

Travel insurance claim form (Hong Kong Baptist University) 旅遊保險索償申請表 (香港浸會大學)

Please ✓ the appropriate box and * delete where inappropriate. 請 ✓ 適用方格及於*號刪去不適用者。
Please use block letter if you fill in the form in English. 如用英文填寫資料，請使用正楷書寫。

For staff and student 適用於教職員及學生

Claims submission 申請索償：

Please complete this claim form and submit it together with original medical receipts and all required supporting documents to Finance Office, Hong Kong Baptist University within 30 days following the loss. Otherwise, it may prejudice your claims under the Policy.

請於蒙受損失後30天內填妥本表格連同醫療單據正本及一切有關索償的文件交回香港浸會大學財務處，否則可能影響您的賠償處理。

1. Personal information 個人資料

Claim No. (if any)
索償編號(如有) _____

All fields are mandatory. 所有項目必須填報。

Policy no.
保單號碼

TTT0001125ZC

Policyholder
保單持有人

Hong Kong Baptist University
香港浸會大學

New submission
新申請

Follow-up submission
補交申請

For follow up submission – Medical expense claim
後續提交 – 醫療費用索償

Submission date
申請日期

Day日 Month月 Year年
□□ □□ □□ □□ □□ □□ □□ □□

Recovery status
康復情況

Fully recovered
已經康復

Not recovered
仍未康復

Medical expenses claim
醫療費用索償

Name of insured person
受保人姓名

HKID card/Passport no. of insured (first four digits)
受保人香港身份證 / 護照號碼 (首四位號碼)

Type of insured
受保人類別

Staff
職員

Student
學生

Staff/Student ID no.
職員 / 學生編號

Department/Faculty
部門 / 學系

Date of birth
出生日期

Day日 Month月 Year年
□□ □□ □□ □□ □□ □□ □□ □□

Position
職位

Mobile phone no.
流動電話號碼

Email address
電郵地址

Hong Kong
Correspondence address
香港通訊地址

Flat/Room
室 / 單位

Floor
樓

Block
座

Building
大廈

Estate name/No. & name of street/Lot no.
屋苑名稱 / 街名及門牌 / 地段

District
地區

HK/KLN/NT*
香港 / 九龍 / 新界*

Accident date
意外日期

Day日 Month月 Year年
□□ □□ □□ □□ □□ □□ □□ □□

Details of accident
意外發生經過詳情

Accident location
意外發生地點

3. Claim items (continued) 索償項目 (續)

3.2 Loss of baggage/personal effects/money/travel document 行李 / 隨身財物 / 金錢 / 旅遊證件遺失

Loss or damage items
遺失或損毀項目

<input type="checkbox"/> Personal belongings 個人物品	<input type="checkbox"/> Money 現金	<input type="checkbox"/> Travel document 旅行證件
(Policy excess for the above three items are HKD 200 individually自以上三項物品的自負額分別為200港元)		
<input type="checkbox"/> Travel ticket 交通票據	<input type="checkbox"/> Replacement cost of travel document 補發旅遊證件之費用	

Place of loss/damage
遺失或損壞發生的地點

Date of loss/damage
遺失或損壞日期

Day日 Month月 Year年

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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State how the loss/damage occurred or discovered (e.g. where the property was placed, and where, when and how the loss was discovered)
詳細描述事件發生的經過 (如遺失物品、擺放位置、如何及何時發現自己物品遺失等)

Loss or damaged item name, brand and model 遺失 / 損毀財物之名稱、牌子及型號	Date of original purchase (Month, year) 原本購買日期 (月、年)	Original purchasing price (Please specify the currency) 原本購買價值 (請註明貨幣)	Repairing cost (Please specify the currency) 維修費 (請註明貨幣)
	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		

Was the loss of properties reported to the local police? If Yes, please provide the following information.
遺失財物後，是否有向當地警方報案？如是，請提供以下資料。

Yes
是

No
否

Report no.
檔案編號

Date of report
報案日期

Day日 Month月 Year年

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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- You can add supplementary paper if the provided space is insufficient.
如提供的位置不足，可另行加紙填寫。
- The claims amount may be affected if you cannot provide the purchase receipt/quotation for repairing the damaged item/accident details.
如不能提供遺失物件的購買收據 / 損毀財物的維修費報價單 / 事發詳情，有關賠償金額將會受影響。
- Our company will consider the market price and depreciation of the loss/damage items when evaluate the claim amount.
本公司在評核索償賠款時，會考慮遺失 / 損毀財物的市場價值及折舊率。
- To simplify the claims process, our company will indemnify your suitcase loss(es) based on the extent of the damage(s) shown on the photo(s). If you have any objection on the indemnity amount, please provide your **suitcase repair quotation** or **non-repairable proof from the origin manufacturer company**. Our company will follow up your claim.
為簡化索償程序，本公司會因應相片所顯示之損毀程度作出行李箱賠款個案。如您對賠款金額有任何異議，請提供**行李箱維修報價單**或**原廠公司所提供不能維修之證明**，本公司會再作跟進。

Basic supporting documents 基本證明文件

Please ✓ the provided document(s), our company may request for additional documents from insured person via Finance Office of HKBU.
請 ✓ 已提交的文件，本公司可能聯絡香港浸會大學財務處向受保人要求提供額外相關索償文件。

Loss of cash/travel document/travel ticket 遺失個人現金 / 旅遊證件 / 旅行票

<input type="checkbox"/>	Copy of local police report (with incident description) 當地警方報告 (附事發描述) 副本
<input type="checkbox"/>	Copy of receipts for extra accommodation fee/traveling expenses, replacement of lost documents or travel tickets or receipts of credit card payment 額外住宿 / 交通費用、補發遺失之證件 / 交通票據或信用卡簽帳之收據副本
<input type="checkbox"/>	Copy of exchange receipt or deposit record of foreign currency (applicable to loss of cash) 兌換外幣收據或提款紀錄副本 (適用於遺失現金)

3. Claim items (continued) 索償項目 (續)

Damage of personal belongings/baggage 損毀個人物品 / 行李箱

- Photographic showing the extent of damage(s) to the claim item(s) (Our company will indemnify your suitcase loss(es) based on the extent of the damage(s) shown on the photo(s))
顯示損毀物品程度的相片 (本公司將根據照片上顯示的損壞程度賠償您的行李損失)
- Copy of repair quotation or written proof issued by the repairer that cannot be repaired for the damaged item(s) (Our company will consider this one further when determining the indemnity amount.)
損毀物品之維修報價單或維修商發出之不能維修的書面證明副本 (這一項將用於本公司進一步考慮賠償金額。)
- Original/copy of the purchase receipts or warranty certificate of the damaged item
損毀物品之購買收據 / 保用證正本 / 副本
- Copy of damage report or loss report issued by the airline
航空公司發出之損壞報告或遺失報告副本

Loss of personal belongings/baggage 遺失個人物品 / 行李箱

- Original/copy of purchase receipts for the lost item
(if no receipt, please provide the purchase year, cost, brand and model, and the claim amount maybe affected)
遺失物品之購買收據正本 / 副本 (如沒有收據, 請提供購買年份、價格、牌子及型號, 有關賠償金額將會受影響)

3.3 Travel delay/cancellation/curtailment 旅程延誤 / 取消旅程 / 縮短旅程

- Claim issue 索償事項
- Baggage delay 行李延誤
- Travel delay 旅程延誤
- Curtailment of trip 縮短旅程
- Cancellation of trip 取消旅程
- Travel re-route 更改行程
- Accommodation cost 住宿費用

Baggage delay (happened after the insured arrived destination)

行李延誤 (受保人抵達目的地後才發生之行李延誤)

Actual arrival date and time of the insured

受保人實際抵達目的地日期及時間

Day日 Month月 Year年 Hour時 Minute分 AM/PM*
上午/下午*

The actual arrival date and time of the baggage

行李實際到達日期及時間

Day日 Month月 Year年 Hour時 Minute分 AM/PM*
上午/下午*

Destination (Do not cover the baggage delay when return to Hong Kong from overseas)

目的地 (不包括由海外回香港旅程之行李延誤)

Delayed hour(s)

延誤時數

Hour時 Minute分

Emergency essential items purchased

購買的緊急必需品

Place and date of purchase

購買地點和日期

Cost

費用

Travel delay 旅程延誤

	Departure date and time (Day, Month, Year, Hour, Minute) 出發日期及時間 (日·月·年·時·分)	Arrival date and time (Day, Month, Year, Hour, Minute) 到達日期及時間 (日·月·年·時·分)
Scheduled flight no. 原定航班編號	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Actual flight no. 實際航班編號	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Reason for travel delay (as stated on the supporting document)

旅程延誤原因 (顯示於證明文件上的延誤原因)

Weather condition

天氣引致

Mechanical failure

機械故障

Riot/strike/civil commotion/terrorism

暴亂 / 罷工 / 內亂 / 恐怖活動

Operational reason

營運原因

Other

其他

Delayed hour(s)

延誤時數

Hour時 Minute分

3. Claim items (continued) 索償項目 (續)

Curtailment of trip/Cancellation of trip (Policy excess: HKD 200)

縮短旅程 / 取消旅程 (自負額200港元)

You must apply for the refund of prepaid and unused travel and accommodation expenses from the related company(ies) before making this claim.
您必須在提交此索償前，向有關公司申請退還已支付及未有使用的交通及住宿費用。

Reasons of Curtailment/Cancellation

縮短旅程 / 取消旅程的原因

Prepaid and unused traveling expenses (Please specify the currency)

已支付及未有使用的交通費用 (請註明貨幣)

Did you apply for the refund of prepaid and unused traveling expenses
有否申請退還已支付及未有使用的交通費用?

Yes, and confirmed the non-refundable expenses (Please specify the currency)
有，並確認無法追討已支付的費用 (請註明貨幣)

Yes 有 (non-refundable expenses waiting for reply 支付的費用待覆)

No 沒有

Prepaid and unused accommodation expenses (Please specify the currency)

已支付及未有使用的住宿費用 (請註明貨幣)

Did you apply for the refund of prepaid and unused accommodation expenses
有否申請退還已支付及未有使用的住宿費用?

Yes, and confirmed the non-refundable expenses (Please specify the currency)
有，並確認無法追討已支付的費用 (請註明貨幣)

Yes 有 (non-refundable expenses waiting for reply 支付的費用待覆)

No 沒有

Additional traveling expenses incurred (if any) (Please specify the currency)

額外衍生的交通費用 (如有) (請註明貨幣)

Additional accommodation expenses incurred (if any) (Please specify the currency)

額外衍生的住宿費用 (如有) (請註明貨幣)

Basic supporting documents 基本證明文件

Please ✓ the provided document(s), our company may request for additional documents from insured person via Finance Office of HKBU.
請 ✓ 已提交的文件，本公司可能聯絡香港浸會大學財務處向受保人要求提供額外相關索償文件。

Baggage delay, travel delay or expenses for travel re-routing 行李延誤，旅程延誤或更改行程之費用

Copy of written report from the related public common carrier with reason(s) and duration for the travel delay or baggage delay
公共交通工具公司的旅程延誤原因、延誤時間之書面報告副本

Copy of scheduled and actual itinerary flight boarding pass/electronic boarding pass
原定及實際航班 (電子) 登機證副本

Copy of refundable or non-refundable proof from the related company of the additional accommodation, travel ticket or public common carrier expenses (must be applied for refund)
額外住宿費用、交通票據或公共交通工具公司可退還或不可退還之費用書面證明副本 (必須申請退還費用)

Cancellation/Curtailment/Re-route 取消 / 縮短行程 / 更改行程

Trip cancellation/curtailment proof e.g. copy of medical report or death certificate
有關取消或縮短行程原因之文件，如醫療報告或死亡證副本

Copy of purchase the air ticket or accommodation
購買機票或住宿的簽賬證明副本

Copy of refundable or non-refundable proof from the related company of the additional accommodation, travel ticket or public common carrier expenses (must be applied for refund)
額外住宿費用、交通票據或公共交通工具公司可退還 / 不可退還之費用書面證明副本 (必須申請退還費用)

Copy of immediate family relationship proof (e.g. birth certificate, marriage certificate) (if applicable)
直系親屬關係證明文件 (如出世紙、結婚證明書) 副本 (如適用)

4. Claims documentation 索償文件

Please submit the required documents together with this form to Finance Office of HKBU. Our company may request for additional documents.
請連同所需之文件及此表格一併交回香港浸會大學財務處。本公司可能要求提供額外相關索償文件。

1. Original air ticket and boarding pass/common carrier (flight/vessel) ticket
機票及登機證之正本
2. All original medical receipts and medical reports for medical claims
所有醫療收據及發票正本
3. All original purchase receipts/invoices for baggage and emergency purchase claims
因行李延誤或遺失 / 損毀物件之原本購買收據及發票之正本
4. Relevant loss report from hotel management, airline company or police, etc.
由酒店、航空公司或警方等發出之損失報告
5. Copy of Hong Kong Baptist University Student Identity Card or Staff Identity Card
香港浸會大學學生證或職員證副本
6. Original letter issued by Hong Kong Baptist University certifying the nature, itinerary and period of the insured trip
香港浸會大學所簽發的證明書正本。證明有關是次旅程性質、行程和時間

5. Declaration and authorization 聲明及授權

1. I/We declare that all information provided by me/us above is true and complete to the best of my/our knowledge and belief and such information is provided without reservation or withholding of any kind.
本人 / 我們謹此聲明，以上由本人 / 我們所提供之全部資料乃據本人 / 我們所知所信屬真確及完整無誤，而本人 / 我們在提供資料方面並沒有任何保留或隱瞞。
2. I/We confirm that I/we have read, understood and agreed to Zurich Insurance Company Ltd's ("the Company") privacy policy as described below.
本人 / 我們確認本人 / 我們已閱讀、明白並同意以下所述蘇黎世保險有限公司（「貴公司」）之私隱政策。
3. I/We hereby authorize any physician, medical practitioners, hospitals or clinics by whom or where I/we have been observed or treated to give full particulars about my/our health or provide the relevant report or document to the Company or its agents.
本人 / 我們授權於任何替替本人 / 我們作診療之醫生、醫務人員、醫院或診所提供有關本人 / 我們病歷之資料或提供有關的報告或文件予 貴公司或其代理人。
4. I/We hereby further authorize any parties, including but not limited to police and government authorities, airlines, travel agents, insurance companies etc. who are in possession of my/our insurance proposal information, claim information or any related information to release part or all of the information about me/us or related incidents of injury, loss or damage to the Company or its agents.
本人 / 我們授權持有本人 / 我們投保資料、索償紀錄或任何有關資料之一方，包括但不限於警方及政府機構、航空公司、旅遊公司、保險公司等任何有關人士或組織，可以將部份或全部有關本人 / 我們是次受傷、損失或損毀相關事件等資料提供予 貴公司或其代理人。
5. A photocopy of this authorization shall be considered as effective and valid as the original.
此授權書之影印本與正本同屬有效。

6. Notice to customers relating to the Personal Data (Privacy) Ordinance ("Ordinance") 有關個人資料（私隱）條例（「私隱條例」）的客戶通知

The personal information of customers (including policyholders, insured persons, beneficiaries, premium payors, trustees, policy assignees and claimants) collected or held by Zurich Insurance Company Ltd ("Company") from time to time, which also includes data collected or generated in the ordinary course of the Company's business and the continuation of relationship with the customer (such as claim information and medical history received from third parties), may be used by the Company and/or a company within its group ("Zurich Insurance Group") for the purposes necessary in providing services to the customers (otherwise the Company is unable to provide services to customers who fail to provide the required information).

由蘇黎世保險有限公司（「本公司」）不時收集或持有的客戶（包括保單持有人、受保人、受益人、保費付款人、信託人、保單受讓人及索償人）個人資料，其中亦包括在公司日常業務過程中以及就持續與客戶的關係而收集或產生的資料（例如從第三方收到的索償資料和病歷），均可供本公司及 / 或其所屬集團（「蘇黎世保險集團」）內的公司使用作為向客戶提供服務而必須的用途（否則本公司將無法為未能提供所需資料的客戶提供服務）。

Please read carefully the details of the Company's privacy policy which is made available on our website at www.zurich.com.hk/pics or by scanning the QR code. You may also contact our Customer Care Center at 2968 2288 or insurance intermediaries for enquires.



本公司之私隱政策詳載於www.zurich.com.hk/pics或可透過掃描QR碼細閱。您亦可致電2968 2288與我們的客戶服務中心聯絡或向保險中介人查詢。

Name of insured person 受保人姓名	
Signature of insured person 受保人簽署	
	Date 日期 <input type="text"/> Day日 <input type="text"/> Month月 <input type="text"/> Year年 <input type="text"/>
Authorized signature and chop Finance Office, Hong Kong Baptist University 香港浸會大學財務處簽署及蓋章	Date 日期 <input type="text"/> Day日 <input type="text"/> Month月 <input type="text"/> Year年 <input type="text"/>
Claim submission is invalid without the signature and chop of HKBU. 沒有浸大簽署及蓋章之索賠提交將視為無效。	

Zurich Insurance Company Ltd (a company incorporated in Switzerland with limited liability)
蘇黎世保險有限公司（於瑞士註冊成立之有限公司）

25-26/F, One Island East, 18 Westlands Road, Island East, Hong Kong
香港港島東華蘭路18號港島東中心25-26樓
Website 網址：www.zurich.com.hk

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