



# Household Insurance Claim Form

## 家居保險索償申請表

This form must be completed truthfully and accurately. If the space is not enough or no applicable field available, please supplement information by attachment.  
請正確填寫此申請表。如果表格空間不足或沒有適用之欄位，請以附件補充資料。

The list of documents required is not exhaustive and we reserve our right to request from you any additional information/documentation, as necessary.

The submission of an incomplete form or insufficient information or supporting documents may delay the processing or result in the denial of your claim.

各部份之「所需文件」只是概括要求，本公司保留權利在有需要時要求閣下提供更多文件以處理有關的索償申請。如所遞交的索償申請表未填妥或有關資料或文件不足，閣下的索償申請有可能會受延誤或被拒絕。

The completed form should be returned to us together with all supporting documents as soon as possible at the following address:

請填妥索償申請表並連同所有有關文件盡快寄回以下地址：

AIG Insurance Hong Kong Limited

Claims Department

7/F, One Island East, 18 Westlands Road, Island East, Hong Kong

Facsimile: 852 2838 9916

Email address: claims.hk@aig.com

www.aig.com.hk

美亞保險香港有限公司

賠償部

香港港島東華蘭路18號港島東中心7樓

傳真：852 2838 9916

電郵地址：claims.hk@aig.com

www.aig.com.hk

### Section I - General Information (Required) 第一部份 一般資料 (必須填寫)

Policy/certificate no. 保單號碼	Name of Insured (Chinese & English) 受保人姓名(中文及英文)	ID card no./passport no. 身份證/護照號碼
Telephone no. (Mobile) 電話號碼(手提電話) <small>Claim Acknowledgement will be sent to this mobile phone number via SMS upon receipt of this original form. 本公司將會在收到此索償申請表正本後發送確認短訊至此手提電話號碼。</small>	E-mail address 電郵地址	
Mailing address 聯絡地址(請盡量以英文填寫)		
Please provide full details of all claims made against any insurance company in the past 5 years, if any. 於過去五年內，閣下有否向任何保險公司申請索償？如有，請詳細說明。		
Do you have any other insurance policies covering the loss incurred? 是次索償項目是否受保於其他保險合約？ <input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否	If yes, please provide the following information : 如是，請提供以下資料： Name of the insurance company 保險公司名稱 _____ Policy Type 保險類別 _____ Policy no. 保單號碼 _____ Sum Insured (Please indicate the currency) 保額(請註明貨幣) _____	
Has the said insurance company rejected your claim? 該保險公司曾否拒絕閣下的索償申請？ <input type="checkbox"/> Yes 有 <input type="checkbox"/> No 沒有		
If yes, please state the reason(s) 如有，請註明原因		
If no, please state the amount payable/paid by the said insurance company (please provide the payment details) 如沒有，請註明該保險公司賠償的金額(請提供賠償明細)		

## Claims Payment Method (Required)(Please tick) 賠償支付方式 (必須填寫)(請選擇)

The request for payment made is not an admission of our liability. If the claim is eligible, the payment shall be payable to the relevant Insured only based on the following details provided.

本公司特此聲明此項要求並不代表本公司承認賠償責任。如果索償成功，所有賠償均可支付予此索償之相關受保人如下提供的信息。

Notice: 1. Purpose for collection: (i) Solely to enable AIG HK to effect settlement payment for eligible claim(s). (ii) AIG HK shall only make payment according to the details provided in this section.  
2. AIGHK reserves the right to determine the claim payment method at its absolute discretion.

注意事項: 1. 收集目的: (i) 僅使美亞保險能夠對符合條件的索償進行賠償付款。(ii) 美亞保險將只會根據以下提供的資料進行付款。  
2. 美亞保險保留自行決定其索償款項的付款方法的權利。

Please choose one. 請選擇其一	<input type="checkbox"/> Faster Payment System (FPS) 快速支付系統 (「轉數快」)	*Only applicable for claims payment amount under HKD10,000. **只適用於不超過港幣10,000元的索償支付金額之個案。
	或 or	
	<input type="checkbox"/> Direct credit to Hong Kong Bank Account (HKD account only) 支付到銀行帳戶 (只限港幣戶口)	

If you choose **Faster Payment System (FPS)** for your claim(s), please complete the following:

如選擇使用 **快速支付系統 (「轉數快」)** 為你的賠償支付方式，請填寫以下資料：

Notice: 1. Please ensure the proxy (phone number/e-mail address/FPS ID) you've provided is already registered with Faster Payment System, otherwise the payment cannot be proceeded. 2. <b>Claims Payment only addresses to Policy Holder /eligible Claimant.</b> Please ensure the registered proxy with bank account holder name is the same as the name of Policy Holder / eligible Claimant(s), otherwise the payment cannot be proceeded. 3. Please provide <b>One (1)</b> of the proxy (phone number /e-mail address/FPS ID) in below field. 4. <b>Please provide e-mail address</b> for sending Claim statement, otherwise the payment cannot be proceeded.	注意事項: 1. 請確保以下提供的識別代號 (電話號碼/電郵/快速支付系統識別碼) 已在快速支付系統中註冊，否則無法進行付款。 2. <b>賠償付款僅支付給保單持有人/符合條件的索償者。</b> 請確保註冊快速支付系統的銀行帳戶持有人姓名與保單持有人/符合條件的索償者姓名相同，否則無法進行付款。 3. 請於下面只提供 <b>一個</b> 快速支付系統識別代號 (電話號碼/或電子郵件地址/或快速支付系統識別碼)。 4. <b>請提供電子郵件地址</b> 以發送賠償明細表，否則無法進行付款。
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(FPS) Telephone no. (轉數快) 電話號碼	+852	或 or	(FPS) E-mail address (轉數快) 電郵地址	或 or	FPS ID 快速支付系統識別碼
FPS Account Holder's Name FPS帳戶持有人姓名	E-mail address 電郵地址				Claim statement will be sent to this e-mail address upon payment 賠償明細表將發送到此電郵地址

或 or

If you choose **Direct credit to Hong Kong Bank Account** for your claim(s), please complete the following:

如選擇使用 **支付到銀行帳戶** 為你的賠償支付方式，請填寫以下資料：

Notice: 1. <b>Please provide a copy of bank passbook or ATM card,</b> otherwise the payment cannot be proceeded. 2. Claims Payment shall only address to Policy Holder/ eligible Claimant. Please ensure the bank account holder name is the same as the name of Policy Holder/ eligible Claimant(s), otherwise the payment cannot be proceeded. 3. <b>Please provide e-mail address</b> for sending Claim statement, otherwise the payment cannot be proceeded.	注意事項: 1. <b>請提供銀行存摺或提款卡副本，</b> 否則無法進行付款。 2. 賠償付款僅支付給保單持有人/符合條件的索償者。請確保銀行帳戶持有人姓名與保單持有人/符合條件的索償者姓名相同，否則無法進行付款。 3. <b>請提供電子郵件地址</b> 以發送賠償明細表，否則無法進行付款。
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Account Holder's Name 戶口持有人姓名	Bank Name 銀行名稱	
Bank Code 銀行號碼	Branch Code 分行號碼	Account Number 戶口號碼
E-mail address 電郵地址	Claim statement will be sent to this e-mail address upon payment 賠償明細表將發送到此電郵地址	

## Section II - Details of Loss (Required) 第二部份 損失詳情 (必須填寫)

Date of loss 損失發生日期 DD MM YYYY 日 月 年	Time of loss 時間 A.M. / P.M. 上午 / 下午	Place of loss 地點
Full description of the incident 詳述事件發生的經過		
Contact details (including name, address & telephone no.) of witness(es) or person(s) who discovered the loss 發現此事者或證人的聯絡資料(包括名稱、聯絡地址及電話號碼)		
Name & address of the police / fire station where the loss was reported to, if applicable 報案警署/消防局名稱及地址(如適用)		
Date of report 報案日期 DD MM YYYY 日 月 年	Time of report 報案時間 A.M. / P.M. 上午 / 下午	Report no. 案件編號

Section III - For Theft / Burglary Loss 第三部份 關於盜竊/爆竊事件

How was the premises entered and exited? Is there any visible mark of forcible entry to the premises? Please give complete details and photos.  
 此樓宇/單位是如何被進入及離開? 有否可見的強行進入痕跡? 請詳細說明及提供相片。

Section IV - Schedule of Loss 第四部份 損失清單

Description of article 受損財物詳細資料	The owner's name and address 物主姓名及地址	Date, vendor and address of purchase 購買日期、商號及地址	Purchase price (Provide original receipts) 購買金額 (請附上單據正本)	Claim amount (Please indicate the currency) 索償金額 (請註明貨幣)
			Total Claim Amount 總索償額	

## Section V - Third Party Liability 第五部份 第三者責任

Description of incident 事件發生詳情			
Date of incident 事件發生日期	Time of loss 時間	Place of loss 地點	
Full description of the incident 詳述事件發生的經過			
When, and by whom was the incident reported to you? 此事由誰人及何時通知閣下?			
Name & address of the police station where the loss was reported to, if applicable 報案警署名稱及地址(如適用)			
Date of report 報案日期	Time of report 報案時間	<input type="checkbox"/> <input type="checkbox"/>	Report no. 案件編號
DD 日	MM 月	YYYY 年	A.M. / P.M. 上午 / 下午
Witness 證人			
Name of witness 證人姓名			Telephone no. 電話號碼
Address 聯絡地址			
Third party 第三者			
Name of the person injured, or the owner of the damaged property 傷者或受損財物物主姓名			Telephone no. 電話號碼
Mailing address 聯絡地址			
Nature and extent of injury, damage or loss 受傷/損毀/損失的性質及程度			
Has any claim been made against you? 閣下有否收到索償			Claim amount (Please indicate the currency) 索償金額(請註明貨幣)
Remarks: Any lawsuit, demand, claim or proceeding of any types relating to the incident of which becomes aware of, and received from the third party claimant, should be immediately forwarded to us without acknowledgement. 備註: 如收到任何第三者對有關事件的索償要求、法庭傳票、通告及書面命令, 或涉及任何法律訴訟, 切勿自行處理, 應立即通知及提交本公司處理 未得本公司事先同意前, 不要向第三者承認任何責任或達成和解或付款承諾			



## Important Note 重點注意事項

- Protect any undamaged property from being further affected
  - In the event of loss due to theft, burglary or robbery, report to the Police WITHIN 24 hours. Retain a copy of the Police Report
  - Because an on-site survey may be required, DO NOT dispose of any damaged items. The disposal of damaged items without AIG authorization may result in rejection of your claim
  - NO admission, offer, promise, payment or indemnity shall be made or given by or on behalf of the Insured without AIG written consent
  - Summons, police letter or any formulated claim or correspondence from third party, must be forwarded to AIG IMMEDIATELY for handling. DO NOT acknowledge or respond
- 保護任何未受損害的財產不受進一步影響
  - 當損失是由盜竊、爆竊或搶劫導致，請在二十四小時內向警方報告，並向我們提供警方報告
  - 由於可能需要進行現場調查，在我們作出書面同意以前，請勿丟棄任何損毀物品。未得我們同意而丟棄損毀物品可能導致索償申請被拒
  - 在未得我們書面同意前，請勿向任何第三者承認責任或作出調解，這樣會影響你根據保單索償的權利
  - 請勿回應由第三者發出的所有有關法庭命令、傳票通信或文件，並且儘快向本公司提供相關文件

## Guidelines on General Documents Required for Household Claim

### 家居保險索償一般所需文件

- In the event of any occurrence which may give rise to a claim under this Policy, **written notice** of claim must be given to us **within thirty (30) days**, together with all relevant documents. If you are unsure, you should still **notify us of the occurrence**.
  - The documents listed below are not exhaustive and we may request from you any additional information/documentation, as necessary. **The submission of an incomplete form or insufficient information or supporting documents may delay the processing or result in the denial of your claim.**
- 如發生任何可能引起家居保險索償的事件，必須在事件發生後三十(30)天內向我們遞交書面索償申請，並附上所有相關文件。如果您不確定相關意外事件會否引起家居保險索償，您仍然應該立即通知我們。
  - 以下列出的文件清單未列出所有可能出現的情況，保留權利在有需要時要求您提供更多文件以處理有關的索償申請。如所遞交的索償申請表未填妥或有關資料或文件不足，您的索償申請有可能會受延誤或被拒絕。

## Document checklist in respect of claims of the following 與下述有關的索償所需文件清單

	Damage to/ Loss of Buildings, Contents 建築物、內部物品損毀或遺失保障	Damage to/ Loss of Personal Effects & Valuables 個人財物、貴重物品損毀或遺失保障	Third Party Liability 第三者法律責任保障
Incident report or letter issued by your building manager certifying the location and the cause of the loss 由大廈管理公司發出的事件報告或信件，確認損失是發生在受保的建築物內及導致損毀的原因	✓		✓
ORIGINAL purchase receipt(s) of the damaged/lost property(ies) 遺失或損毀財物的購買收據正本	✓	✓	
An estimate of repair costs. (It should be submitted and approved by AIG Claims Department before making any repair) 修理估價報告 (在作出任何修理前，必須先向我們遞交估價報告並獲得核准)	✓	✓	✓
Color photos of the damage(s), if any 損毀物件的彩色照片	✓	✓	
Police report &/ Fire report, if applicable <b>(WITHIN 24 hours)</b> 警方調查報告 (請在二十四小時內向警方報告)	✓	✓	

\*\* This note is for your guidance only and does not vary the terms of the policy or form part thereof.

\*\* 本說明僅供參考，並不會改變任何保單條款個細則或構成其部分。