

## 中國太平保險(香港)有限公司

China Taiping Insurance (HK) Company Limited

香港北角京華道18號15樓

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### 申請賠償 - 索償指引

任何索償必須發生於本保險有效期內，索償者須於事件發生後三十天內以書面通知中國太平保險(香港)有限公司（下稱“本公司”）。在提出任何索償時均須按本公司之要求，並提供有關死亡、傷殘、受傷之證明，而有關證明所需之費用由索償者負責。所有索償申報均須連同全面充足證明資料一併提交，包括：

1. 填具本公司“香港天主教教區學校 - 學生意外保險申請理賠表格”（表格可於各就讀學校網頁或於 [www.hk.cntaiping.com](http://www.hk.cntaiping.com) 網頁內下載）
2. 以下文件，請連同申請理賠表格一併提交：
  - 2.1 醫藥收據正本(需註明診斷結果)
  - 2.2 註冊主診醫生簽署/醫院蓋章之醫療報告正本
  - 2.3 傷殘/嚴重燒傷程度之判傷，必須提交由註冊主診醫生簽署/醫院蓋章之判傷報告正本
  - 2.4 如屬死亡索償，家屬請提交：
    - 死亡證正本
    - 身份證副本
    - 驗屍報告副本(如適用)
    - 屍體處理證明副本
    - 屍體出入境證明(如適用)
    - 警方證明報告(如適用)
3. 受益人身份證及關係證明(如出生證明書)
4. 所有索賠文件請郵寄至「中國太平保險(香港)有限公司」，地址香港北角京華道 18 號 15 樓，並註明「香港天主教教區學校 - 學生意外保險索賠申請」
5. 所有索賠個案，在文件齊全的情況下，索賠而不涉及傷殘及死亡案件，中國太平(香港)將在 10 個工作天內作出賠償。

註：以上文件為一般案情所須，視每個案情性質而定，索償人可能需要提供其他證明文件。

### Application for the claims and Procedures

Notice of any claim must be submitted to China Taiping Insurance (HK) Company Limited (hereinafter referred to as “the Company”) **within 30 days** upon the happening of any accident during the Effective Period of Insurance. Any claim application shall be submitted with relevant supporting document requested by the Company in case of death, disability or injury. The claimant shall bear the cost and expense incurred for obtaining the supporting documents. Comprehensive and sufficient supporting document is required for the claim, including:

1. Completed “HKCDS -Student Personal Accident Insurance” claim form (claim form can be downloaded on website of current school or on our website [www.hk.cntaiping.com](http://www.hk.cntaiping.com))
2. Supporting documents as follows:-
  - 2.1 Original medical receipt(s) issued by registered doctor or hospital with diagnosis;
  - 2.2 Original medical report issued by registered doctor or hospital;
  - 2.3 Original permanent disablement/major burns certificate giving details on the nature of the injury and the extent and period of disability issued by registered doctor or hospital;
  - 2.4 In case of death, please provide:
    - Original death certificate
    - Copy of Identity Card
    - Copy of the relevant coroner's report(if applicable)
    - Copy of disposal dead body report
    - Mortal remain I/E report (if applicable)
    - Police reports (if applicable)
3. Copy of the beneficiary's Identity card & relationship certificate (e.g. Birth Certificate)
4. All the documents should be sent to China Taiping Insurance (HK) Company Limited, at **15/F 18 King Wah Road, North Point, Hong Kong**, marked with “Hong Kong Catholic Diocesan Schools -Application for Student Personal Accident Insurance”
5. All claims supported necessary papers will be proceeded within 10 working days except involving death and disability claims.

**Remarks :** The above required documents are for general case only, we may require additional document if necessary.