



Blue Cross 藍十字

An AIA Company 友邦保險成員公司



Blue Cross HK App

TRAVEL INSURANCE CLAIM FORM

旅遊保險賠償申請表

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

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	Place of Accident/Consultation/Loss 意外/診治/損失地點
Full Description of Incident (cause and manner) /Diagnosis 事件詳細經過 (起因及情況) /診斷	
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 (date and time 日期及時間) To 至 (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 必須為銀行帳戶持有人之英文姓名)				
(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 <input type="checkbox"/> No 沒有 <input type="checkbox"/>				
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? Yes 有 <input type="checkbox"/> No 沒有 <input type="checkbox"/> 索償人 有否因同樣性質的財物損失向任何保險公司索償?				
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	<p>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</p> <p>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、藥物處方及以往院病人身分住院之日期、時間及持續時間）（「醫療報告」）</p> <p>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）</p>
Personal Accident and Major Burns 個人意外及嚴重燒傷	<p>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</p> <p>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</p> <p>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）</p>

<p>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</p>	<p>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</p> <p>Original receipt issued by the relevant parties¹ 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</p> <p>Confirmation from the relevant parties¹ 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</p>
<p>Trip Cancellation, Trip Curtailment, Re-routing (if applicable) 旅程取消、縮短旅程及行程改道（如適用）</p>	<p>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：</p> <ul style="list-style-type: none"> ▪ 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 <p>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</p> <p>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殮葬服務提供者就寵物身故提供遺體火化及／或殮葬服務的收據正本並須在當中註明身故日期（如適用）</p> <p>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）</p> <p>Original receipts issued by the relevant parties¹ 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）</p> <p>Original receipts issued by the relevant parties¹ 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）</p>
<p>Cancellation of Local Tour (if applicable) 當地旅遊團取消（如適用）</p>	<p>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</p> <p>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</p> <p>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</p> <p>The itinerary provided by the Local Tour Operator 當地旅遊承辦商提供的行程表</p>
<p>Overbooking (if applicable) 超額訂票（如適用）</p>	<p>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</p> <p>Original receipts issued by the relevant parties¹ 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</p>
<p>Closure of Designated Service Providers (if applicable) 指定服務提供者倒閉（如適用）</p>	<p>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</p> <p>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</p>

<p>Travel Delay 旅程延誤</p>	<p>Copy of boarding pass, air ticket or transportation ticket 登機證、機票或交通票據</p> <p>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</p> <p>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</p> <p>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</p>
<p>Baggage Delay 行李延誤</p>	<p>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</p>
<p>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</p>	<p>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</p> <p>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</p> <p>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：</p> <ul style="list-style-type: none"> - 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 <p>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：</p> <ul style="list-style-type: none"> - 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 <p>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）</p> <p>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：</p> <ul style="list-style-type: none"> - 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 <p>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）</p>
<p>Personal Liability 個人責任</p>	<p>Letter of claim from third parties 第三者的索償文件</p> <p>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）</p> <p>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）</p> <p>Photo(s) relevant to the claim (if applicable) 與索償相關的相片（如適用）</p> <p>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</p> <p>Note 注意：</p> <ul style="list-style-type: none"> - 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

<p>Credit Card Protection 信用卡保障</p>	<p>Death certificate of the Insured Person 受保人之死亡證</p> <p>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卡簽賬的購物</p> <p>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</p>
<p>Golfer 高爾夫球</p>	<p>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</p> <p>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</p> <p>Prepaid Booking for Golf Course or Tuition (if applicable) 預繳高爾夫球場或課程費用（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</p> <p>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</p> <p>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</p> <p>Medical Report 醫療報告</p>
<p>Rental Vehicle Excess Protection 租車自負額</p>	<p>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</p> <p>Copy valid driving licence 有效之駕駛執照</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p>
<p>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)</p>	<p>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</p> <p>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</p> <p>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以證實就訂金或預付費用所退還之金額而提供之證明</p> <p>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</p> <p>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</p> <p>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</p>
<p>Other Claims 其他索償</p>	<p>Any documentary proof related to the claimed incident 任何與索償事件有關之證明文件</p>

¹The 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。



個人資料（私隱）條例 — 收集個人資料聲明（「本聲明」）

藍十字（亞太）保險有限公司（「本公司」）乃友邦保險控股有限公司的全資附屬公司。在本聲明內，友邦保險控股有限公司連同其附屬公司及聯營公司將統稱為「友邦保險集團」。

為依從個人資料（私隱）條例（「條例」），本公司特此通知閣下以下事項：

(1) 在申請及接受保險產品及服務時，及當本公司提供與保險產品及服務相關之其他服務時，閣下有需要不時向本公司提供個人資料。若閣下未能提供該等資料，可能會令本公司無法處理閣下的保險申請或向閣下提供或繼續提供保險產品及服務及／或其他相關服務。本公司亦可能會在日常業務運作的過程中向閣下收集資料，例如當閣下向本公司提出保險索償或當在一般情況下以口頭或書面形式與本公司溝通。

(2) 個人資料收集目的

本公司所存下或收集的關於閣下的個人資料（包括但不限於信用資料和以往申索紀錄）可能會用作下列用途：

- (i) 處理保險產品及服務的申請；
- (ii) 為閣下提供保險產品及服務及處理閣下就本公司的保險產品及服務提出的要求，包括但不限於要求增加、更改或刪除保障項目或受保成員，訂立直接付款安排及保單取消、更新或復效申請；
- (iii) 處理、判定、結清保險索償及就索償抗辯，包括進行任何附帶調查，偵測和防止欺詐行為（無論是否與就此申請而發出的保單有關）；
- (iv) 執行與所提供的保險產品及服務相關的功能及活動，如核實身份、資料核對及再保險之安排；
- (v) 行使本公司因不時向閣下提供保險產品及服務而享有的權利，例如向閣下追討欠款；
- (vi) 設計保險產品及服務以提升本公司的服務質素；
- (vii) 製作數據及進行研究；
- (viii) 營銷服務、產品及其他標的（詳情請參閱本聲明第(4)段）；
- (ix) 履行根據下列對本公司及／或友邦保險集團具有約束力或適用或期望其遵守的就披露及使用資料的義務、規定及／或安排：
 - (a) 不論於香港特別行政區（「香港」）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（例如稅務條例及當中的條款，包括與自動交換財務帳戶資料相關的條款）；或
 - (b) 不論於香港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所作出或發出的任何指引或指導（例如稅務局作出或發出的指引或指導，包括與自動交換財務帳戶資料相關的指引或指導）；或
 - (c) 本公司或友邦保險集團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，而向該等本地或外地的法律、監管、政府、稅務、執法或其他機關，或有關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；
- (x) 遵守友邦保險集團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於友邦保險集團內共用資料及資訊及／或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；
- (xi) 允許本公司的權益或業務的實際或建議承讓人、受讓人、參與人或附屬參與人，就擬涉及的轉讓、出讓、參與或附屬參與的交易進行評估；及
- (xii) 與上述有關的其他用途。

(3) 個人資料的轉移

存於本公司的個人資料將會保密，但本公司可能會向以下各方透露該等資料作本聲明第(2)段所列出的用途：

- (i) 任何代理人、承辦人或就本公司之業務運作，包括行政、電訊、電腦、付款、資料處理、儲存、調查和收數服務，或就與保險產品及服務相關之其他服務，向本公司提供服務的第三方服務供應商（如保險理算人、理賠調查員、收數公司、資料處理公司及專業顧問）；
- (ii) 任何對本公司或友邦保險集團負有保密責任的其他人士，包括承諾保密該等資料的友邦保險集團任何成員公司；
- (iii) 與本公司有或將有商業往來的再保險公司；
- (iv) 本公司或友邦保險集團為遵守任何法律規定，或根據法律、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所作出或發出對本公司或友邦保險集團具有約束力或適用或期望其遵守的規則、規例、實務守則、指引或指導，或根據本公司或友邦保險集團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（以上不論於香港境內或境外及不論目前或將來存在的），而有義務或以其他方式被要求向其作出披露的任何人士或機構；

- (v) 本公司的權益或業務的任何實際或建議承讓人、受讓人、參與人或附屬參與人；
- (vi) 第三方獎賞、客戶或會員、品牌合作及優惠計劃供應商；
- (vii) 本公司及／或友邦保險集團任何成員公司的品牌合作夥伴（該等品牌合作夥伴的名稱會在有關服務和產品的申請表格及／或宣傳資料上列明）；
- (viii) 本公司為就本聲明第(2)(viii)段所列明的用途而聘用的外判服務供應商（包括但不限於郵寄公司、電訊公司、電話銷售和直接促銷代理、電話服務中心、數據處理公司和資訊科技公司）；及
- (ix) 為履行任何本聲明第(2)(i)-(2)(iii)段所列明的用途的以下人士：保險理算人、代理和經紀；僱主；醫護專業人士；醫院；會計師；財務顧問；律師；整合保險業申索和承保資料的組織；防欺詐組織；其他保險公司（無論是直接地，或是通過防欺詐組織或本段中指名的其他人士）；警察；和保險業就現有資料而對所提供的資料作出分析和檢查的數據庫或登記冊（及其運營者）。

該等資料可能被轉移至香港境外。

(4) 在直接促銷中使用個人資料

本公司可能把閣下的個人資料用於直接促銷，除非本公司已取得閣下的同意（包括表示不反對），否則本公司並不可以如此使用閣下的個人資料，但條例所指明的豁免情況除外。就此，請注意：

- (i) 本公司可能把本公司不時持有閣下的姓名、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) 本公司可能就下列服務、產品及促銷標的進行促銷：
 - (a) 保險、財務、銀行及相關服務及產品；
 - (b) 獎賞、客戶或會員或優惠計劃及相關服務及產品；及
 - (c) 本公司及／或友邦保險集團任何成員公司的品牌合作夥伴提供之服務及產品（該等品牌合作夥伴的名稱會在有關服務和產品的申請表格及／或宣傳資料上列明）；
- (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：
 - (a) 友邦保險集團任何成員公司；
 - (b) 第三方獎賞、客戶或會員、品牌合作或優惠計劃供應商；及／或
 - (c) 本公司及／或友邦保險集團任何成員公司之品牌合作夥伴（該等品牌合作夥伴的名稱會在有關服務和產品的申請表格及／或宣傳資料上列明）。

如閣下不希望本公司使用閣下的資料作上述直接促銷用途，閣下可通知本公司行使閣下的選擇權拒絕促銷。閣下可根據本聲明第(5)段所提供的聯絡方法以書面向本公司的個人資料保障主任提出有關要求，或於有關的申請表格內向本公司表達閣下拒絕促銷的意願（如適用）。

(5) 查閱及改正資料權利

根據條例規定，閣下有權查詢本公司是否持有閣下的個人資料及要求索取該等資料的複本（查閱資料要求），並要求本公司就不準確的資料作出改正。閣下如欲行使有關權利，請以書面經以下聯絡方法向本公司的個人資料保障主任提出：

香港九龍觀塘道 418 號創紀之城 5 期東亞銀行中心 29 樓
藍十字（亞太）保險有限公司
個人資料保障主任

根據條例，本公司有權就辦理任何查閱資料要求收取合理費用。

- (6) 閣下亦有權根據本聲明第(5)段所提供的聯絡方法向本公司的個人資料保障主任索取本公司有關個人資料私隱的政策及實務，並獲告知本公司持有的個人資料的種類。
- (7) 本公司只會根據上述任何用途上的合理需要或適用法例或規例規定的期間保存閣下的個人資料。
- (8) 如閣下對本聲明有任何疑問，請致電本公司的客戶服務熱線 3608 2988。
- (9) 本聲明不會限制客戶在條例下所享有的權利。
- (10) 本公司保留修改本聲明的權利。

由藍十字（亞太）保險有限公司發出
(20220801)



Blue Cross 藍十字

An AIA Company 友邦保險成員公司

The Personal Data (Privacy) Ordinance – Personal Information Collection Statement (the “Statement”)

Blue Cross (Asia-Pacific) Insurance Limited (the “Company”) is a wholly owned subsidiary of AIA Group Limited. AIA Group Limited, together with its subsidiaries and affiliates are collectively referred to in this Statement as the “AIA Group”.

In compliance with the Personal Data (Privacy) Ordinance (the “Ordinance”), the Company would like to inform you of the following:

- (1) From time to time, it is necessary for you to supply the Company with personal data in connection with the application for and provision of insurance products and services as well as the carrying out by the Company of other services relating to these insurance products and services. Failure to supply such data may result in the Company being unable to process your insurance applications or to provide or continue to provide the insurance products and services and/or the related services to you. Data may also be collected by the Company from you in the ordinary course of the Company’s business, for example, when you lodge insurance claims with the Company or generally communicate verbally or in writing with the Company, by means of documentation or telephone recording system, as the case may be.

(2) PURPOSES FOR COLLECTING PERSONAL DATA

Personal data relating to you held or collected by the Company (including but not limited to credit information and claims history) may be used for the following purposes:

- (i) processing applications for insurance products and services;
- (ii) providing insurance products and services to you and processing requests made by you in relation to our insurance products and services, including but not limited to requests for addition, alteration or deletion of insurance benefits or insured members, setting up of direct debit facilities as well as cancellation, renewal, or reinstatement of insurance policies;
- (iii) processing, adjudicating, settling and defending insurance claims as well as conducting any incidental investigation, detecting and preventing fraud (whether or not relating to the policy issued in respect of this application);
- (iv) performing functions and activities incidental to the provision of insurance products and services such as identity verification, data matching and reinsurance arrangement;
- (v) exercising the Company’s rights in connection with the provision of insurance products and services to you from time to time, for example, to recover indebtedness from you;
- (vi) designing insurance products and services with a view to improving the Company’s service;
- (vii) preparing statistics and conducting research;
- (viii) marketing services, products and other subjects (please see further details in paragraph (4) of this Statement);
- (ix) complying with the obligations, requirements and/or arrangements for disclosing and using data that bind on or apply to the Company and/or the AIA Group or that it is expected to comply according to:
 - (a) any law binding or applying to it within or outside the Hong Kong Special Administrative Region (“Hong Kong”) existing currently and in the future (e.g. the Inland Revenue Ordinance and its provisions including those concerning automatic exchange of financial account information);
 - (b) 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 Hong Kong existing currently and in the future (e.g. guidelines or guidance given or issued by the Inland Revenue Department including those concerning automatic exchange of financial account information); or
 - (c) 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 the AIA Group 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 authorities, or self-regulatory or industry bodies or associations;
- (x) complying with any obligations, requirements, policies, procedures, measures or arrangements for sharing data and information within the AIA Group and/or any other use of data and information in accordance with any group-wide programs for compliance with sanctions or prevention or detection of money laundering, terrorist financing or other unlawful activities;
- (xi) enabling an actual or proposed assignee, transferee, participant or sub-participant of the Company’s rights or business to evaluate the transaction intended to be the subject of the assignment, transfer, participation or sub-participation; and
- (xii) any other purposes relating to the purposes listed above.

(3) TRANSFER OF PERSONAL DATA

Personal data held by the Company relating to you will be kept confidential but the Company may provide such data to the following parties for the purposes set out in paragraph (2) of this Statement:-

- (i) any agent, contractor or third party service provider who provides services to the Company in connection with the operation of its business including administrative, telecommunications, computer, payment, data processing, storage, investigation and debt collection services as well as other services incidental to the provision of insurance products and services by the Company (such as insurance adjusters, claim investigators, debt collection agencies, data processing companies and professional advisors);
- (ii) any other person or entity under a duty of confidentiality to the Company or the AIA Group including a member of the AIA Group which has undertaken to keep such data confidential;
- (iii) reinsurance companies with whom the Company has or proposes to have dealings;
- (iv) any person or entity to whom the Company or the AIA Group is under an obligation or otherwise required to make disclosure under the requirements of any law or

rules, regulations, codes of practice, 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 binding on or applying to the Company or the AIA Group or with which the Company or the AIA Group is expected to comply, or any disclosure pursuant to any contractual or other commitment of the Company or the AIA Group 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 Hong Kong and may be existing currently and in the future;

- (v) any actual or proposed assignee, transferee, participant or sub-participant of the Company’s rights or business;
- (vi) third party reward, loyalty, co-branding and privileges program providers;
- (vii) co-branding partners of the Company and/or any member of the AIA Group (the names of such co-branding partners can be found in the application form(s) and/or promotional material for the relevant services and products, as the case may be);
- (viii) 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 (2)(viii) of this Statement; and
- (ix) the following persons who carry out any of the purposes described in paragraphs (2)(i)-(2)(iii) of this Statement: insurance adjusters, agents and brokers, employers, health care professionals, hospitals, accountants, financial advisors, solicitors, organisations that consolidate claims and underwriting information for the insurance industry, fraud prevention organisations, other insurance companies (whether directly or through fraud prevention organisation or other persons named in this paragraph), the police and databases or registers (and their operators) used by the insurance industry to analyse and check information provided against existing information.

Such information may be transferred to a place outside Hong Kong.

(4) USE OF PERSONAL DATA IN DIRECT MARKETING

The Company may use your personal data in direct marketing. Save in the circumstances exempted in the Ordinance, the Company cannot so use your personal data without your consent (which includes an indication of no objection). In this connection, please note that:

- (i) the name, contact details, products and services portfolio information, transaction pattern and behavior, financial background and demographic data of you held by the Company from time to time may be used by the Company in direct marketing;
- (ii) the following services, products and subjects may be marketed:
 - (a) insurance, financial, banking and related services and products;
 - (b) reward, loyalty or privileges programs and related services and products; and
 - (c) services and products offered by the co-branding partners of the Company and/or any member of the AIA Group (the names of such co-branding partners can be found in the application form(s) and/or promotional material for the relevant services and products, as the case may be);
- (iii) the above services, products and subjects may be provided by the Company and/or:
 - (a) any member of the AIA Group;
 - (b) third party reward, loyalty, co-branding or privileges program providers; and/or
 - (c) co-branding partners of the Company and/or any member of the AIA Group (the names of such co-branding partners can be found in the application form(s) and/or promotional material for the relevant services and products, as the case may be).

If you do not wish the Company to use your personal data in direct marketing as described above, you may exercise your opt-out right by notifying the Company. You may write to the Corporate Data Protection Officer of the Company at the address provided in paragraph (5) of this Statement, or provide the Company with your opt-out choice in the relevant application form (if applicable).

(5) DATA ACCESS AND CORRECTION RIGHT

In accordance with the Ordinance, you have the right to check whether the Company holds personal data about you and to require the Company to provide a copy of such data (data access right) and to correct the data which is inaccurate. Such requests can be made in writing to the Corporate Data Protection Officer of the Company at the following address:

The Corporate Data Protection Officer
Blue Cross (Asia-Pacific) Insurance Limited
29th Floor, BEA Tower, Millennium City 5,
418 Kwun Tong Road,
Kwun Tong, Kowloon
Hong Kong

According to the Ordinance, the Company has the right to charge a reasonable fee for the processing of any data access request.

- (6) You also have the right, by writing to the Company’s Corporate Data Protection Officer at the address provided in paragraph (5) of this Statement, to request for the Company’s policies and practices in relation to personal data and to be informed of the kinds of personal data held by the Company.
- (7) The Company keeps your personal data only for a period reasonably necessary for any of the above purposes or as prescribed by the applicable laws or regulations.
- (8) Should you have any query with this Statement, please do not hesitate to contact our Customer Service Hotline at 3608 2988.
- (9) Nothing in this Statement shall limit the rights of the customers under the Ordinance.
- (10) The Company retains the right to change this Statement.

Issued by Blue Cross (Asia-Pacific) Insurance Limited
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