許維修商名單及其聯絡資料如有更改，恕不另行通知。資料於刊印時為準確。請聯絡24小時緊急服務（諮詢熱線）以確認安盛特許維修商名單及聯絡資料。

此錦囊的資料只供參考。有關完整細節，請參閱保險單。

汽車萬全保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理專員授權並受其監管。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公司條例（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。

由安盛保險有限公司刊發



# Motor Insurance Comprehensive Cover User Handbook

Please keep this handbook in your car for instant reference at time of needs  
Please refer inside for the 24-hour Emergency Service Assistance Hotline



# To Do List in the Event of an Accident

In the event of an accident, please remember to:

1. Keep calm
2. Report to the Police immediately, especially in the event of any bodily injuries
3. Obtain the third party driver's particulars, including
  - (1) name;
  - (2) contact number; and
  - (3) insurer name (if known)
4. Record down
  - (1) third party's vehicle registration number;
  - (2) damage conditions (by taking photos of the damage part(s));
  - (3) photos of accident scene
5. If there are any witnesses, note their
  - (1) names; and
  - (2) contact numbers
6. Call our 24-hour Emergency Service (Assistant Hotline) at 2851 1990 for assistance or have your car repair at one of the **AXA Premium Workshops**

Please pay attention to the followings:

1. Notify us within 7 days from time of the accident
2. Do not admit liability, make any offer, promise anything or make payment to any other party without our written consent
3. Notify us immediately if you know about any impending prosecution, inquest or fatal inquiry in connection with the accident
4. Forward to us immediately for any third party correspondence, claims, summons, writs or legal process and do not answer them by yourself
5. To protect your interests, if the accident is caused by fault of the other party(ies), lodge a complaint with the Police within 10 days of the accident

**24-Hour Emergency Service  
(Assistance Hotline)**

**2851 1990**



# Claims Check List

In order to get your claim processed promptly, please provide us the followings:

1. A completed duly signed Motor Accident Claim Form
2. A copy of the valid Vehicle Registration Document (both sides) of the insured car
3. A copy of the insured driver's HKID and Driving Licence
4. Letter of Authorisation signed by the driver
5. Repair quotation from the car repairer (if applicable)
6. A copy of the Screening Breath Test Result (if applicable)
7. Police Correspondence, including Notice of Intended Prosecution, police statements etc
8. Copy of any third party correspondence, summons or writs

You can submit the documents to us via one of the following means:

1. Email to [motor.claims@axa.com.hk](mailto:motor.claims@axa.com.hk)
2. Fax to 2285 6237
3. Mail to P.O. Box No. 91012 Tsim Sha Tsui Post Office, Kowloon, Hong Kong

If you have any enquiry, please contact Insurance Claims Hotline at 2867 8678.

The Motor Accident Claim Form can be downloaded at HSBC's website at the following link:

[https://www.personal.hsbc.com.hk/1/PA\\_esf-ca-app-content/content/hongkongpws/insurance/pdf/clm\\_mot.pdf](https://www.personal.hsbc.com.hk/1/PA_esf-ca-app-content/content/hongkongpws/insurance/pdf/clm_mot.pdf)

The Letter of Authorisation can be downloaded at HSBC Motor Insurance webpage.

# AXA Premium Workshops

AXA Premium Workshops provides you quality workmanship on your car as well as services by a group of selected professional repairer partners whilst it is being repaired to minimise any inconvenience caused to you. You will be entitled to additional benefits listed below if you choose an AXA Premium Workshop to carry out the repair work on the damage of your car as a result of an accident:

**1. Travelling expense allowance**

We will pay you HKD300 travelling expense allowance <sup>i</sup>

**2. Depreciation on repair allowance**

We will pay up to HKD3,000 on the depreciation to be borne by you <sup>i,ii</sup>

**3. Free towing service**

We will arrange your car be towed to your preferred AXA Premium Workshop for repair at no charge to you, in the event it is immobilised

**4. Priority repair service**

The AXA Premium Workshop will give priority repair service to you, as an AXA's valuable customer

**5. Free pre-delivery cleaning**

The AXA Premium Workshop will provide a free exterior wash and a thorough interior cleaning of your car before delivery to you

**6. Free delivery service**

The AXA Premium Workshop will arrange free delivery of your car to a mutually convenient location once repaired

**7. 6-month repair warranty**

The AXA Premium Workshop will provide 6 months warranty on the parts repaired by them

Please contact our 24-hour Assistance Hotline to arrange the service with any AXA Premium Workshops.

**24-Hour Emergency Service  
(Assistance Hotline)**

**2851 1990**

i. Not applicable to windscreen claims.

ii. Only applicable if (a) the loss occurs within five years of the first registration of the insured car with the Transport Department; and (b) the first registration of the insured car with the Transport Department must be made within the calendar year immediately following the year of manufacture of the insured car.

# AXA Premium Workshops List

AXA Premium Workshop		Towing Hotline	Contact Number
<b>Hong Kong Island</b>			
Challenger Auto Services Ltd.	G/F, 27 Lee Chung Street, Chai Wan	2570 8110 (24-Hour)	2557 6393
Hang Tak Motors Co. Ltd.	Unit 3B, G/F, Chai Wan Industrial City, Phase 2, 70 Wing Tai Road, Chai Wan	2516 5050	2294 4228
RAS Auto Services Ltd.	Unit 2, G/F, Chai Wan Industrial City, Phase 2, 70 Wing Tai Road, Chai Wan	2896 7782 / 2271 4040	
Sime Darby Motor Services Ltd.	Unit 4-5, G/F, Oceanic Industrial Centre, 2 Lee Lok Street, Ap Lei Chau	6271 9388 (24-Hour)	3913 8223
Japan Automobile Glass Co. Ltd.	G/F, 9A Watson Road, Causeway Bay G/F, 124 Tung Lo Wan Road, Causeway Bay	2715 7217	
Xinyi Automobile Glass Co. Ltd.	Shop J, G/F, 30 Finnie Street, Oceanic Building, Quarry Bay	2442 5699	
<b>Kowloon</b>			
KBIA Motor Services Centre	Unit 2-5, G/F, Sino Ind. Plaza, 9 Kai Cheung Road, Kowloon Bay	8203 2928 (24-Hour)	2922 2999
Challenger Auto Services Ltd.	G/F, 16-18 Hing Ying Street, Kwun Tong	2570 8110 (24-Hour)	2557 6393
RAS Auto Services Ltd.	G/F, D.J. Building, 173 Hoi Bun Road, Kwun Tong	2896 7782 / 2271 4040	
Gainfull Motors Services Ltd.	9 Mok Cheong Street, To Kwa Wan	9094 1414	3678 2675
Japan Automobile Glass Co. Ltd.	G/F, 27 Fung Yi Street, Tokwawan G/F, 34 Mok Cheong Street, Tokwawan Unit M, G/F, 2 Maple Street, Sham Shui Po	2715 7217	
Hip On Auto Glass Co. Ltd.	G/F, 21-27 Fung Yi Street, Tokwawan	2362 3272	
Xinyi Automobile Glass Co. Ltd.	Shop E & F, G/F, No.18-20 Mok Cheong Street, To Kwa Wan	2442 5699	

# AXA Premium Workshops List

AXA Premium Workshop		Towing Hotline	Contact Number
<b>The New Territories</b>			
Challenger Auto Services Ltd.	Unit 22, G/F, Wah Luen Industrial Centre, 15-21 Wong Chuk Yeung Street, Shatin	2570 8110 (24-Hour)	2557 6393
Sime Darby Motor Services Ltd.	G/F, Sing Mei Industrial Building, 29 - 37 Kwai Wing Road, Kwai Chung	6271 9388 (24-Hour)	3913 8323
	3/F, Topsail Plaza, 11 On Sum Street, Shatin		3913 8623
	Unit 6, G/F, Mansfield Industrial Centre, 19 Hong Yip Street, Yuen Long		2442 1322
	33 Kam Pok Road, DD104, Lot 3719D, Tai Sang Wai, Tai Yuen, Yuen Long		3913 8913
Hang Fai Auto Services Co., Ltd.	36 Ho Sheung Heung Road, Kwu Tung, Sheung Shui	2668 2999 (24-Hour)	2668 9938
Japan Automobile Glass Co. Ltd.	G/F, 110 Sha Tsui Road, Tsuen Wan	2715 7217	
	Shop 1, G/F, Mei Shing Building, 3-11 Sui On Street, Tai Po		
	G/F, Chee King Garden, 43 Kin Tak Street, Yuen Long		
	G/F, 15 Comet Building, Fung Cheung Road, Yuen Long		
Xinyi Automobile Glass Co. Ltd.	G/F, No. 176 Sha Tsui Road, Tsuen Wan DD 109 Lot 466(4), Tai Ma Road, Kam Tin, Yuen Long		2442 5699

The AXA Premiums Workshops list and their contact details are subject to change without prior notice. The information is correct at time of printing. Please call the 24-Hour Assistance Hotline to reconfirm the list and contact details.

The information provided in this handbook is for reference only. For complete details, please refer to the policy wording.

Motor Insurance 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.

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