



TRAVEL INSURANCE CLAIM FORM

旅遊保險索償申請表格

THIS FORM IS ISSUED WITHOUT ADMISSION OF LIABILITY. Completed Claim Form together with supporting documents should be forwarded to us within 30 days following the loss. Otherwise, it may prejudice your claim under the policy.

茲此聲明, 填寫本申請表格並不代表本公司已承諾了保單責任。請於事件發生後三十天內填妥本申請表格連同一切有關文件交回本公司以便處理; 否則可能影響台端之索償。

Policy No : _____

保單號碼

Name of Insured : _____

受保人姓名

Name of Claimant : _____

索償人姓名

Date of Birth : _____

出生日期

ID Card No : _____

身份証號碼

Tel No : _____

電話號碼

Address 地址 : _____

Email Address 電子郵件地址 : _____

(If you do not receive our emails, please try to check the spam or junk mail folders of your email box.

如果閣下沒有收到我司的電子郵件, 請嘗試檢查電子郵箱內的垃圾郵件或垃圾文件夾。)

If we need to contact you in writing, please choose the method of communication Email 電子郵件 Mail 郵件

如本公司需要以書面聯絡閣下, 請選擇聯絡方式

Type of Claim 索償類別 : _____

(Please select the appropriate Events Section of the Policy e.g. Section 1 – Medical & Other Expenses.

請在保單承保項目下選擇適用部分, 例如:第一部份 醫療及其他費用)

For Medical Expenses claim, please indicate whether you are still receiving medical treatment YES 是 NO 否

關於醫療費用索償, 請說明閣下是否仍在接受治療

Details of other applicable insurance policy/scheme, if any. 其它適用保險/計劃詳情, 如有 :

Description of Claim 索償事由

Date, Time and Place of the incident : _____

事發日期、時間及地點

Detailed description of the incident 事件的詳細描述 :

(If space is insufficient, please attach separate page. 如上述空間不敷使用, 請另以紙張列舉)

(Please tick as appropriate 請加「✓」號於適當方格內)

Claim Items 索償項目	Purchase/Consultation Date 購買/診症日期	Purchase Cost/Consultation Fee 購買成本/診症費用	Claim Amount 索償金額
1.			
2.			
3.			
4.			
5.			

Please submit the following relevant claim documents. Additional documents may be required.

請提交下列相關索償文件。如有需要,本公司將會要求索償人提供其它有關文件。

1. a copy of the Policy/Schedule 保單副本
2. copy of Boarding Pass or E-ticket 登機證或電子機票副本
3. all original medical receipts and reports for medical claims 所有醫療收據及報告正本
4. all original purchase receipts/invoices for baggage loss or emergency purchase claims 因行李遺失/損毀或延誤之購買收據/發票正本
5. original Loss Report from Hotel, Airline or Police etc. 酒店、航空公司或警方等之紀錄報告正本

DECLARATION AND AUTHORIZATION 聲明及授權書

1. I declare that to the best of my knowledge and belief the above statement and particulars contained are in all respects true and completed and are made without reservation of any kind.
2. I hereby authorize any hospital, physician, or other person who has attended or examined me, to furnish to CMB Wing Lung Insurance Company Limited or its authorized representative, any and all information with respect to any illness or injury, medical history, consultation, prescriptions or treatment, and copies of all hospital or medical records. A Photostat copy of this authorization shall be considered as effective and valid as the original.
3. I acknowledge that I have been provided with a copy of the Personal Information Collection Statement ("the Statement") issued by CMB Wing Lung Insurance Company Limited. I confirm that I have read and understand the Statement. I agree that CMB Wing Lung Insurance Company Limited may collect, use, store, disclose, transfer and otherwise process my personal data in accordance with the terms of the Statement. I further confirm that I have obtained the express consent of the Insured and my other relevant individuals (where applicable) for providing their personal data to CMB Wing Lung Insurance Company Limited for the purpose stated in the Statement and for allowing CMB Wing Lung Insurance Company Limited to collect, use, store, disclose, transfer and otherwise process such personal data in accordance with the terms of the Statement.

1. 本人謹此聲明本人確信以上所填報之資料及所列各項之事件乃屬完全真確並無對保險公司作任何資料之保留。
2. 本人茲授權任何醫院、醫師及其他曾替本人診治、護理、或檢查之人士,將部份或全部有關本人受傷或疾病之醫療診斷報告及藥方等資料提供給招商永隆保險有限公司或其代表人。此授權書如經攝成影印本,則影印本與正本俱同等之效力。
3. 本人確認已獲提供一份由招商永隆保險有限公司發出的收集個人資料聲明(「該聲明」),本人確認已經閱讀並且明白該聲明,本人同意招商永隆保險有限公司可依照該聲明的條款收集、使用、儲存、披露、轉移及其他方式處理本人的個人資料,本人進一步確認,本人已獲得受保人和任何有關人仕(如適用的話)的明示同意,可以按照該聲明所述的用途將他們的個人資料提供給招商永隆保險有限公司,並允許招商永隆保險有限公司可依照該聲明的條款收集、使用、儲存、披露、轉移及其他方式處理該等個人資料。

Signature of Claimant : _____

索償人簽署

Date : _____

簽署日期

Notice to Customers relating to the Personal Data (Privacy) Ordinance (the "Ordinance")

In compliance with the Personal Data (Privacy) Ordinance, CMB Wing Lung Insurance Company Limited ("the Company") would wish to inform you of the following:

1. From time to time, it is necessary for customers, potential customers and various other individuals (including without limitation applicants for insurance products and services, insured, claimant, sureties, guarantors, shareholders, directors, officers and managers of corporate customers or applicants, and sole proprietors or partners of applicants and other contractual counterparties) (collectively, "data subjects") to supply the Company with data in connection with various matters including without limitation the application for and provision of insurance or financial products or services, administration of policies and other insurance and financial services.
2. Failure to supply such data may result in the Company being unable to process the insurance applications or continue to provide the insurance products or services and/or the related services for its customers.
3. The purposes for which data relating to a data subject may be used will vary depending on the nature of the data subject's relationship with the Company, which may comprise all or any one or more of the following purposes:
 - (i) processing and evaluating applications for insurance products and services, arranging a contract of insurance and managing the account of data subject;
 - (ii) providing insurance products and services to data subject and processing request made by data subject in relation to the insurance products and services offered by the Company, including but not limited to alteration, variation, cancellation or renewal of any insurance related products or services;
 - (iii) processing, adjudicating and defending insurance claims as well as conducting any incidental investigation;
 - (iv) exercising any right of subrogation;
 - (v) performing functions and activities incidental to the provision of insurance products and services such as identity verification, data matching and reinsurance arrangements;
 - (vi) exercising the Company's rights in connection with the provision of insurance products and services to data subject from time to time;
 - (vii) conducting market, service or product analysis or researching; designing, developing or improving insurance products and services of the Company for data subjects' use;
 - (viii) marketing services, products and other subjects (in respect of which the Company may or may not be remunerated) (please see further details in paragraph 5 below);
 - (ix) verifying data subjects' identities with the bank of any merchant in connection with any credit card payment or transaction;
 - (x) complying with the obligations, requirements or arrangements for disclosing and using data that apply to the Company or Affiliated Companies (defined in paragraph 10) that it is expected to comply according to:
 - (1) any law binding or applying to it within or outside the Hong Kong Special Administrative Region existing currently and in the future;
 - (2) any guidelines or guidance given or issued by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers within or outside the Hong Kong Special Administrative Region existing currently and in the future;
 - (3) any present or future contractual or other commitment with local or foreign legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers that is assumed by or imposed on the Company or Affiliated Companies by reason of its financial, commercial, business or other interests or activities in or related to the jurisdiction of the relevant local or foreign legal, regulatory, governmental, tax, law enforcement or other authority, or self-regulatory or industry bodies or associations of insurance or financial services providers;
 - (4) complying with any obligations, requirements, policies, procedures, measures or arrangements for sharing data and information within Affiliated Companies and/or any other use of data and information in accordance with any programmes for compliance with sanctions or prevention or detection of money laundering, terrorist financing or other unlawful activities;
 - (5) enabling an actual or proposed assignee of the Company (including their legal, accounting and/or commercial advisers), or participant or sub-participant of the Company's rights in respect of the data subjects (including legal, accounting and/or commercial advisers to such participant or sub-participant) to evaluate the transaction intended to be the subject of the assignment, participation or sub-participation;
 - (6) for reasonable internal management purposes (including without limitations, the defence of claims and the monitoring of the quality and efficiency of services offered or provided by the Company and Affiliated Companies; and
 - (7) purposes relating thereto.
 - (xi) enabling an actual or proposed assignee of the Company (including their legal, accounting and/or commercial advisers), or participant or sub-participant of the Company's rights in respect of the data subjects (including legal, accounting and/or commercial advisers to such participant or sub-participant) to evaluate the transaction intended to be the subject of the assignment, participation or sub-participation;
 - (xii) for reasonable internal management purposes (including without limitations, the defence of claims and the monitoring of the quality and efficiency of services offered or provided by the Company and Affiliated Companies; and
 - (xiii) purposes relating thereto.
4. The data of a data subject may be processed, kept and transferred or disclosed in and to any country (in or outside Hong Kong) as the Company, or Affiliated Companies or any of the transferees contemplated in paragraph 3 may consider appropriate for the purposes set out under paragraph 3. Such data may also be released or disclosed in accordance with the local practices and laws, rules and regulations (including any governmental acts and orders) to which the Company Affiliated Companies and/or such contemplated transferees are subject to the applicable jurisdiction (inside or outside Hong Kong). Data held by the Company relating to data subjects will be kept confidential but the Company is authorized to provide the data of a data subject to the following parties whether inside or outside Hong Kong for the purposes set out in paragraph 3:
 - (i) any agent, contractor or third party service provider who provides administrative, management, telecommunications, computer, payment, security, custodian, investigation, debt collection, customer due diligence, anti-money laundering screening or other services to the Company in connection with the operation of its business as well as other services related to the provision of insurance products and services such as medical service providers, emergency assistance service providers, mailing houses, IT service provider, loss adjusters, claim investigators, debt collection agencies and professional advisers;
 - (ii) insurance intermediaries of the data subject;
 - (iii) insurance reference bureaus or credit reference agencies;
 - (iv) reinsurers or reinsurance companies with whom the Company has or proposes to have dealings;
 - (v) any other person under a duty of confidentiality to the Company or Affiliated Companies which has undertaken to keep such information confidential;
 - (vi) any person to whom the Company or Affiliated Companies is under an obligation or otherwise required to make disclosure under the requirements of any law binding on or applying to the Company or Affiliated Companies, or any disclosure under and for the purposes of any guidelines or guidance given or issued by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers with which the Company or Affiliated Companies is expected to comply, or any disclosure pursuant to any contractual or other commitment of the Company or Affiliated Companies with local or foreign legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers, all of which may be within or outside the Hong Kong Special Administrative Region and may be existing currently and in the future;
 - (vii) any actual or proposed assignee of the Company (including their legal, accounting and/or commercial advisers) or participant or sub-participant or transferee of the Company's rights (including their legal, accounting and/or commercial advisers) in respect of the data subject;
 - (viii) any party giving or proposing to give a guarantee or third party security to guarantee or secure the data subjects' obligations;
 - (ix) the bank of any merchant in connection with any credit card payment or transactions for the purpose of verifying the identity of the cardholder;
 - (x) any Affiliated Companies in Hong Kong or other jurisdiction(s);
 - (xi) (1) third party financial institutions, insurers, credit card companies, securities and investment services providers;
 - (2) third party reward, loyalty, co-branding and privileges programmes providers;

- (3) co-branding partners of the Company and Affiliated Companies (the names of such co-branding partners can be found in the application form(s) for the relevant services and products, as the case may be);
- (4) charitable or non-profit making organizations; and
- (5) external service providers (including but not limited to mailing houses, telecommunication companies, telemarketing and direct sales agents, call centres, data processing companies and information technology companies) that the Company engages for the purposes set out in paragraph 3(viii); and
- (xii) any other person (1) where public interest requires; or (2) with the express or implied consent of the data subject.

5. USE OF DATA IN DIRECT MARKETING

The Company intends to use the data subject's data in direct marketing and the Company requires the data subject's consent (which includes an indication of no objection) for that purpose. In this connection, please note that:

- (i) the name, contact details, products and services portfolio information, transaction pattern and behaviour, financial background and demographic data of a data subject held by the Company from time to time may be used by the Company in direct marketing;
 - (ii) the following classes of services, products and subjects may be marketed:
 - (1) financial, insurance, credit card, banking and related services and products;
 - (2) reward, loyalty or privileges programmes and related services and products;
 - (3) services and products offered by the Company's co-branding partners (the names of such co-branding partners can be found in the application form(s) for the relevant services and products, as the case may be); and
 - (4) donations and contributions for charitable and/or non-profit making purposes;
 - (iii) the above services, products and subjects may be provided or (in the case of donations and contributions) solicited by the Company and/or:
 - (1) Affiliated Companies;
 - (2) third party financial institutions, insurers, credit card companies, securities and investment services providers;
 - (3) third party reward, loyalty, co-branding or privileges programme providers;
 - (4) co-branding partners of the Company and Affiliated Companies (the names of such co-branding partners can be found in the application form(s) for the relevant services and products, as the case may be); and
 - (5) charitable or non-profit making organisations;
 - (iv) in addition to marketing the above services, products and subjects itself, the Company also provides and/or intends to provide the data described in paragraph 5(i) above to all or any of the persons described in paragraph 5(iii) above for use by them in marketing those services, products and subjects, and the Company requires the data subject's written consent (which includes an indication of no objection) for that purpose;
 - (v) the Company may receive money or other property in return for providing the data to the other persons in paragraph 5(iv) above and, when requesting the consent of the data subject or no objection as described in paragraph 5(iv) above, the Company will inform the data subject if it will receive any money or other property in return for providing the data to the other persons.
- If a data subject does not wish the Company to use or provide to other persons his/her data for use in direct marketing as described above, the data subject may exercise his/her opt-out right by notifying the Company.

6. Under and in accordance with the terms of the Ordinance, any data subject has the right:

- (i) to check whether the Company holds data about him and access to such data;
- (ii) to require the Company to correct any data relating to him which is inaccurate; and
- (iii) to ascertain the Company's policies and practices in relation to data and to be informed of the kind of personal data held by the Company.

7. In accordance with the terms of the Ordinance, the Company has the right to charge a reasonable fee for the processing of any data access request.

8. The person to whom requests for access to data or correction of data or for information regarding policies and practices and kinds of data held are to be addressed is:

The Data Protection Officer
CMB Wing Lung Insurance Company Limited
33/F, Infinitus Plaza, 199 Des Voeux Road Central Hong Kong
Fax: 2526 7045

9. Nothing in this Notice shall limit the rights of data subjects under the Ordinance.

10. In this Notice, Affiliated Companies include

- (a) the Company's successor;
 - (b) any subsidiary undertaking, related company, associated company, direct and/or indirect parent undertaking of the Company;
 - (c) any subsidiary undertaking of any such parent undertaking;
 - (d) any related company of (a), (b) and (c) above; and
 - (e) any associated company of (a), (b) and (c) above;
- The expressions "subsidiary undertaking", "parent undertaking" and "undertaking" bear the meanings under the Companies Ordinance (Cap.622)

11. In case of any discrepancy between the English and Chinese versions, the English version prevails.

January 2023

關於個人資料（私隱）條例（「該條例」）致客戶的通知

遵照個人資料（私隱）條例的規定，招商永隆保險有限公司（「本公司」）現通知閣下以下事項：

1. 客戶、潛在客戶及其他個人（包括但不限於保險產品及服務的申請人、受保人、索償人、擔保人、保證人、公司客戶或申請人的股東、董事、高級職員及管理人員、申請人的獨資經營者或合夥人以及其他合約對手方）（統稱「資料當事人」）須不時就各種事項向本公司提供有關的資料包括但不限於申請及提供保險或金融產品或服務、管理保單及其他保險及金融服務。

2. 若未能向本公司提供該等資料，可能導致本公司無法為客戶處理保險申請或繼續提供保險產品或服務及/或其他相關服務。

3. 視乎資料當事人與本公司的關係的性質，資料當事人的資料可被用作包含下列全部或其中任何一項或多項的用途：

- (i) 處理及評估保險產品及服務的申請、安排保險合約及管理資料當事人的賬戶；
- (ii) 向資料當事人提供保險產品及服務及處理資料當事人對本公司提供的保險產品及服務提出的要求，包括但不限於任何相關保險產品或服務的更改、變更、取消或續期；
- (iii) 處理、判定保險索償及就保險索償抗辯，包括進行任何附帶調查；
- (iv) 行使任何代位權；
- (v) 執行與所提供的保險產品及服務附帶的功能及活動，如核實身份，核對資料及再保險安排；
- (vi) 行使本公司因不時向資料當事人提供的保險產品及服務而享有的權利；
- (vii) 進行市場、服務或產品的分析或研究、設計、發展或改善本公司供資料當事人使用的保險產品及服務；
- (viii) 推廣服務、產品或其他標的（本公司可能會或不會就此獲得報酬）（詳情請參閱以下第 5 段）
- (ix) 為就信用卡繳款事宜或信用卡交易而核實持卡人的身份的任何商號的銀行；
- (x) 履行根據下列適用於本公司或關聯公司（定義見下文第 10 段）期望遵守的就披露及使用資料的義務、規定或安排：
 - (1) 不論於香港特別行政區境內或境外及不論目前或將來存在的對其具法律約束力或適用的任何法律；
 - (2) 不論於香港特別行政區境內或境外及不論目前或將來存在的任何法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會作出或發出的任何指引或指導；
 - (3) 本公司或關聯公司因其位於或跟相關本地或外地的法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會的司法管轄區有關的金融、商業、業務或其他利益或活動，而向本地或外地的法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會承擔或被彼等施加的任何目前或將來的合約或其他承諾；
- (xi) 遵守本公司為符合制裁或預防或偵測清洗黑錢、恐怖分子融資活動或其他非法活動的任何方案就關聯公司共用資料及資訊的任何其他使用而指定的任何義務、要求、政策、程序、措施或安排；
- (xii) 使本公司的實際或建議承讓人（包括其法律、會計顧問及/或商業顧問）或就本公司對資料當事人享有的權利的參與人或附屬參與人（包括該等參與人或附屬參與人的法律、會計顧問及/或商業顧問）評核其擬承讓、參與或附屬參與的交易；
- (xiii) 合理的內部管理用途（包括但不限於為申索抗辯及監察本公司或關聯公司所給予或提供的服務質素及效率）；及
- (xiv) 與上述有關的用途。

4. 如本公司、關聯公司或第 3 段所指的任何受讓人認為合適，資料當事人的資料可於任何國家（香港境內或境外）處理、保存及傳達或披露，以作第 3 段所載用途。有關資料可在本公司、關聯公司及/或有關所指受讓人符合適用司法管轄區（香港境內或境外）的當地慣例、法律和規則（包括任何政府行政措施和政令）的情況下發放或披露。本公司持有資料當事人的資料將予以保密，但本公司獲授權可就第 3 段列明的用途把資料當事人的資料提供予下列各方（不論在香港境內或境外）：

- (i) 就本公司業務運作向本公司提供行政、管理、電訊、電腦、付款、保安、託管、調查、追討欠款、客戶盡職審查、反清洗黑錢審查或其他服務及就本公司所提供之保險產品及服務相關其他服務的代理人、承辦商或第三方服務供應商，如醫療服務供應商、緊急救援服務供應商、郵寄服務商、資訊科技服務供應商、公證行、理賠調查員、追討欠款公司及專業顧問；
- (ii) 資料當事人的保險中介人；
- (iii) 保險資料服務公司或信貸資料服務公司；
- (iv) 與本公司有或將有商業往來的再保險人或再保險公司；
- (v) 任何對本公司或關聯公司負有保密責任的其他人士，包括承諾保密該等資料的關聯公司；
- (vi) 本公司或關聯公司根據對本公司或關聯公司具法律約束力或適用的任何法律規定，或根據及為符合任何法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會作出或發出的並期望本公司或關聯公司遵守的任何指引或指導，或根據本公司或關聯公司向本地或外地的法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會的任何合約或其他承諾（以上不論於香港特別行政區境內或境外及不論目前存在或將來存在的），而有義務或以其他方式被要求向其披露該等資料的任何人士；
- (vii) 本公司的任何實際或建議承讓人（包括其法律、會計顧問及/或商業顧問）或就本公司對資料當事人享有的權利的參與人或附屬參與人或受讓人（包括其法律、會計顧問及/或商業顧問）；
- (viii) 對資料當事人的義務提供或計劃提供擔保或第三方抵押的任何人等；
- (ix) 為就信用卡繳款事宜或信用卡交易而核實持卡人的身份的任何商號的銀行；
- (x) 於香港或其他司法管轄區的關聯公司；
- (xi) (1) 第三方金融機構、承保人、信用卡公司、證券及投資服務供應商；
(2) 第三方獎賞、長期客戶及專享優惠計劃的供應商；
- (3) 本公司及關聯公司之合作品牌夥伴（該等合作品牌夥伴名稱會於有關服務及產品（視情況而定）的申請表格上列明）；
- (4) 慈善或非牟利機構；及
- (5) 就以上第 3(viii)段列明的用途而被關聯公司任用之第三方服務供應商（包括但不限於寄件中心、電訊公司、電話促銷及直銷代理人、電話中心、資料處理公司及資訊科技公司）；及
- (xii) (1) 在符合公眾利益要求；或 (2) 在資料當事人明示或暗示同意情況下之任何其他人士。

5. 在直接促銷中使用資料

本公司擬把資料當事人資料用於直接促銷，而本公司為該用途須獲得資料當事人同意（包括表示不反對）。就此，請注意：

- (i) 本公司可能把本公司不時持有的資料當事人姓名、聯絡資料、產品及服務組合資料、交易模式及行為、財務背景及人口統計數據用於直接促銷；
- (ii) 可用作促銷下列類別的服務、產品及促銷標的：
 - (1) 財務、保險、信用卡、銀行及相關服務及產品；
 - (2) 獎賞、客戶或會員或優惠計劃及相關服務及產品；
 - (3) 本公司合作品牌夥伴提供之服務及產品（在申請有關服務及產品時會提供合作品牌夥伴名稱）；及
 - (4) 為慈善及/或非牟利用途的捐款及捐贈；
- (iii) 上述服務、產品及促銷標的可能由本公司及/或下列各方提供或（就捐款及捐贈而言）徵求：
 - (1) 關聯公司；

- (2) 第三方金融機構、承保人、信用卡公司、證券及投資服務供應商；
 - (3) 第三方獎賞、客戶或會員、合作品牌或優惠計劃供應商；
 - (4) 本公司關聯公司之合作品牌夥伴（該等合作品牌夥伴名稱會於有關服務及產品的申請表格上列明）；及
 - (5) 慈善或非牟利機構；
- (iv) 除由本公司促銷上述服務、產品及促銷標的以外，本公司亦擬將以上第 5(i)段所述的資料提供予以上第 5(iii)段所述的全部或任何人士，以供該等人士在促銷該等服務、產品及促銷標的中使用，而本公司為此用途須獲得資料當事人書面同意（包括表示不反對）；
- (v) 本公司可能因如以上第 5(iv)段所述將資料提供予其他人士而獲得金錢或其他財產的回報。如本公司會因提供資料予其他人士而獲得任何金錢或其他財產的回報，本公司會於以上第 5(iv)段所述徵求資料當事人同意或不反對時如是通知資料當事人。
- 如資料當事人不希望本公司如上述使用其資料或將其資料提供予其他人士作直接促銷用途，資料當事人可通知本公司行使其選擇權拒絕促銷。

6. 根據該條例中的條款，任何資料當事人有權：
- (i) 查核本公司是否持有其資料及查閱該等資料；
 - (ii) 要求本公司改正任何有關其不準確的資料；及
 - (iii) 查明本公司對於資料的政策及實務及獲告知本公司持有的個人資料的種類。

7. 根據該條例的條款，本公司有權對處理查閱資料要求而收取合理的費用。

8. 任何關於查閱或改正資料，或索取關於資料政策及實務或所持有的資料種類的要求，應向下列人士提出：

資料保護主任
招商永隆保險有限公司
香港德輔道中 199 號無限極廣場 33 樓
傳真：2526 7045

9. 本通知不會限制資料當事人在該條例下所享有的權利。

10. 在本通知內，關聯公司包括

- (a) 本公司的繼承者；
 - (b) 本公司的任何附屬企業、關連公司、相聯公司、直接和/或間接母企業；
 - (c) 任何前述母企業的任何附屬企業；
 - (d) 上述(a)、(b)及(c)項提述的任何關連公司；及
 - (e) 上述(a)、(b)及(c)項提述的任何相聯公司。
- 「附屬企業」，「母企業」及「企業」具有香港法例第 622 章公司條例所指之相同涵義。

11. 如中英文本有任何歧異，皆以英文本為準。

2023 年 1 月

旅遊保險索償摘要

1. 任何於提交索償前的查詢（如：保單資料或索償手續），請致電：**2802 3138**與聯誠聯絡
2. 請必須於事故後一個月內將索償文件以下列方式提交保險公司處理。

涉及醫療費用的索償 → 必須郵寄提交正本

其他索償 → 接受網上 / 電郵 或 郵寄提交

網上提交：<https://www.cm-insurance.com/claim>（提交後無需再郵寄）

電郵地址：claim@cmhk.com（電郵後無需再郵寄）

電郵主旨請列明：保單編號及事發日期（可加快保險公司處理時間）

郵寄地址：**CMB Wing Lung Insurance Company Limited**
33/F, Infinitus Plaza,
199 Des Voeux Road Central, Hong Kong.
Attn: Claims Department II (必須註明保單編號)

煩請將所有文件
影印留底，以備
寄失補上。

3. 若已遞交索償，請向保險公司賠償部查詢：**Mr. Philip Yeung** 電話：**3508 1310** 傳真：**2576 2292**
Ms. Rita Wong 電話：**3508 1357**

申請索償所需文件

填妥的旅遊保險索償表格 (**Travel Insurance Claim Form**)
正本、保單副本、旅程資料(如機票/登機証/旅行社發票)副
本及下列各保障項目所需的資料及文件:

「醫療費用」、「專人看護費用」及「住院現金津貼」
當地醫生收據正本（收據上必須註明病因、收費及醫生簽
署。如有住院，另需註明住院日期、病因及收費。
如需專人看護，需當地醫生證明信證明受保人身體狀況有此
需要）。

「緊急醫療護送」、「醫療護送返港」及「遺體運送」
必須經 Europ Assistance Hong Kong Limited 安排處理，否
則將不獲賠償。

「人身意外」

1. 意外身故 - 醫生報告正本及死亡証副本。
2. 永久性傷殘 - 醫生報告正本註明受保人身體傷殘情況。

「個人責任」

盡快向保險公司報告有關事件及詳細情況，同時不可向第
三者承認任何責任，如收到由第三者發出的任何索賠或法
律文件時，請立刻呈交保險公司，以便保險公司代為跟進
或辯護。

「取消旅程」、「縮短旅程」及「缺席重點旅遊項目」

1. 旅行社證明文件，證明已繳而未經享用之旅費將不獲退
還，旅費或門票收據正本或額外旅費收據正本；
2. 醫生紙證明有關身體狀況或死亡證(如適用)；
3. 關係證明文件副本，如出生證明書、結婚證書等(如適用)；
4. 被傳召作証人或出任陪審員之傳票(如適用)；
5. 航空公司證明文件正本(需註明受保人姓名、原定起飛
時間、最後獲安排的起飛時間及延誤原因)(如適用)。

「行李及私人物品損失」

1. 根據以下不同情況提供有關文件:
 - 1.1 物品於當地被搶或被偷 - 當地警方口供紀錄檔案正
本。紀錄內需列明所有被偷之物品名稱及價值；
(請於24小時內在當地報警)
 - 1.2 物品於航空公司運送保管期間損失或損毀 - 航空公
司證明文件正本，另需註明航空公司有否賠償；

申請索償所需文件 (續)

1.3 物品於酒店運送保管期間損失或損毀 - 酒店證明文
件正本，另需註明酒店有否賠償；

2. 損毀物品的照片；
3. 損毀/損失物品的原有單據或維修/重置的報價單正本。

「行李延誤」

1. 航空公司證明文件正本(需註明受保人姓名、延誤時間
及原因)；
2. 在行李延誤期間，於當地購買必需品的單據正本。
3. 航空公司作出任何形式的補償的相關文件。

「旅程延誤」

1. 航空公司證明文件正本(必須註明受保人姓名、原定起
飛時間、實際起飛時間及延誤原因)；
2. 登機証/機票正本。

「個人錢財」

當地警方口供紀錄檔案正本，紀錄內需列明損失的實際金
額。(請於24小時內在當地報警)

「飛機騎劫」

航空公司證明文件正本(必須註明受保人姓名、原定到達目
的地時間、確實到達目的地時間及延誤原因為「飛機騎
劫」)。

「旅行證件」

1. 當地警方口供紀錄檔案正本(請於24小時內在當地報警)；
2. 損毀證件的相片(如有)；
3. 補領證件的費用收據正本。

「租車自負額」

1. 租車收據正本及租車協議副本
2. 租賃汽車的保險單副本
3. 有效駕駛執照副本
4. 當地警方發出的交通意外或失車報告正本
5. 租車公司的事件報告正本
6. 損毀汽車的相片
7. 支付自負額的收據正本

聲明：上述的電話聯絡只屬諮詢性質，遇有任何意外發生而需索償，請於事故後一個月內網上提交 / 以書面形式（即填妥「**Travel Insurance Claim Form**」及遞交有關文件）作出通知，否則，有關索償將難以跟進，從而影響賠償的決定。一切有關索償的投訴，請直接與聯誠保險投訴部聯絡（電話：2802 3138），我們定當盡快跟進。

聯誠保險代理有限公司

- 備註：1. 此文只就一般索償程序作基本說明，不能以此視為最終的程序，保險公司在處理賠案期間，可能會按照個別索償案件的性質，要求客戶進一步提供其他有關文件或資料作理賠用途。
2. 有關旅遊保險的保障範圍、條款及細則，請參閱保單內容。