

／ 理賠程序指引

閣下只需按照以下簡單步驟，便能輕易完成整個理賠程序。

1 被保人入院 / 不幸身故

2 填妥及簽署索償申請表 I

3 提交所需文件
(如: 醫院收據正本 / X光片 / 病人出院撮要 / 死亡證等)

4 由主診醫生填妥索償申請表 II 並簽署及蓋上印章

5 將所需文件交予理財顧問或郵寄至本公司或交予客戶服務中心

6 如文件齊全及符合理賠資格，理賠將獲通過。
閣下可選擇郵寄，或由理財顧問轉交支票及賠償結算通知。

! **需要更多資料**
如文件不齊全，閣下將收到信件要求補交資料，請盡快提交後補資料，以繼續進行審批。

注意：
- 請確保申請表所有問題已填妥及申請表已簽署。
- 所有支票及正本文件均郵寄予內地訪港旅客。
- 任何嚴重疾病或非嚴重疾病的診斷必須於「認可醫院」經註冊醫生作出。



Claims Procedure 理賠程序指引

AXA 安盛竭盡所能為客戶提供快捷，合理的理賠服務。我們簡易的手續，令整個理賠程序更省時，更高效。

／ 住院理賠

住院索償申請表 I，住院索償申請表 II，身份證明/護照副本，整份住院賬單，醫療收據，X光 / 電腦掃描檢驗報告 / 化驗報告，病人出院撮要等有關文件

／ 傷殘 / 意外理賠

傷殘 / 意外索償申請表 I，傷殘 / 意外索償申請表 II，身份證明 / 護照副本，化驗報告，病假紙，物理治療報告，勞工評估證明書，X光檢驗報告，警察口供紙及其他有關文件（住院賬單正本，醫療收據正本等）

／ 嚴重 / 非嚴重疾病理賠

嚴重 / 非嚴重疾病索償申請表 I，嚴重 / 非嚴重疾病索償申請表 II，身份證明 / 護照副本，化驗報告，病理報告或其他相關證明文件

／ 身故理賠

身故索償申請表 I，身故索償申請表 II，死亡證明書正本，保單正本，被保人及受益人 / 信託人 / 遺產承辦人身份證明正本，被保人與索償人 / 受益人的關係證明文件如：結婚證明書，出生證明書，遺產管理書等（內地訪港旅客請提供死亡公證書正本，戶籍註銷證明等相關證明）

注意：

- 索償申請表 I 須由保單持有人填寫；索償申請表 II 須由被保人的主診醫生填寫並須簽署及蓋上印章。
- 如閣下持有多份保單，只需就同一傷患填寫一份索償申請表。
- 如欲退回已遞交的文件，請於申請表註明。
- 申請理賠期間如需協助，請致電客戶服務熱線 28022812 或交由理財顧問跟進。
- 可理賠類別視乎閣下持有保單之保障內容而定。
- 我們可能向閣下的主診醫生或入住醫院索取病理報告。
在一般情況下，申請病理報告需時：
私家醫生：3 - 4 星期
私家醫院：3 - 4 星期
醫院管理局：6 - 8 星期

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Claims Procedure 理賠程序指引

Claims Procedure

File your claim easily with the following simple steps.

1 Hospitalisation or Decease of the Insured

2 Complete and sign Claim Form I

3 Submit all required supporting documents (e.g. Original Hospital Receipts, X-ray Report, Discharge Summary, Death Certificate, etc)

4 Claim Form II be completed, signed and sealed by the attending doctor

5 Submit all required supporting documents to your Financial Consultant, send them to our Company or submit them to our Customer Service Centre

6 Your claim would be approved if there is no outstanding requirement or need for investigation. A cheque with settlement advice would be issued to the Claimant by mail or the Financial Consultant according to personal preference.

! Pending Case

Should there be any outstanding requirements, a letter stating the required information will be issued to you. Please submit the required documents as soon as possible for further process.

Remarks:

- Please ensure all questions have been fully answered and the Claim Forms are signed.
- Cheque and documents will be sent and returned to mainland China visitors by mail.
- Diagnosis of Major Illness or Minor Illness of the Insured must be performed at a Recognised Hospital by a registered Medical Practitioner.



Claims Procedure 理賠程序指引

We strive to provide efficient and reasonable claims services. Simple steps are therefore required to allow a smooth and efficient claims procedure.

Types of Claims and Required Documents

/ Hospital Claim

Medical Claim Form I, Medical Claim Form II, Copy of ID card/Passport, Original Hospital Statement and Receipts, X-ray / CT scan / Lab Report, Discharge Summary, etc

/ Disability / Accident Claim

Disability / Accident Claim Form I, Disability / Accident Claim Form II, Copy of ID card / Passport, Lab Report, Sick Leave Certificates, Physical Therapy Report, Labor Assessment Certificate, X-ray Report, Police Report and other related documents (Original Hospital Receipts, Original Medical Report, etc)

/ Major / Critical / Minor Illness

Major / Critical / Minor Illness Claim Form I, Major / Critical / Minor Illness Claim Form II, Copy of ID card/Passport, Lab Report, Pathology Report or other relevant proof / medical evidence

/ Death Claim

Death Claim Form I, Death Claim Form II, Original Death Certificate, Original Policy, Original identification documents of the Insured and the Beneficiary / Trustee / Legatee, Proof of relationship between the Insured and the Claimant / Beneficiary e.g. Marriage Certificate, Birth Certificate, Letters of Administration, etc (For mainland China visitors, please kindly provide Original Notarial Certificate for Death in PRC, Household registration cancellation proof, etc)

Remarks:

- Claim Form I should be completed by the policy owner; Claim Form II should be completed, signed and sealed by the Insured's attending doctor.
- If you have more than one policy with us, only one Claim Form is needed to be filled for each claim.
- Please state the documents that you wish to be returned in the Claim Form.
- Should you need any assistance with the claims procedure, please contact our Customer Service Hotline 28022812 or your Financial Consultant.
- Types of claims that you are eligible for are subject to the specific benefits set out in your own policy.
- We may ask for Medical Report from your attending doctor or hospital. Under normal circumstances, time needed for obtaining your Medical Report is as follows:
Private Doctor: 3 - 4 weeks
Private Hospital: 3 - 4 weeks
Hospital Authority: 6 - 8 weeks

/ 常見問題 FAQ :

問: 如何索取索償申請表I及索償申請表II?

答: 閣下可透過理財顧問、在AXA安盛網http://www.axa.com.hk下載、致電客戶服務熱線 28022812, 或到AXA安盛客戶服務中心索取索償申請表。

Q: How to obtain Claim Form I & Claim Form II?

A: You may contact your Financial Consultant, access our website http://www.axa.com.hk, contact our Customer Service Hotline 28022812 or visit our Customer Service Centre to obtain the Claim Forms.

問: 我能獲取多少賠償金額?

答: 閣下可於AXA安盛網頁http://www.axa.com.hk下載保障賠償表。

Q: What is the maximum benefit amount that can be claimed?

A: You may access our website http://www.axa.com.hk to download the Benefit Schedule for more information.

問: 索償申請表II應如何填寫?

答: 索償申請表II應交由被保人的主診醫生填寫並須簽署及蓋上印章。如醫生未能填寫, 請向有關醫院申請醫療報告書。

Q: How to complete Claim Form II?

A: Claim Form II should be completed, signed and sealed by the Insured's attending doctor. However, you may request for Medical Report from the Hospital as a replacement.

問: 索償申請表II是否必須要由主診醫生填寫? 貴公司會否支付有關費用?

答: 索償申請表II必須要由主診醫生填寫, 並須簽署及蓋上印章, 以作評估理賠申請之用, 客戶須自行支付有關費用。

Q: Is it a must that Claim Form II be completed by the attending doctor? Would the charges be reimbursed by the Company?

A: Claim Form II must be duly completed, signed and sealed by the attending doctor for the assessment of your claim and clients should bear the cost.

聯絡我們 Contact Us

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傳真 / Fax : (852) 2598 7623

電郵 / Email : customer.services@axa.com.hk

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