



## Helper Insurance Claim Form 家傭保障索償表格

M992

- You can report a claim anytime, anywhere around the world, simply click on the following for online claim lodgement:-  
 您可以隨時隨地在世界各地申請索賠，只需點擊以下網址提出申請：  
 URL : <https://forms.msig.com.hk/Forms/ClaimHelper> QR : 
- Please complete and submit this Claim Form to us within 30 days from the date of accident, together with relevant supporting documents. Further information may be needed in the future.  
 • Post: MSIG Insurance (Hong Kong) Limited - Macau Branch, Claims Division  
 Avenida Da Praia Grande, No. 693 Edif. Tai Wah 13 Andar A & B, Macau  
 請將填妥之索償表格連同有關證明文件，並於事發後30天內呈交本公司。稍後可能需要提供進一步資料。  
 • 郵寄地址：三井住友海上火災保險(香港)有限公司 澳門分公司 理賠部  
 澳門南灣大馬路693號 大華大廈13樓A & B座
- For all medical reports and original medical receipts, please provide the treatment date, patient's name, diagnosis and countersigned by the attending physician with stamp on it.  
 請提供治療日期、病者姓名、病症及由主診醫生之印鑑及簽署在所有醫療報告及醫療費用之正本收據上。
- For inquiry, please call our Claims Services Hotline at (853) 2892 3329.  
 如有任何查詢，請致電我們的賠償服務熱線(853) 2892 3329。

### Policyholder's Information 投保人資料

\* Compulsory 必須填寫

Name of Policyholder 投保人(僱主)姓名*	Policy No. 保單號碼*
ID No. 身份證號碼 ( )	Mobile No. 流動電話號碼*
Name of Domestic Helper 家傭姓名*	Email 電子郵件

### Claim Settlement Method 賠償方法 (Available for Bank of China Macau Branch, Banco Nacional Ultramarino or Industrial and Commercial Bank of China only 只適用於中國銀行澳門分行、大西洋銀行或中國工商銀行(澳門)客戶)

To quicken our settlement for any valid claim, please provide your banking details if you prefer direct credit.  
 在成功審批賠償後，本公司可以將賠款直接過戶。如閣下選擇此項服務，敬請提供銀行存款戶口號碼。

Bank Name 銀行名稱	<input type="checkbox"/> Bank of China Macau Branch 中國銀行澳門分行	<input type="checkbox"/> Banco Nacional Ultramarino 大西洋銀行	<input type="checkbox"/> ICBC(Macau) 工銀澳門
Account Holder's Name 戶口持有人姓名 (Must be the same as the Policyholder/ Insured Person 必須與保單持有人/受保人相同)			
Bank A/C No. 銀行帳戶號碼			<input type="checkbox"/> MOP 澳門幣 <input type="checkbox"/> HKD 港幣

### Clinical Expenses / Bonesetter Expenses / Dental Expenses 門診/跌打/牙科費用

Date of Treatment 診治日期 DD/MM/YY 日/月/年	Please put a "✓" in the appropriate item(s) 請在適用的項目內填上"✓"			Claim Amount 索償金額	Diagnosis 診斷
	Registered medical practitioner 普通科醫生	Bonesetter Fee 跌打費用	Dental Fee 牙科費用		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

**Surgical and Hospitalisation Expenses and/or Service Interruption 手術及住院費用 及/或 服務中斷**

Period of Confinement 住院日期	From 由	To 至
	DD/MM/YY 日/月/年	DD/MM/YY 日/月/年
Name of Hospital 醫院名稱		
Diagnosis 診斷	Claim Amount 索償金額	

**Repatriation Expenses and/or Replacement Helper Expenses 送返費用 及/或 更換家傭費用**

Date of Repatriation 送返日期	DD/MM/YY 日/月/年	Claim Amount 索償金額
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**Reason of Repatriation 送返原因**

<input type="checkbox"/> Death 身故	Cause of Death 身故原因	Date of Death 身故日期	DD/MM/YY 日/月/年
<input type="checkbox"/> Medically unfit to complete the term of contract of employment 因疾病或受傷而未能繼續履行工作	Diagnosis 診斷	Date of Diagnosis 確診日期	DD/MM/YY 日/月/年
<input type="checkbox"/> Other, please specify 其他原因，請詳述		Date of Incident 事件日期	DD/MM/YY 日/月/年

 Do you need to claim for Replacement Helper Expenses?  
閣下是否需要申請更換家傭費用？

 Yes     No

**Other 其他**

Date of Incident 事件日期	DD/MM/YY 日/月/年	Place of Incident 事件發生地點
Full description of how the incident occurred, and the losses sustained 請詳述事件之發生經過及索償細節		

**Declaration & Authorisation 聲明及授權書**

I/ We declare that the above information is in all respect true and complete to the best of my/ our knowledge and belief;  
I/ We hereby declare and agree that any hospital, clinic, physician, insurance company, organisation or any person that has any records or knowledge of my health, or that of the above named patient, to furnish such information to MSIG Insurance (Hong Kong) Limited - Macau Branch. A photocopy of this authorisation shall be considered as effective and valid as the original.

本人（等）就此作出聲明，以上所述事項均根據本人（等）所知及所信的情況下提供，並且為正確及並無遺漏；

本人（等）謹此聲明並同意任何擁有本人或上述病者之健康資料和記錄之醫院、診所、醫生、保險公司或任何機構之人士向三井住友海上火災保險（香港）有限公司 澳門分公司提供有關資料。此授權書之影印本與正本具有同等之效力。

Signature of Policyholder/Insured Person 投保人／受保人簽署  
(with company chop if applicable 如屬公司請蓋章)

Date Signed (DD/ MM/ YY)  
簽署日期 (日/ 月/ 年)

## Appendix: Notice to customers relating to Law no. 8/2005 Personal Data Protection Act ("the Act")

MSIG Insurance (Hong Kong) Limited ("MSIG", "we" or "us") would ask that you take the time to read this privacy policy carefully. In case of discrepancies between the English and Chinese versions of this statement, the English version shall prevail.

### Privacy Policy

MSIG takes your privacy very seriously. To ensure your personal information is secure, we communicate and enforce our privacy and security guidelines according to the relevant laws and regulations. MSIG takes precautions to safeguard your personal information against loss, theft, and misuse, as well as against unauthorised access, disclosure, alteration, and destruction. Furthermore, we will not sell your personal information to anyone without your consent. MSIG imposes very strict sanction control and only authorised staff on a need-to-know basis are given access to or will handle your personal data, and we provide regular training to our staff to keep them abreast of any new developments in privacy laws and regulations.

We will only retain your personal data in our business records for as long as it is necessary for business and tax purposes as permitted by the laws. We will require our agents, contractors or third parties who provides administrative or other services on our behalf to protect personal data they may receive in a manner consistent with this policy. We do not allow them to use such information for any other purposes. If you have any questions or inquiries regarding our Privacy Policy, please feel free to contact us.

We may amend this Privacy Policy at any time and for any reason. The updated version will be available by following the 'Privacy Policy' link on our website homepage at [msig.com.hk](http://msig.com.hk). You should check the Privacy Policy regularly for changes.

### Personal Information Collection Statement

Personal information is data that can be used to uniquely identify or contact a single person. As our customer, it is necessary from time to time for you to supply us with your personal data in relation to the general insurance services and products ("the Product") that we provide to you and in order for us to deliver and improve customer service. This includes but not limited to the personal data contained in the proposal form or in any documents in relation to the Product or any claim made under the Product.

If you do not provide us with your personal data, we may not be able to provide the Product you need or process your request.

We may use your personal data for:-

- processing and evaluating your insurance application and any variation or renewal of the Product;
- administration of the services and facilities in relation to the Product provided to you;
- conducting identity and/or credit checks;
- invoicing, processing payment instructions and collecting premiums and outstanding amounts from you;
- assessing and processing claims in relation to the Product;
- conducting statistical or actuarial research and/or analysis by us;
- automated decision-making processes, including profiling, for risk assessment and claims management;
- other ancillary purposes which are directly related to the above purposes;
- conducting matching procedures or similar activities as defined under the relevant laws in Macau;
- complying with applicable laws, regulations or any industry codes or guidelines; and
- detecting, investigating and preventing fraud and/or other illegal activity (whether or not relating to the Product issued in respect of this application).

In connection with any of the above purposes, the personal data that we have collected might be disclosed or transferred to the following persons and/or entities (who may be located within or outside of Macau, or may process or store your personal data outside of Macau):

- third party agents, contractors, service providers and advisors (including but not limited to debt collection agencies, credit reference bureaus or call centers) who provide administrative, communications, computer, data processing and storage, payment, security, information technology, marketing or other services which assist us to carry out the above purposes (including medical service providers, emergency assistance

- service providers, telemarketers, mailing houses, IT service providers and data processors);
- loss adjudicators, claims investigators and medical advisors;
- reinsurers and reinsurance brokers;
- your insurance intermediary;
- our legal and professional advisors;
- our related companies that are part of our corporate group, including, without limitation, any parent company, subsidiary, affiliate, or any other entity under common ownership or control, as defined under the related laws in Macau;
- Macau Insurers' Association (or any similar insurance industry association or federation);
- government agencies and authorities as required or permitted by law;
- the police and fraud investigation or prevention organizations;
- databases or registers (and their operators) used by the insurance industry to analyse and check information provided against existing information; and
- in the event that we transfer all or a substantial part of our business to another company, the transferee of that business, who may then use your personal data to continue carrying out that business.

In order to confirm the accuracy of your personal data, you agree to provide us with authorisation to access and to verify any of your personal data with the information collected by any federation of insurance companies from the insurance industry.

MSIG also intends to use your name, your address, your phone number and email address from time to time to provide marketing materials and conduct direct marketing (including but not limited to promotion, marketing and sales) of the Product.

**If you do not wish MSIG to use your personal data for direct marketing as listed above, you should tick the box on the right and send us a copy of this Notice at the address listed below together with the required information which are necessary for us to process your opt-out request. You may also notify us by filling in the "Enquiry form – Opt-out from direct marketing activities" on our website at [msig.com.hk](http://msig.com.hk). In your notification, you must supply the same required information as listed below.**



**To enable us to process your opt-out request, please provide us below information and send to: The Data Protection Officer at Avenida Da Praia Grande No. 693, Edif Tai Wah 13 Andar A&B, Macau.**

**Full name:**

**Contact number:**

**Macau ID number:** *(for identification purpose)*

**Policy/Certificate/Acknowledgement number**  
*(if you have one):*

**Note: This instruction will override all previous instructions relating to direct marketing that have been given to MSIG.**

Under the Act, you have the right to: (a) be informed of the kind of personal data held by us; (b) be informed of the main purposes for which personal data held by us are or are to be used; (c) request access to your personal data held by us; (d) request correction of your personal data held by us; and (e) ascertain our policies and practices in relation to personal data. If you wish to exercise these rights, please write to our Data Protection Officer at Avenida Da Praia Grande No. 693, Edif Tai Wah 13 Andar A&B, Macau.

If you have any enquiries or require assistance with this Personal Information Collection Statement, please call us at +853 2892 3329.

\_\_\_\_\_  
Proposer's signature

Date \_\_\_\_\_ (DD/MM/YYYY)

## 附錄：關於第8/2005號法律《個人資料保護法》（「條例」）的客戶通知

三井住友海上火災保險（香港）有限公司（下稱「MSIG」、「我們」或「本公司」）請您仔細閱讀下列條款與條件。如此聲明的英文版本與中文版本內容有歧異，將以英文版本為準。

### 私隱政策

MSIG極為重視您的私隱。為了保障您的個人資料，我們以有關法例及規例為準則，向公司內部傳達並執行我們定立之私隱及保障指引。MSIG採取切實可行的預防措施以保障您的個人資料免遭受遺失、盜竊、誤用，以及在未經許可之情況下被取用、洩露、更改及破壞。此外，除非得到您的同意，我們均不會出售您的個人資料給任何人。MSIG嚴格執行認可管制，只容許獲授權之職員在必需要的情況下，取用或處理您的個人資料。此外，我們會向職員定期提供培訓，確保他們知悉任何有關私隱法律及規例的新發展。

我們只會在法律容許並必需用於業務及稅務用途之情況下，保留您的個人資料作為我們的業務記錄。我們會向以本公司之名義提供行政或其他服務之代理、承辦商或第三者，要求他們遵循本政策保護有可能收到的個人資料。本公司不會容許他們使用有關資料於任何其他目的。如您對我們的私隱政策有任何疑問，歡迎聯絡我們查詢。

我們可能不時修改此範本。修改後的範本可於本公司網頁msig.com.hk下載。您應定期查閱此範本所修改的內容。

### 個人資料收集聲明

個人資料是可以用作獨立識別或聯絡個別人士之數據。貴為我們的客戶，您須向我們不時供給與我們提供之一般保險服務及保單產品（下稱「保單產品」）相關的個人資料，讓我們可向您提供客戶服務及改善服務質素。當中包括但不限於您在申請表填寫或任何與保單有關之文件上或任何透過保單索償上所載之個人資料。

如您未能向我們提供您的個人資料，我們可能無法提供您所需的產品或處理您的請求。

我們可能將您的個人資料用於以下用途：

- 處理和評估您的保險申請及任何保單產品的變更或續保；
- 管理與保單產品相關的服務和設施；
- 進行身份和/或信用審查；
- 發出賬單、處理付款指示及向您收取保費和未結清款項；
- 評估及處理與產品相關的索償；
- 進行統計或精算研究和/或分析；
- 風險評估和索償管理的自動化決策過程，包括分析；
- 與上述目的直接相關的其他輔助用途；
- 進行配對程序或相關活動（如有關係例中所定義）；
- 遵守適用的法律、法規或任何行業守則或指引；及
- 偵測、調查和防止欺詐及/或其他非法活動（無論是否與本申請下所發出的保單產品有關）。

在以上任何目的下，我們收集的個人資料可能會被披露或轉移至以下人士和/或實體（他們可能位於澳門境內或境外，或可能在澳門境外處理或儲存您的個人資料）：

- 向我們提供行政、通訊、電腦、數據處理和儲存、支付、保安、資訊科技、營銷或其他協助我們實現上述目的的服務的第三方代理、承包商、服務供應商及顧問（包括但不限於追討欠款機構、信用調查局或呼叫中心，以及醫療服務供應商、緊急救援服務供應商、電話促銷商、郵寄及印刷服務商、資訊科技服務供應商及數據處理服務商）；
- 處理索賠個案的理賠師、理賠調查員及醫療顧問；
- 再保險公司及再保險經紀；
- 您的保險中介人；

- 我們的法律及專業顧問；
- 我們企業集團內的相關公司，包括但不限於任何母公司、子公司、附屬公司或在澳門相關法律下被定義為共同所有或控制的任何其他實體；
- 澳門保險公會（或同類的保險行業協會或聯會）；
- 法例要求或許可的政府機關；
- 警方及防止或調查欺詐的組織；
- 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）；及
- 在我們將全部或大部分業務轉讓給其他公司時，該業務的受讓人可繼續使用您的個人資料來執行該業務。

為了確保您的個人資料之準確性，您同意授權本公司查閱並核實任何由保險業界內保險公司聯會所收集有關您的個人資料。

MSIG亦擬不時使用您的姓名、地址、電話號碼及電郵地址提供產品的市場推廣及直接促銷（包括但不限於推廣、營銷及銷售）。

如您不欲MSIG將您的個人資料用作直接促銷用途，您應於右列方格加上剔號並將此通告之副本連同您要求拒絕直接促銷活動所必須提供的資料（詳情如下）郵寄至下列地址。您亦可填妥本公司網頁msig.com.hk的「查詢表格 — 拒絕直銷活動」通知我們。在您的通知中，您必須於提供以下列出的相同所需資料。

為讓我們能夠處理您以上提出的拒絕直接促銷活動之請求，請提供以下資料並寄至：澳門南灣大馬路693號大華大廈13樓A-B座，資料保護主任收。

姓名：

聯絡電話：

澳門身份證號碼：  
(作識別之用)

保單號碼/證書編號/確認編號（如適用）：

附註：此拒絕直接促銷活動要求將會取代您先前給予MSIG一切關於直接促銷的指示。

根據條例，您有權：(a) 知悉我們所持有的個人資料種類；(b) 知悉我們所持有的個人資料及其主要用途；(c) 查閱我們所持有的您的個人資料；(d) 更正我們所持有的您的個人資料；及(e) 查詢我們有關個人資料的政策和實務。如您希望行使這些權利，請致函澳門南灣大馬路693號大華大廈13樓A-B座，我們的資料保護主任收。

如您對此個人資料收集聲明有任何疑問或須協助，請致電+853 2892 3329與我們聯絡。

\_\_\_\_\_  
投保人簽署

日期 \_\_\_\_\_ (日/月/年)