

# Travel insurance claims guide

## 旅遊保險索償指引

### Personal Accident 個人意外

- Please contact us **immediately**.
- Please provide certificate issued by a medical practitioner certifying the degree or severity of disability, and police report (where relevant).
- 請 **立即** 與我們聯絡。
- 請提供醫生簽發的證明書，證明受傷的嚴重程度和提供警方報告(如適用)。

### Medical Expenses 醫療保障

Please attach the **original** of all medical bills showing the expenses and diagnosis.  
請附上所有醫療費用單據 **正本**。單據上應顯示醫療費用及醫生之診斷。

### Worldwide Emergency Assistance 全球緊急支援服務

Please call our 24 hour Worldwide Emergency Assistance Hotline: (852) 2886 3977 **immediately** in case of emergency.  
有緊急事故時請 **即時** 致電本公司的 24 小時全球支援熱線: (852) 2886 3977。

### Cancellation & Curtailment 行程取消或縮短

Please state the reasons of cancellation / curtailment together with the documents proving the amount and cause of the loss e.g. confirmation letters from the Airline Company, summons to a witness or jury service or subpoena or compulsory quarantine, medical reports, tour receipts etc.  
請於背頁提供取消或縮短行程之理由，並附上有關之證明文件如：航空公司之證明信件、證人/陪審員傳票或傳召出庭令或隔離檢疫之文件、醫療報告、旅行團收據等。

### Loss / Damage of Baggage 行李遺失/損壞

- Please **notify local police** and other responsible parties such as the Airline Company and hotel **immediately**.
- Please state overleaf the circumstances, how the loss was discovered, incident report reference and full address of the police station and hotel.
- Please attach the **original** of the purchase/replacement receipts for the lost / damaged items.
- Please provide photographs showing the damaged items and retain the damaged items for inspection.
- If the baggage was damaged / lost in the custody of the Airline Company, please lodge a complaint to the Airline Company immediately.
- 請於發現損失後 **即時通知當地警方** 及其他有責任的機構如航空公司及酒店等。
- 請於背頁提供事發經過及如何發現該損失、當地警方及酒店的正確地址及檔案編號。
- 請附上損失、補購物品之收據 **正本**。
- 請提供損壞財物的相片及保留損毀之財物以供檢驗。
- 如閣下之行李於航空公司保管下受損/遺失，請 **即時** 追究航空公司。

### Baggage Delay 行李延誤

Please attach copy of the air ticket, boarding pass & written confirmation from the Airline Company stating the length of the delay. If necessities were bought, please attach the **original** receipts.  
請附上機票副本、登機證及航空公司發出之信件以證明行李延誤多久。如曾購買必需品，請附上收據 **正本**。

### Flight Delay 班機延誤

Please attach the copy of the air ticket, boarding pass & written confirmation from the Airline Company stating the length and cause of the delay. If hotel accommodation is involved, please attach the **original** receipts.  
請附上機票副本、登機證及航空公司發出之信件以證明班機因何延誤及延誤多久。如曾住宿酒店，請附上收據 **正本**。

### Personal Liability 個人責任

Please **do not** admit liability on or enter into any settlement agreement with the third party without the our written consent and refer the third party claim to us directly. Upon completing the journey, please provide us with the details of the accident **as soon as possible**.  
如沒有得到我們同意，**切勿與第三者私下訂立協議或承諾**。如收到第三者之索償，請轉交及我們處理。於旅程結束後，請 **儘快** 向我們提供遇事之詳情。

The above information is intended as a general summary of information for reference only. For details, please call 2903-9388. Additional documents relevant to the claim may be required and to be forwarded upon request of the Company.  
以上乃資料摘要，僅供參考之用。詳情請電 2903-9388。如有需要，本公司將要求索償人提供額外之有關文件以供處理索償事宜用途。

**For any inquiry, please call our Claims hotline: 2903-9388**

**如有任何查詢，請電理賠熱線：2903-9388**

*\*Our office hours are Monday to Friday 9:00 a.m. to 5:30 p.m.*

*\*我們的辦公時間為星期一至星期五上午九時至下午五時三十分*

**Fax hotline: 2968-1660**

**傳真熱線：2968-1660**