

Claim Form - Living Benefit/Critical Illness Benefit

生活保障 / 危疾保障賠償申請書

Claim Type 賠償類別 Basic Benefits/Major Illnesses Benefits/Early Stage Illness Benefits _____
 Optional Benefits/Early Stage and Special Illnesses Benefits _____
 Dementia Benefit/ Caregiver Support Benefit _____

New claim 首次索償 Pending claim 待決索償 Review/appeal 重批/覆核
 Please provide claim no. for reference 請提供賠償編號以作參考

Part I (To Be Completed by Claimant/Insured) 甲部 (由索償人 / 受保人填寫)

A. Insured's Particulars 受保人資料

Policy no. 保單編號	Insured's name 受保人姓名	HKID card/passport no. 香港身份證 / 護照號碼	Date of birth 出生日期 Day日 Month月 Year年 / /	Sex 性別	Age 年齡	Tel. no. 電話號碼
--------------------	-------------------------	--	---	-----------	-----------	------------------

Present occupation 現時職業	Duties 工作範圍	Employer's name, address & tel. no. 僱主名稱、地址及電話號碼
-------------------------	-------------	--

B. Nature Of Major Illness/Injury And Related Details 疾病 / 受傷性質及情況

1. Due to illness 因病導致

a. Details of first consultation for the illness 初診詳情	Date of first consultation 初診日期 (/ /) Day日 Month月 Year年 Doctor's name 醫生姓名 _____ Address of the doctor 醫生地址 _____ Details 詳細情形 _____
b. Describe the symptom & abnormalities from date of onset. 請描述首次不適及病徵	
c. Since when had the symptom first appeared? 受保人何時出現上述徵狀?	(/ /) Day日 Month月 Year年
d. Has the insured been treated by other doctor(s) for similar or related illness in the past? 受保人否因類同或有關病症而求診於其他醫生?	<input type="checkbox"/> "Yes" please state 如「有」, 請詳述 <input type="checkbox"/> No 沒有 Date of first consultation 初診日期 (/ /) Day日 Month月 Year年 Doctor's name 醫生姓名 _____ Address of the doctor 醫生地址 _____ Details 詳細情形 _____

As part of our endeavour to keep our records updated and to maintain high quality of service, we sincerely invite you to provide us your email address. Please visit our website <https://eservice.chubbliife.com.hk> to update your email address.

為使能為閣下提供更完善的服務及本公司可不時更新客戶個人資料, 本公司現誠邀閣下使用本公司網上服務 <https://eservice.chubbliife.com.hk>, 更新閣下的電郵地址。

2. Due to Accident 因意外導致

a. When (date and time) did the accident occur? 意外在何時(日期及時間)發生?	(/ /) Day日 Month月 Year年	(:) HR時 MIN分	<input type="checkbox"/> AM 上午 <input type="checkbox"/> PM 下午
b. Where did the accident occur? 意外在何地發生?			
c. How did the accident occur? (Please describe in details) 意外如何發生?(請描述詳情)			
d. Which part of the body injured and type of injury? 受傷部位及傷勢?			

C. Hospitalization Particulars 住院詳情

Please give details of any treatment and hospitalization in connection with this illness 就有關疾病的治療及住院情況

Date 日期 (Day日 Month月 Year年)	Name of hospital 醫院名稱	Diagnosis 診斷	Treatment 治療性質
____ / ____ / ____	_____	_____	_____
____ / ____ / ____	_____	_____	_____
____ / ____ / ____	_____	_____	_____
____ / ____ / ____	_____	_____	_____

D. Other Particulars 其他資料

1. Have any of your immediate family members suffered from a similar or related illness? If "Yes", please state. 您的直系親屬中, 有否患有有關疾病? 如「有」, 請詳述。	<input type="checkbox"/> Yes 有 <input type="checkbox"/> No 沒有	
Relationship 關係	Nature of illness 疾病性質	Date when illness first diagnosed 首次診斷疾病日期 (/ /) Day日 Month月 Year年
_____	_____	_____
2. Do you smoke cigarettes? If "Yes", please state quantity, type and duration of smoking. 您有否吸煙? 如「有」, 請填寫數量, 種類及吸煙多久。	<input type="checkbox"/> Yes 有 <input type="checkbox"/> No 沒有	
Quantity 數量	Type 種類	Duration 時間
_____	_____	_____

E. Other Insurance Coverage 其他保險資料

Does the Insured have any other insurance policy covering this case? 受保人會否就是次索償獲得其他保險賠償? Yes 有 No 沒有
If "Yes", please complete below particulars. 若「有」, 請詳細填寫以下資料。

Name of insurer 投保公司	Policy no. 保單號碼	Benefit type 保障類別	Benefit amount 保障金額
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

F. Continuation of Riders Benefit(s) Upon Plan Termination by Claim Payment

因生活保障/危疾保障賠付後, 基本計劃終止後的延續附加保障

Please put a "✓" in the box if applicable. 請於適當方格內填上 "✓" 號。

- I would like to apply for continuation of eligible rider benefit(s) upon plan termination by claim payment.
本人欲申請因生活保障/危疾保障賠付致基本計劃終止後的延續合資格的附加保障。
- I do not need this option.
本人並不需要此選項。

G. Payment Currency 賠款貨幣

Please issue the following currency for the claim payment 請以下貨幣支付賠償金

- HK dollar 港幣 Policy currency 保單貨幣

H. Payment Instruction 賠款方式

- Cheque 支票
 Bank Draft 本票 (drawn in Mainland China 於中國內地兌現)
 Telegraphic Transfer (TT) 電匯

Remarks 備註：

- For TT payment, please provide the SWIFT code, bank name, bank address and bank account number.
若選擇電匯，請提供銀行代號、銀行名稱、銀行地址及戶口號碼。
- Bank charges may be incurred by client for clearing the bank draft and TT. Policyowner is recommended to check with the bank before applying this instruction.
銀行或會向閣下徵收兌現本票或電匯的相關手續費。建議保單持有人於遞交指示前向銀行查詢。
- After the claim is approved, if the payment is made by cheque, the cheque will typically be ready within approximately 3-4 business days. It will either be mailed to you or you will be notified to collect it or it will be delivered through your servicing agent.
在索償申請獲批後，如以支票方式賠付，支票一般會於約3-4個工作天內準備妥當，並會以郵寄方式寄給您，或由我們通知您前往領取，或經閣下之保險代理 / 中介人傳遞給您。
- If no option is selected or unclear information, the claim payment will be settled by cheque.
如沒有選擇或資料不清，賠償金額將以支票發出。

I. Important Notes / 重要提示

1. Claims Submission Deadline and Processing Time

索償提交期限及處理時間

- Please submit your claim as soon as reasonably possible and within the timeframe stated in your policy provisions:
請盡快並於保單條款所列時限內提交索償申請：
- Critical Illness and Long-Term Disability Claims: Notify us promptly after the event and submit documents within 60 days from the date of occurrence.
危疾及長期傷殘索償：請於事故發生後盡快通知我們，並於 60 天內提交文件。

2. Estimated Claim Approval Timeframe

預計索償處理時間

- Once we receive all required documents and information, we will process your claim promptly
在收到所有所需文件及資料後，我們將盡快處理
- Critical Illness and Long-Term Disability Claims: Approximately 10 business days for clean cases.
危疾及長期傷殘索償：約 10 個工作天。

3. We will inform you if we require any additional information/documentation document(s) from you, as necessary.

如有需要您提供任何更多文件以處理您的索償申請，我們會盡快通知您。

4. Enquiry Details 查詢詳情

- By Mail 郵寄**
Chubb Life Insurance Hong Kong Limited 安達人壽保險香港有限公司
35/F, Chubb Tower, Windsor House,
311 Gloucester Road, Causeway Bay, Hong Kong
香港銅鑼灣告士打道三一一號皇室大廈安達人壽大樓三十五樓
- By Phone or Fax 透過電話或傳真**
Customer Service Hotline 客戶服務專線 +852 2894 9833
Fax 傳真 +852 2577 0866
- By email 透過電郵**
enquiries.HKLife@chubb.com

J. Agent's/Intermediary's Statement 保險代理聲明

I/We have verified the original HKID card/passport/residential address proof of the policyowner and confirmed the identity details in the HKID card/passport to be matched with the identity of the policyowner in this claim form. I/We will provide the required information and copies of the relevant documents to Chubb Life Insurance Hong Kong Limited without delay.

本人 / 吾等已核對保單持有人的香港身份證 / 護照 / 居住地址證明之正本，並確認香港身份證 / 護照之身份資料與此賠償申請書上保單持有人的資料一致。本人 / 吾等將會儘快遞交有關文件之副本予安達人壽保險香港有限公司。

Agent's/intermediary's name 保險代理 / 中介人姓名

Agent's/intermediary's code 保險代理 / 中介人代號

Agency 組別

Agent's/intermediary's signature 保險代理 / 中介人簽署

Sign date 簽署日期

K. Personal Information Collection Statement 個人資料收集聲明

I/WE HEREBY ACKNOWLEDGE, DECLARE AND AGREE THAT, by signing this form, any personal information collected or held by Chubb Life Insurance Hong Kong Limited (the "Company") is provided and may be used, processed, stored, disclosed, transferred by the Company to the transferees indicated in and in accordance with the Personal Information Collection Statement set out in my/our Application For Life Insurance, which may include without limitation, any branch, subsidiary, holding company, associated company or affiliates of the Company (the "Group Companies"), its authorized agents, reinsurers, claims investigators, loss adjudicators, medical advisors, recovery agents, insurance industry associations and federations, credit reference agencies, government or judicial or regulatory bodies or any person to whom the Company is under legal and/or regulatory obligation to make disclosure, and the Company's appointed third party agents, contractors and advisors, in each case whether within or outside of Hong Kong and Mainland China. Moreover, the Company is hereby authorized to obtain access to and/or to verify any of my/our personal information with the information collected by the insurance industry associations, the federations, the government and regulatory bodies and medical personnel or organizations. I/We am/are obliged to supply the information required from me/us under this form which is a condition precedent for me/us to apply for claims assessment, processing and other services. Failure to supply the required information may result in the Company being unable to process this form. For more details of the Company's policies on personal information and privacy protection, please read the Company's Privacy Notice available at <https://www.chubb.com/hk-en/footer/chubb-life-privacy-policy.html>. Any questions regarding personal information, access to or correction of personal information should be made in writing and forwarded to The Data Protection Officer of Chubb Life Insurance Hong Kong Limited at 35/F, Chubb Tower, Windsor House, 311 Gloucester Road, Causeway Bay, Hong Kong. 就簽署此表格，本人/吾等確認、聲明及同意安達人壽保險香港有限公司（「貴公司」）可以使用、處理、儲存、披露、轉移任何貴公司所收集或持有任何本人/吾等的個人資料至在本人/吾等的人壽保險申請書中的個人資料收集聲明所訂明的資料轉移接收方，包括但不限於，貴公司的任何分行、附屬公司、控股公司、聯營公司或聯繫公司（「集團公司」）、其獲授權的代理人、再保險公司、理賠調查公司、理賠調查員、醫療顧問、索償代理、保險行業協會及聯會、信貸資料機構、政府或司法或監管機構或對貴公司具有法律及/或監管責任而須予以披露的任何人士，及貴公司指定的第三方代理、承包商及顧問，不論在香港及中國大陸境內或境外。此外，貴公司獲授權向保險行業協會及聯會、政府及監管機構、及醫務人員或機構取閱及/或核實任何該等機構向本人/吾等收集之個人資料。本人/吾等有責任提供此表格上所需資料，以作為索償評估、處理及其他服務之先決條件。如未能提供所需的資料，可能會導致貴公司無法處理本表格。有關安達人壽保險香港有限公司個人資料及私隱保障政策的詳情，請參閱安達人壽保險香港有限公司的私隱政策，網址為<https://www.chubb.com/hk-zh/footer/chubb-life-privacy-policy.html>。如欲查詢有關個人資料事宜，查閱或更正個人資料必須以書面形式向安達人壽保險香港有限公司的資料保護主任提出，並送交至香港銅鑼灣告士打道三一一號皇室大廈安達人壽大樓三十五樓。

L. Authorization 授權

I hereby irrevocably authorize or authorize on behalf of the Insured (if different) (i) any employer, doctor, hospital, clinic, insurance company, government office or any organizations or persons who have any records, knowledge or information (whether medical or otherwise) of me or the Insured (if different) to disclose, release or transfer to Chubb Life Insurance Hong Kong Limited "the Company" or its representative such information pertinent to this claim; (ii) the Company or any of its appointed medical/para-medical examiners or laboratories to perform the necessary medical assessment and tests to evaluate my or the Insured (if different) health status in relation to this claim. This authorization shall bind my and the Insured's successors and assignees and remain valid notwithstanding my or the Insured's death or incapacity in so far as legally possible. A photocopy of this Authorization shall be valid as the original.

本人或受保人授權（如有不同）(i) 任何僱主、醫生、醫院、診所、保險公司、政府部門，或其他機構及人士，如具有本人/受保人（如不同）的任何紀錄、知識或資料，可將該等資料向貴公司或貴公司代表透露、發放或移交，用以作為該份索償申請的參考；(ii) 貴公司或貴公司委任的醫療/輔助醫療檢查員或檢驗所，就有關索償的申請，進行醫療評估或測驗，以檢定本人/受保人（如有不同）的健康狀況。該授權書對本人/受保人的繼承人及承讓人均有約束力，即使在本人/受保人（如有不同）死亡或喪失行為能力後仍然有效。該授權書的影印本具有與正本同等的效力。

I/We agree to the Company may deduct any outstanding levy from the policy payment amount.

本人/吾等同意貴公司或會從保單的給付金額中扣除任何逾期的保費徵費。

_____/_____/_____ Day日 / Month月 / Year年	_____ Signature of Policyowner (if other than Insured) 保單持有人簽名（如並非受保人）	_____ Name of Policyowner 保單持有人姓名
		_____ Identity Document Number of Policyowner 保單持有人身份證明文件號碼
_____/_____/_____ Day日 / Month月 / Year年	_____ Signature of Insured 受保人簽名	_____ Name of Insured 受保人姓名
		_____ Identity Document Number of Insured 受保人身份證明文件號碼

* In compliance with the Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance and the Guideline on Anti-Money Laundering and Counter-Terrorist Financing which is issued by the Office of the Commissioner of Insurance as amended from time to time, Chubb Life Insurance Hong Kong Limited is required to collect the identity information for the above items with asterisk (*) and verify the identity of the Policyowner. Your agent/intermediary, therefore, is needed to verify the original identification documents and collect the copies of the relevant and other documents as deemed necessary of the Policyowner.

* 根據打擊洗錢及恐怖分子資金籌集（金融機構）條例及保險業監理處所發出及不時修訂之「打擊洗錢及恐怖分子資金籌集指引」，安達人壽保險香港有限公司必須收取以上註有星號（*）項目之保單持有人身份資料並核實保單持有人之身份。閣下之保險代理/中介人必須核實保單持有人之正本身份證明文件，並收取有關及其他所須文件之副本。