



旅遊保險計劃（卓越豐盛優遊樂 – 超卓計劃）

- 此保險計劃以主保險單的形式由
- 香港護士協會作為保單持有人持有
 - 富利達保險服務有限公司安排
 - 安盛保險有限公司承保

旅遊索償附錄

如需索取賠償，請填妥賠償表格，並連同以下有關證明文件送交安盛保險有限公司

索償表格:



bit.ly/3I3awBe

證明文件清單

請由完成索償日期起計 6 個月內保存收據及相關索償文件。安盛保留權利在有需要時要求您提供更多文件，以處理有關的索償申請。

1. 醫療開支	<ul style="list-style-type: none">• 於索償表上填上疾病或傷患的詳細說明• 由主診醫生確認之醫院/醫療帳單/收據，並清楚列出病症
2. 個人意外	<ul style="list-style-type: none">• 於索償表上填上疾病或傷患的詳細說明• 醫生對受傷程度的報告或認證• 進行身故索賠時，請直接聯繫安盛保險以提供進一步的指導
3. 行李及個人財物	<ul style="list-style-type: none">• 於索償表上提供事故和索賠項目的完整描述• 有關政府部門發出的損失/損毀報告，如航空公司、酒店或警察• 顯示財物損毀程度的照片（如適用）• 受損財物的維修單據（如適用）• 若需重新購買遺失/損壞財物，請提供所有相關收據及/或保養單
4. 行李延誤	<ul style="list-style-type: none">• 於索償表上提供事故的完整描述• 航空公司確認該行李於外國被延誤超過 6 小時，並列明原因• 購買必需品的發票/收據
5. 遺失現金及旅遊證件	<ul style="list-style-type: none">• 於索償表上詳細描述事發經過• 由警方提供的損失報告• 任何損失現金價值的證明文件，例如外匯兌換收據
6. 個人責任	<ul style="list-style-type: none">• 無論已否收到第三者的索償要求，請於索償表上詳細描述意外發生的經過• 若情況允許，請提交意外現場環境及第三者的財物損壞程度及/或人身傷害的照片• 若有任何關於閣下索償之意外的第三者信件、傳票及書面命令，請不要回覆，並立即提交本公司處理• 註：除此之外，未得本公司同意，請勿向第三者承認任何責任，或給予任何承諾或金錢
7. 旅程延誤、更改行程、行程誤點及超額訂票	<ul style="list-style-type: none">• 若航機延誤超過 6 小時，請提交由航空公司列明延誤的時間及原因的確認書• 預定行程路線、機票及登機證副本
8. 損失訂金、取消旅程或提早結束旅程	<ul style="list-style-type: none">• 取消或縮短旅程的原因及有關證明文件• 訂定行程之發票，及有關機構對已預繳費用或訂金所作退款的確認書
9. 家居財物保障	<ul style="list-style-type: none">• 由警方、消防處提供的意外報告• 請於索償表上詳細列明損壞財物及提交有關損壞財物價值的證明文件
10. 創傷輔導	<ul style="list-style-type: none">• 於索償表上詳細描述意外發生的經過及詳細列明傷勢• 由有關方面發出之事件報告• 註冊心理醫生之輔導費用收據
11. 租車自負額	<ul style="list-style-type: none">• 由有關方面發出之事件報告• 租車合約• 租車費用收據• 自負額費用
12. 中國住院按金保證保障（如適用）	<ul style="list-style-type: none">• 於索償表上詳細列明患病情況或傷勢• 住院 / 醫療帳單 / 收據，清楚列明由主診醫生證明的診斷結果

提交索償

1. 電郵方式：將已填妥的索償表格及所有證明文件電郵到 travel.claims@axa.com.hk

24 小時緊急服務諮詢熱線

電話號碼：(852) 2861 9285



Travel Insurance Scheme (SmartTraveller PLUS - Advance Plan)

This insurance scheme is in the form of a master policy

- held by the Association of Hong Kong Nursing Staff as the Policyholder
- arranged by Arvuda Insurance Services Limited
- insured with AXA General Insurance Hong Kong Limited

Travel Claims Advices

In case you wish to make a claim, please complete and submit a claim form to AXA General Insurance Hong Kong Limited together with all relevant supporting documents as stated below.

Claim Form:



bit.ly/313awBe

SUPPORTING DOCUMENT(S) CHECKLIST

Please keep the original receipt(s) and other claim documentation for 6 months from the claim completion date. AXA reserves the right to request additional information/documentation to support each claim.

1. Medical Expenses	<ul style="list-style-type: none"> • Full description of the sickness or injury sustained on the claim form(s) • Hospital/medical bill(s)/receipt(s) with clearly marked diagnosis and certified by the attending physician
2. Personal Accident	<ul style="list-style-type: none"> • Full description of the sickness or injury sustained on the claim form(s) • Doctors report of certification on the extend of the injury • In the event of a death claim, please contact us for further guidance
3. Baggage and Personal Effects	<ul style="list-style-type: none"> • Full description of the incident and the list of claim items which you are claiming for on the claim form(s) • Loss/damage report(s) from the relevant authorities e.g. airline, hotel or the Police • Photos showing the extend of damage to the property (if applicable) • Repair receipts of the damaged property (if applicable) • All receipts and/or warranties relating to the lost/damaged property if they require replacement
4. Baggage Delay	<ul style="list-style-type: none"> • Full description of the incident on the claim form(s) • Confirmation from the airline that the baggage was delayed abroad for more than 6 hours, with reason(s) stated • Invoices/receipts for the purchase of essential items
5. Personal Money and Travel Documents	<ul style="list-style-type: none"> • Full description of the incident on the claim form(s) • Loss report from the Police • Supporting documents showing the value of the amount of cash lost e.g. exchange slip etc.
6. Personal Liability	<ul style="list-style-type: none"> • Full description of the incident on the claim form(s) irrespective of whether you have received a claim from the third party or not • Photos showing the scene of the accident, its environment and the extend of the third party property damaged and/or third party bodily injured, if possible • Third party correspondence(s), summons or writs received in relation to the incident should be forward to us immediately • Remarks: No liability should be admitted, offered or promise of payment made to the third party without the company's approval.
7. Travel Delay, Trip Re-routing, Missed Journey and Overbooking	<ul style="list-style-type: none"> • Written confirmation from the airline, if the flight is delayed for more than 6 hours, indicating the total number of hours delayed and reason(s) for such delay • Copy of the itinerary, air ticket and boarding pass
8. Loss of Deposit, Cancellation of Trip and Trip Curtailment	<ul style="list-style-type: none"> • Reason(s) for the cancellation or curtailment of the trip together with all relevant supporting documents • Booking invoices together with confirmation from the relevant authorities regarding the amount refundable for any prepaid costs or deposits made
9. Home Care Benefit	<ul style="list-style-type: none"> • Relevant incident report from the police and/or the Fire Service Department • Detailed clam list of the damaged items(s) together with supporting document(s) to substantiate its value(s)
10. Trauma Counselling	<ul style="list-style-type: none"> • Incident report from the relevant authority • Consultation receipt from a registered psychologist
11. Rental Vehicle Excess	<ul style="list-style-type: none"> • Incident report from the relevant authority • Vehicle rental agreement with detailed terms & conditions • Payment receipt(s) for the rental charges • Payment receipt(s) for the excess paid
12. China Hospital Deposit Guarantee Benefit (If applicable)	<ul style="list-style-type: none"> • Full description of the sickness or injury sustained on the claim form(s) • Hospital/medical bill(s)/receipt(s) with clear diagnosis marked and certified by the attending physician

CLAIMS SUBMISSION

1. By email: Send the completed claim form(s)m. with all supporting document(s) to travel.claims@axa.com.hk

24-hour Emergency Assistance Hotline

Telephone: (852) 2861 9285