

Financial Lines Claim Form 金融保險索償表格

H1012

1. 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：

<https://forms.msig.com.hk/Forms/ClaimLiability>

QR :



2. Otherwise, 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, Claims Division, 9/F 1111 King's Road, Taikoo Shing, Hong Kong OR
- Email: claimin@hk.msig-asia.com

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：香港太古城英皇道1111號9樓 三井住友海上火災保險（香港）有限公司 理賠部或
- 電郵： claimin@hk.msig-asia.com

3. For inquiry, please call our Claims Services Hotline at +852 2894 0660 or email to claimin@hk.msig-asia.com
 如有任何查詢，請致電我們的賠償服務熱線+852 2894 0660或電郵至claimin@hk.msig-asia.com。

This form is issued without admission of liability. Please complete and return this form to our claims division immediately after the occurrence in the event of any claim or potential claim under the policy.

提供此報告書予閣下不應被視為本公司的賠償承諾。於事故發生後，如已確實發生或可能發生索償事件，閣下必須填妥此報告書內有關項目並立即交回本公司理賠部。

You should not make any admission of liability, make any offer of settlement or incur any defence costs without our prior approval. 未經本公司同意，請不要承認任何責任、提出和解協議或衍生任何抗辯費用。

Please complete this claim form in ENGLISH BLOCK LETTERS. Tick "✓" the boxes as appropriate.

請以英文正楷填寫此索償表格。在適當的方格內“✓”

Policyholder's or insured person's information 保單持有人或受保人資料		
Name of insured/policyholder 受保人/保單持有人姓名		Policy no. 保單號碼
Contact details 聯絡人資料		
Surname in English 姓(英文)	Given name in English 名(英文)	Gender 性別 M男 <input type="checkbox"/> F女 <input type="checkbox"/>
Email address 電郵地址		Mobile phone no. 手提電話號碼
Correspondence address 通訊地址		
Flat/Room 室	Floor 樓	Block 座
Building/Estate 大廈/屋苑		
Street/Road & district area 街道及地區		<input type="checkbox"/> HK 香港 <input type="checkbox"/> KLN 九龍 <input type="checkbox"/> NT 新界
If we need to contact you in written format, which method do you prefer? 如本公司需要以書面聯絡閣下，您會選擇哪一種聯絡方式？		<input type="checkbox"/> Mail 郵件 <input type="checkbox"/> Email 電子郵件

Details of incident 事件之詳情

		Date (DD/MM/YYYY) 日期 (日/月/年)
1. Date of incident out of which a claim has been made or might be made against the insured (please attach documentation). 索償或預計會引致索償的事件之發生日期 (請提供相關文件)。		
2. Date or period of time when the insured first became aware of or estimated a set of circumstances resulting in a claim against them: 受保人知悉會被索償或預計會引致索償的日期：		
3. Date when the insured first received notice of intention of any party to make a claim against them: 受保人首次收到任何人士向受保人提出索償通知的日期：		
4. Name of the insured person(s) who is/are the subject of the claim or potential claim: 遭受索償或預計會被索償的受保人 (等) 的姓名：		
Name of insured person 受保人姓名		
5. Name and contact details of (potential) claimant(s) who have or may claim against the insured: 已經向或預計會向受保人提出索償之索償人的姓名及聯絡資料：		
Name 姓名	Contact details 聯絡資料	
6. Please provide details of the facts or circumstances and/or allegations giving rise to this notification (please attach documentation which enable MSIG to understand the nature of the claim against the insured). 請提供此事件之詳情，包括索償及/或指控的理由以及事件發生的流程 (請提供相關之文件，以便三井住友保險能更了解該事件之詳情)。		
7. Please provide your estimate and breakdown of possible damages or the potential amount of any claim: 請提供相關事件的預計索償金額及細節：		
Item 項目	Amount (HK\$) 金額 (港幣/元)	
8. Have you conducted any internal investigations/police/regulatory authorities' enquiries? 您曾否進行或接受過任何內部調查/警方/監管機構的調查？ If 'yes', please provide copies of relevant investigation reports and/or correspondence with the document reference number: 如「有」，請提供相關之調查報告及/或書信往來的副本以及相關之檔案編碼：		<input type="checkbox"/> Yes 有 <input type="checkbox"/> No 否
9. Have you made any admissions of liability or responsibility? 您是否承認過任何責任？ If 'yes', please provide details:		<input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否

10. Have you obtained any legal or other advice about the claim against you? Yes 是 No 否

您是否就此事件索取或獲得任何法律或其他相關之意見？

If 'yes', please provide details. Prior approval from MSIG must be obtained for all incurred legal and relevant defence costs. We also reserve our right to appoint our choice of legal representative under all circumstances.

如「是」，請提供詳情。請注意，法律意見和其他相關之抗辯的衍生費用都必須事先經由本公司事先批准，而且我們有權在任何情況下選擇指定的律師或相關法律代表。

11. Is there any other Financial Lines insurance covering this incident? Yes 是 No 否

此事件是否有其他金融保險承保？

If 'yes', please provide name of insurance company and policy number:

如「是」，請提供相關保險公司的名稱及保單編號：

Name of insurance company 保險公司名稱	Policy number 保單編號

12. Any other information to substantiate your claim to MSIG:

任何其他可以協助三井住友保險處理此索償事件的資料：

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;
本人（等）就此聲明，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；
- It is agreed that upon request by MSIG Insurance (Hong Kong) Limited. I/We shall make a statutory declaration to re-affirm the genuineness of all the information contained in this claim form; and
若三井住友海上火災保險（香港）有限公司提出有關要求，本人（等）將同意作出重申本索償申請表內資料均屬真確的法定聲明；及
- I, the undersigned claimant, hereby authorise any party concerned to disclose to MSIG Insurance (Hong Kong) Limited or its representative any and all information with respect to my claimed loss/damage a photostat copy of this authorisation shall be as effective and valid as the original.
本人為下方簽署之索償人。本人現授權有關人士向三井住友海上火災保險（香港）有限公司或其代表提供任何一切有關本人於上述索償項目中申報的財物損失的資料記錄。本授權書之影印本的法律效力等同正本。
- I believe that the facts stated in this claim form are true and correct. I acknowledge that the Insurers will rely upon the information supplied by me/the policyholder/the insured person, which I verily and honestly believe to be true and correct, in prosecuting or defending any claims or proceedings in future, and the signatory/the policyholders/insured person under this policy, if so required by the Insurers, will be asked and are bound to sign any court documents on the basis of information provided herein.
本人確認此索償申請書內之事實均為真實及正確。本人確認貴保險公司會依靠本人/保單持有人/受保人所提供的資料（本人誠實地相信該等資料是真實和正確的），作為將來進行或辯護任何索賠及訴訟程序之用。如貴保險公司要求，本簽署人/保單持有人/受保人將會及必定同意簽署任何有關倚靠該等資料所準備之法律文件。

Signature of insured or person with authority
to sign on behalf of the insured
受保人或獲受保人授權之人士簽署

Company's stamp 公司蓋章

Name and designation 姓名及職位

Date (DD/MM/YY) 日期（日/月/年）

* IMPORTANT: Please forward to us all correspondence directly relating to the third party claim and do not admit any liability to third party.
* 重要事項：如收到第三者的索償，請勿私下作出回覆。閣下必須將該等信件交予本公司。

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 for any purposes. 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 agent, contractor or third party 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. 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 customers, 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 the 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.

Your personal data may be used for obligatory purpose. If personal data are to be used for an obligatory purpose, you MUST provide your personal data to MSIG if you want MSIG to provide the Product. Failure to supply such data for obligatory purpose may result in MSIG being unable to provide the Product.

The obligatory purposes for which your personal data may be used are as follows:-

- processing and evaluating your insurance application and any future insurance application you may make;
- our daily operation and administration of the services and facilities in relation to the Product provided to you;
- variation, cancellation or renewal of the Product;
- invoicing and collecting premiums and outstanding amounts from you;
- assessing and processing claims in relation to the Product and any subsequent legal proceedings;
- exercising any right of subrogation by us;
- contacting you for any of the above purposes;
- other ancillary purposes which are directly related to the above purposes;
- complying with applicable laws, regulations or any industry codes or guidelines; and
- detecting and preventing fraud (whether or not relating to the policy issued in respect of this application).

In connection with any of the above purposes, the personal data that we have collected might be transferred to:

- third party agents, contractors and advisors who provide administrative, communications, computer, payment, security 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);
- in the event of a claim, loss adjudicators, claims investigators and medical advisors;
- reinsurers and reinsurance brokers;
- your insurance broker;
- our legal and professional advisors;
- our related companies as defined in the Companies Ordinance;
- the Hong Kong Federation of Insurers (or any similar association of insurance companies) and its members;
- the Insurance Complaints Bureau and similar industry bodies;
- government agencies and authorities as required or permitted by law;
- fraud prevention organizations;
- other insurance companies (whether directly or through fraud prevention organization or other persons named in this paragraph);
- the police; and
- databases or registers (and their operators) used by the insurance industry to analyse and check information provided against existing information.

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

Under the relevant laws and regulations, you have the right to request access to and to request correction of your personal data held by us. If you wish to exercise these rights, please write to our Data Protection Officer at 9/F 1111 King's Road, Taikoo Shing, Hong Kong.

If you have any enquiries or require assistance with this Personal Information Collection Statement, please call us at +852 3122 6922.

三井住友海上火災保險（香港）有限公司（下稱「三井住友保險」、「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

三井住友保險極為重視您的私隱。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。三井住友保險採取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，我們均不會出售您的個人資料給任何人。三井住友保險嚴格執行認可管制，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。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」）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。

您的個人資料可被用於強制性用途。如個人資料是用於強制性用途，而您希望三井住友保險提供有關保單，則您必須向三井住友保險提供有關個人資料，否則三井住友保險將不能向您提供有關保單。

您的個人資料可被用於以下強制性之用途：

- 處理及審批您的保險申請或您將來提交的保險申請；
- 向您提供與保單及核保相關之日常運作及行政用途；
- 保單之更改、取消或續保用途；
- 發出繳交保費通知及向您收取保費及欠款；
- 評估及處理透過保單索償及任何繼後法律訴訟之用途；
- 由本公司行使代位權利之用途；
- 就以上用途聯絡您；
- 其他與上述用途有直接關係的附帶用途；
- 遵循適用法律，條例及業內守則及指引；及
- 偵測和防止欺詐行為（無論是否與就此申請而發出的保單有關）所需的目的。

就任何上述的用途，我們所收集的個人資料可能會被轉移至：

- 向我們提供行政、通訊、電腦、付款、保安及其他服務的第三方代理、承包商及顧問（包括：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；
- 再保公司及再保經紀；
- 您的保險經紀；
- 我們的法律及專業業務顧問；
- 我們的關連公司（以《公司條例》內的定義為準）；
- 香港保險業聯會（或同類的保險公司聯會）及其會員；
- 保險投訴局及同類的保險業機構；
- 法例要求或許可的政府機關；
- 防欺詐組織；
- 其他保險公司（無論是直接地，或是通過防欺詐組織或本段中指名的其他人士）；
- 警察；及
- 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）。

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。

根據有關法例及規例，您有權查閱及更正本公司所持的任何載有您的個人資料之記錄。如您欲行使以上權利，可以書面形式投寄至香港太古城英皇道1111號9樓三井住友海上火災保險（香港）有限公司，通知本公司的資料保護主任。

如您對此個人資料收集聲明有任何疑問或須協助，請致電+852 3122 6922與我們聯絡。