Blue Cross 藍十字
An AIA Company 友邦保險成員公司

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TRAVEL INSURANCE CLAIM FORM
旅遊保險賠償申請表

Enjoy Speedy Claim Submission via eClaim in 3 simple steps
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透過電子索償平台簡單3步遞交索償申請
1. 輸入索償資料
2. 上載收據之掃瞄副本 /相片
3. 確認

Smart eClaims
「智」易 Claims

Please complete this Claim Form in BLOCK LETTERS and provide the relevant documents listed in Part IV to avoid delay in claim process.
請以正楷填妥並簽署此賠償申請表，連同第四部分所列相關文件交回，以免延誤索償進程。

The Company is entitled to request for further information, documents or other specific claim form to be completed, and assign an insurance adjuster for investigation.
本公司有權要求索償者提供更多資料、文件或填寫其他專用索償表格，以及委派保險理算人進行調查。

Completion and submission of this Claim Form shall not be construed as admission of liability on the part of the Company.
填寫及遞交此賠償申請表並不表示本公司承擔賠償責任。

I. Claimant's Particulars 索償人資料

Insurance Certificate No. 保單編號 A6111877	Claim No. (Office use) 索償編號（本公司專用）
Name of Claimant 索償人姓名 (Please provide English name 請提供英文姓名) Mr./Ms. 先生／女士	HKID Card/Passport No. 香港身分證／護照號碼
E-mail Address 電郵地址	Contact Phone No. 聯絡電話
Correspondence Address 通訊地址 (Please give English address 請提供英文地址)	

II. Benefits Claimed 索償保障項目 (Please select the appropriate item(s) 請選擇適當項目)

Medical Expenses 醫療費用	☐	Personal Accident 人身意外	☐	Trip Cancellation/Interruption/Curtailment 旅程取消 / 阻礙 / 縮短旅程	☐
Travel Delay 旅程延誤	☑	Baggage Delay 行李延誤	☐	Loss/Damage of Baggage/Property 行李 / 財物損失 / 損毀	☐
Loss of Travel Documents/Money 旅遊證件 / 金錢損失	☐	Personal Liability 個人責任	☐	Rental Vehicle Excess Protection 租車自負額	☐
Cruise Cancellation/Interruption 郵輪旅程取消 / 阻礙	☐	Post-Departure Cruise 郵輪出發後保障	☐	Other 其他 _____	☐

III. Claim Information 索償資料 (Please complete where applicable 請填寫適當項目)

Date of Accident/Consultation/Loss 意外／診治／損失日期 6 Jan 2025	Place of Accident/Consultation/Loss 意外／診治／損失地點 Melbourne
Full Description of Incident (cause and manner) /Diagnosis 事件詳細經過（起因及情況）／診斷 Qantas Airway a n confirm that the passengers below were not able to take their original connecting flight QF1513 which was scheduled to depart from Melbourne to Launceston at 9:40 on 6 January 2025 due to the late arrival of their checked baggage resulting in missing theirtignt. The nassengers were rebooked and travelled on OF1517 from Melbourne which arrived in to Launceston at 20:25 on 6 January	
Amount Claimed and Currency (Medical Expenses/Trip Cancellation/Trip Interruption/Trip Curtailment) 索償金額及貨幣（醫療費用／旅程取消／旅程阻礙/縮短旅程）	
Hospitalisation/Travel Delay/Baggage Delay 住院/旅程延誤 / 行李延誤	From 由 6/1/2025 0940 (date and time 日期及時間) To 至 6/1/2025 1925 (date and time 日期及時間)

Description of Lost/Damaged Articles (including cash) 失物 / 損毀物品種類 (包括現金)	From Where Acquired 從何購買	Original Cost 原價	Date of Purchase 購置日期	Amount Claimed (HK$) 索償金額 (港幣)

Name of Payee 收款人姓名(Must be the English name of a bank account holder 必須為銀行帳户持有人之英文姓名)

Shiu Yee chan
Yan Wing Kenneth Chan
Man Wan Mable Chan Wan
Chi Ian Chao
Chi Tat Chung
Kit Ching Vienna Chung
Hei Lam Keung
Ki Kwan Lai
Yan Ming Elaine Mak
Pui Kwan Ng
Wing Nga Vinne

(Please give name and documentary proof of guardian if Claimant is under 18 years of age 如索償人未滿 18 歲，請提供監護人姓名及證明文件)

Any other insurance covering this incident / loss? 有否其他保險承保是次事件 / 損失? Yes 有 ☐ No 沒有 ☑

If yes, please state name of insurance company 如有，請列明保險公司名稱	Policy No 保單編號	Benefit Type 保障類別

Has the claimant ever claimed on any insurance company for property loss of the same nature? 索償人有否因同樣性質的財物損失向任何保險公司索償？

Yes 有 ☐ No ☑

If yes, please state name of insurance company 如有，請列明保險公司名稱

IV. Claim Documents 索償文件

Unless otherwise specified in the policy terms and conditions, this Claim Form must be submitted within 30 days after the occurrence of any event likely giving rise to a claim under the policy even if any of the claim documents is not readily available.
如未能即時提供任何索償文件，賠償申請表亦需於事故發生起計30天內填妥並提交予本公司，除保單條款及細則另有註明外。

All claims shall be made with documentary proof showing the trip duration and below the required documents to the satisfaction of the Company at the Insured Person's own cost:
所有索償均須連同列有旅程的持續時間之旅遊證明及下列令本公司滿意之所需相關索償文件一併提交，所有費用須由受保人負責:

Medical Expenses and Overseas Hospital or Quarantine Cash Allowance 醫療費用及海外住院或隔離現金津貼保障	Original hospital invoice and/or medical expenses receipt issued by Hospital or other registered medical service providers 醫院賬單及／或醫院或其他註冊醫療服務供應商發出之醫療費用收據正本 Medical report/Written confirmation of the Insured Person's illness or injury from a qualified member of the medical, such as, physician or dental profession (including diagnosis, all relevant dates of sickness and/or injury commenced, circumstances of symptoms, summary of treatment and services rendered, prescription and date, time and duration of confinement as an inpatient) (the "**Medical Report**") 由持有醫療，如醫生，或牙科專業資格之人士就受保人所患之疾病或受傷發出之醫療報告／書面證明（包括診斷、所有相關疾病或受傷的開始日期、徵狀、提供之治療及服務的摘要、藥物處方及以住院病人身分住院之日期、時間及持續時間）（**「醫療報告」**） Original certificate/Written confirmation from the government or relevant authority including details of the Compulsory Quarantine (such as the relevant dates and reasons) and documentary proof showing the trip duration (e.g. boarding pass) 由政府或相關機構發出載有強制隔離詳情（如相關日期及原因）之證明書／書面證明正本及列有旅程的持續時間之旅遊證明（如登機證）
Personal Accident and Major Burns 個人意外及嚴重燒傷	Hospital and/or physician's report giving details on the nature, the extent of the injury and the period of disability 醫院及／或醫生報告，詳細說明受傷的性質、程度及傷殘的持續時間 If death as a result of accident, a copy of the death certificate and the relevant coroner's report are required 如因意外而死亡，須提供死亡證及相關驗屍報告 Original local police report confirming details of the accident and/or copy of statement to police (if applicable) 證實該意外之詳情的當地警方報告正本及／或口供記錄（如適用）

Applicable to All Claim Items Listed in Trip Cancellation, Trip Interruption and Trip Curtailment 適用於下列所有旅程取消、旅程阻礙及縮短旅程的索償項目	Evidence of any prepaid expenses and recovered expenses of unused travel ticket and/or accommodation and other travel arrangement of the original itinerary 就原有行程已預先付費及獲發還退款之未被使用的交通票據及／或住宿及其他旅遊安排的證明 Original receipt issued by the relevant parties[1] of prepaid tour (including local tour), travel ticket, accommodation or other travel arrangement 由相關機構[1]就已預先付費之旅行團（包括當地旅遊團）、交通票據、住宿或其他旅遊安排所發出之收據正本 Confirmation from the relevant parties [1] certifying the refund amount of deposit or pre-paid fare 由相關機構[1]以證實就訂金或預付費用所退還之金額所提供之證明
Trip Cancellation, Trip Curtailment, Re-routing (if applicable) 旅程取消、縮短旅程及行程改道（如適用）	Documentary proof certifying the cause and date of occurrence 證實事件發生的原因及日期的證明文件： For example 例如： ▪ hospital invoice, death certificate, doctor's confirmation 醫院發票、死亡證、醫生證明 ▪ police report 警方報告 ▪ written advice from the transport provider confirming the circumstance of interruption or delay (including causes and details of the delay and alternative arrangement) 由交通服務機構就旅程阻礙或延誤的情況發出之書面證明（包括延誤之原因、詳情及另作之安排） ▪ report from the cruise company confirming the date and time the Insured has boarded the cruise ship 由郵輪公司就證明受保人登上郵輪之日期及時間所發出之報告 ▪ the witness summons, jury service or compulsory quarantine order or official report/certificate issued by the government or the relevant public body/authority 由政府或相關公共機構發出要求受保人出任審判證人、陪審員或接受強制性隔離之命令或官方通告／證明書 Document certifying the relationship, e.g. copy of marriage certificate or birth certificate or employment contract of Foreign Domestic Helper or business relationship proof, whenever appropriate 用以證實關係的文件，如結婚證書、出生證明書、與外傭之僱傭合約或業務關係之證明，以適當者為準 Death certificate issued by a veterinary for the death of the pet, or original receipt issued by a funeral service provider for the cremation and/or funeral service provided for the death of the pet with the death date stated thereon (if applicable) 獸醫就寵物身故所發出之死亡證明或殯葬服務提供者就寵物身故提供遺體火化及／或殯葬服務的收據正本並須在當中註明身故日期（如適用） Written advice or evidential proof from the School or the Hong Kong Examinations and Assessment Authority for the reschedule details, forms and means of the School interview or Public Examination (Only applicable to Trip Cancellation) 由學校或香港考試及評核局就有關重新安排之學校面試或公開考試的細節、形式及方式所發出之書面通知或證據證明（只適用於旅程取消） Original receipts issued by the relevant parties[1] of alternative travel arrangement (Only applicable to Trip Cancellation/Trip Curtailment) 由相關機構[1] 就替代的旅遊安排所發出之收據正本（只適用於旅程取消／縮短旅程） Original receipts issued by the relevant parties [1]of alternative travel arrangement or accommodation (Only applicable to Re-routing, if applicable) 由相關機構[1] 就替代的旅遊安排或住宿所發出之收據正本（只適用於行程改道，如適用）
Cancellation of Local Tour (if applicable) 當地旅遊團取消（如適用）	Evidence of closure of the Local Tour Operator, including the official announcement made in the form of written advice or website information/notification of such Local Tour Operator 當地旅遊承辦商之倒閉證明，包括由該當地旅遊承辦商經書面通知或網站資訊／通知形式所作的官方公告 Evidence of closure of the tourist spot, including the official announcement made in the form of website information/notification of such tourist spot 旅遊景點之關閉證明，包括由該當地旅遊景點經網站資訊／通知形式所作的官方公告 Written advice from the Local Tour Operator confirming the relevant circumstance 當地旅遊承辦商就相關情況發出之書面通知 The itinerary provided by the Local Tour Operator 當地旅遊承辦商提供的行程表
Overbooking (if applicable) 超額訂票（如適用）	Written advice from the relevant Public Conveyance provider verifying that the Insured Person failed to board the Public Conveyance due to overbooking 由有關公共交通工具機構就受保人因超額訂票而未能登上有關公共交通工具而發出的書面證明 Original receipts issued by the relevant parties[1] of accommodation and meals which are not provided, compensated or subsidised 由相關機構[1]就未提供、補償或補貼的住宿及膳食所發出之收據正本
Closure of Designated Service Providers (if applicable) 指定服務提供者倒閉（如適用）	Evidence of closure of the Designated Service Provider by way of bankruptcy or winding up, including the official winding up / bankruptcy announcement made in the form of written advice or website information/notification of such Designated Service Provider 指定服務提供者因破產或清盤而倒閉之證明，包括由該指定服務提供者經書面通知或網站資訊／通知形式所作的官方破產或清盤公告 Invoices and original receipts of purchase of the relevant service issued by both of the original and alternative Designated Service Providers 向原有及替代指定服務提供者購買有關服務之發票及收據正本

Travel Delay 旅程延誤	Copy of boarding pass, air ticket or transportation ticket 登機證、機票或交通票據 Official document from the airline or public conveyance stating the reason, date, time and duration of delay and alternative arrangement 由航空公司或公共交通工具提供並有註明延誤的原因、日期、時間和持續時間及替代安排的正式文件 Evidence of any prepaid and recovered expenses of unused travel tickets and accommodation of the original itinerary 任何就原有行程已預先付費及獲發還退款之未被使用的交通票據及住宿的證明 Original receipts issued by any tour operator, travel agent, transport provider, hotels and any other providers of alternative travel arrangement or accommodation 由任何旅遊承辦商、旅行代理商、交通服務機構、酒店及任何其他安排替代旅程或住宿之服務供應商發出之收據正本
Baggage Delay 行李延誤	Airline's property irregularity report or public conveyance's confirmation stating the duration of delay 由航空公司發出的行李事故報告書或由公共交通工具發出並有註明延誤的持續時間的證明文件
Baggage, Loss of Travel Documents, Personal Money and Loss of Home Contents 行李、旅遊證件遺失、個人錢財及家居物品損失	Original local police report and/or copy of statement to police 當地警方報告正本及／或口供記錄 Original Incident Report to the local branch or agent of the issuing body for the travelers cheques 旅行支票之簽發機構在當地的分行或代理發出的事故報告正本 Purchase receipt of the lost or damaged item(s), particularly: 就購買遺失或損毀之物件的收據，尤其是： - **Loss of Travel Documents**: Invoices and original receipts issued by the issuing authority for the replacement of the travel document and/or the additional travel and accommodation expenses incurred (if applicable) **旅行證件遺失:**由簽發旅遊證件之機構就補領旅遊證件發出的及／或因補領旅遊證件招致的額外交通及酒店住宿費用之發票及收據正本（如適用） - **Loss of Mobile Phone**: original purchase receipt showing its International Mobile Equipment Identity (IMEI), serial number and model number, the date of purchase and the price paid **手提電話遺失：**載有該手提電話的國際行動裝置辨識碼（IMEI）、序號及機型號碼／型號、購買日期及購買款項之收據正本 Repair quotation showing the cause of damage or repairer's confirmation of irreparable damage (if damaged), particularly: 如屬物件損毀，修理損毀物件之報價單，並有註明引致損毀之原因，或由修理人員證實該損毀為無法修復的證明文件，尤其是： - **Damaged Mobile Phone**: Repair receipt issued by an official authorised service support centre **手提電話損毀：**由官方授權服務支援中心就提供維修服務所發出的收據 Property irregularity report or confirmation of incidents from the relevant authorities, transport provider or carrier (if applicable) 行李事故報告書或由相關機構、交通服務機構或公司就有關事件發出之證明（如適用） Photos showing the damaged item (if damaged), particularly 如屬物件損毀，該損毀物件之相片，尤其是： - **Loss of Home Contents**: Photos showing the visible marks of force or violence and the damaged Household Contents and personal effects **家居物品損失：**能顯示出明顯的暴力痕跡及損毀之家居物品及個人財物之相片 Invoices and original receipts issued by the issuing authority for the replacement of the travel document (if applicable) 由簽發旅遊證件之機構就補領旅遊證件發出的發票及收據正本（如適用）
Personal Liability 個人責任	Letter of claim from third parties 第三者的索償文件 Local police report and/or copy of statement to police (if any) 當地警方報告正本及／或口供記錄（如有） Medical report containing particulars of the claim (if any) 載有列明索償詳情細節的醫療報告（如有） Photo(s) relevant to the claim (if applicable) 與索償相關的相片（如適用） Written confirmation from the insured person to confirm that no admission of liability has been made, no promise of payment and no settlement has been made or agreed to 受保人書面確認未有承認任何責任、作出或協議作出任何賠償承諾或協定 Note 注意： - No admission of liability, offer, settlement, promise of payment or payment should be made or agreed without The Company's prior knowledge and written consent 未經本公司知悉及書面同意前，不能作任何責任承認、提議、達成和解協議、承諾付款或付款 - Must notify to the Company in writing of any impending prosecution, inquest or fatal injury, the possible claim indicating the nature and circumstances of the incident or event immediately 必須就任何臨近之檢控、研訊或致命事故立即向本公司提交書面通知，並提供有關事件或事故的性質及情況 - Must provide to the Company of any third party correspondences, impending prosecution, inquest or fatal injury, the possible claim indicating the nature and circumstances of the incident or event, summons, court documents, solicitors' and other legal correspondence immediately 必須立即提交對於任何與第三者的往來書信、擬檢控通知書、死因研訊、致命意外、可能引致索償之事件或事故之性質及詳情、傳票、法庭文件、律師及其他法律書信予本公司

Credit Card Protection 信用咭保障	Death certificate of the Insured Person 受保人之死亡證 Original credit card monthly statement(s) of the Insured Person showing the goods purchased during the journey 信用卡月結單正本，需顯示受保人在旅程期間以信用咭簽賬的購物 Original invoice and receipt of the goods purchased during the journey 於旅程中購買有關物品之發票及收據正本
Golfer 高爾夫球	**Hole-in-One 一桿入洞：** Copy of "Hole-In-One" certificate authenticated by a recognised golf course 由認可高爾夫球場發出的「一桿入洞」證書 Original invoice and receipt of the bar expenses issued by the recognised golf course 由認可的高爾夫球場發出的酒吧消費發票及收據正本 **Prepaid Booking for Golf Course or Tuition (if applicable) 預繳高爾夫球場地或課程費用（如適用）：** Evidence of any prepaid and recovered expenses of unused golf course and/or golf tuition 已預先付費及獲發還退款之未被使用的高爾夫球場及／或高爾夫球課程的證明 Written advice certifying the refund amount of prepaid fees 書面通知以證明就預付費用所退還之金額 Original receipts issued by any recognised golf course, golf club, golf tuition provider or any other providers arranging the golf activity 由任何認可高爾夫球場、高爾夫球會、高爾夫球課程舉辦機構或任何其他安排高爾夫球活動之服務供應商發出之收據正本 Medical Report 醫療報告
Rental Vehicle Excess Protection 租車自負額	Original local police report and/or copy of statement to police 當地警方報告正本及／或口供記錄 Copy valid driving licence 有效之駕駛執照 Rental agreement with detailed terms and conditions between the Insured Person and the vehicle rental company 受保人與車輛租賃公司之間的租賃協議及詳細之條款及細則 Original payment receipt issued by the vehicle rental company evidencing the rental charges 車輛租賃公司發出以證明租車費用之收據正本 Documents of the claim which the Insured Person has lodged with the insurer of the rental vehicle 受保人向其租用之汽車所屬的保險公司提出索償之文件 Written report from the vehicle rental company confirming that the Insured Person is liable to pay the excess and/or non-operation charge 車輛租賃公司發出以證明受保人需負責支付自負額及／或營業損失賠償(NOC)之報告 Original rental vehicle excess receipt and/or non-operation charge 就已支付自負額及／或營業損失賠償(NOC)而發出的收據正本
Cruise Cancellation and Interruption/ Post-Departure Cruise Benefit (if applicable) 郵輪旅程取消及阻礙／郵輪出發後保障（如適用）	Official document from the airline or public conveyance stating the reason, date, time and duration of delay 由航空公司或公共交通工具提供並有註明延誤的原因、日期、時間和持續時間的正式文件 Original receipt for prepaid cruise tour, shore excursion tour, air ticket or other arrangements 已預先付費的郵輪旅程、岸上觀光行程、機票或其他旅遊安排的收據正本 Confirmation from travel agent/operator, cruise company and relevant parties certifying the "refund amount" of deposit or pre-paid fare 由旅遊代理商／承辦商、郵輪公司及相關機構[1]以證實就訂金或預付費用所退還之金額而提供之證明 Official document from cruise company stating the actual boarding date and time 由郵輪公司發出並有註明實際登船日期及時間之官方文件 Documentary proof certifying the cause of occurrence, e.g. hospital invoice, doctor's confirmation, official report/ certificate issued by the relevant public body/authority 以證實事故原因的證明文件，包括醫院賬單、醫生證明信、相關公共機構發出的官方報告／證書 Invoice and confirmation from the telecommunications service provider including the relevant dates and the name of the phone user 由電訊服務供應商發出之發票及證明，並有包含相關日期及電話使用者之姓名
Other Claims 其他索償	Any documentary proof related to the claimed incident 任何與索償事件有關之證明文件

[1]The relevant parties are referred to any tour operator, travel agent, transport provider, hotels and any other providers of alternative travel arrangement or accommodation
相關機構是意指任何旅遊承辦商、旅行代理商、交通服務機構、酒店及任何其他安排替代旅程或住宿之服務供應商

V. Authorisation and Declaration 授權及聲明

I/We (in the capacity of Claimant or guardian of the Claimant (as the case may be)) hereby authorise any hospital, physician, person, party and/or authority that has any records or is holding any information of the insured person or me /us to disclose to Blue Cross (Asia-Pacific) Insurance Limited ("the Company") or its authorised representative, any and all information with respect to the insured person's or my/our loss, disability, medical history, police statement made and the like for the purpose of assessing my/our claim request(s). A photocopy of this authorisation shall have the same effect as the original.

本人／我們（以索償人或索償人的監護人的身份（按情況而定））謹此授權任何持有受保人或本人／我們之任何記錄或資料的醫院、醫生、人士、有關人等、及／或有關當局，向藍十字（亞太）保險有限公司（「貴公司」）或其授權代表提供任何或所有有關受保人或本人／我們之損失、損傷、病歷、口供或任何相關資料作評估賠償申請之用途。此授權書之正本及副本皆具同等效力。

I/We (in the capacity of Claimant or guardian of the Claimant (as the case may be)) hereby declare that all the above information and particulars given herein are accurate, true and complete and are given to the best of my/our knowledge and belief. I/We have not withheld any material information and acknowledge that failure to supply true and accurate answers to this request or inform the Company of all material information may render the Company unable to accept or process this request and all rights to recover under the Policy shall be forfeited. I/We understand that the issuance or completion of this Claim Form does not constitute admission of liability or guarantee payment of the claim on behalf of the Company.

本人／我們 (以索償人或索償人的監護人的身份 (按情況而定)) 謹此聲明，上述所有問題的答案包括所有資料及細節均是準確無誤，真實及為事實之全部，並且是盡本人／我們所知及所信而作答的。本人／我們並沒有隱瞞任何重要資料及確認如未能提供真實及準確無誤之資料或通知貴公司任何有關此索償申請之重要資料，將可能導致貴公司不能接受或處理此索償申請及喪失所有追討保單權益之權利。本人／我們明白此索償表格之發出及填妥並不代表貴公司確認責任或保證賠償。

I/We confirm having read and understood the Company's Personal Information Collection Statement as accompanied with this form.

本人／我們確認已閱讀及明白隨本表格附上有關貴公司的收集個人資料聲明。

Signature of Claimant
索償人簽署

Date 日期
(dd/mm/yy 日/月/年)

(Signature of Guardian if Claimant is below 18 years old, 如索償人未滿 18 歲，請監護人簽署) :

Name 姓名 :

The Chinese version of this Form is for reference only. In case of any discrepancy between the Chinese and English versions, the English version shall prevail.

此表格的中文譯本僅供參考之用，文義如與英文本有歧異，概以英文為準。