

Travel insurance Claim supporting documents 旅遊保險索償證明文件

Please click on the below button(s) to check the required supporting documents for various claim items.
請點擊以下按鈕查看各索償項目所需的文件。

For customers traveling with tour, please submit tour package receipt(s) showing details of travel insurance when you make a claim. 旅行團客戶需在索償時顯示已購買旅遊保險詳情的旅行團旅客收據。

Medical expenses
醫療費用



Personal property
個人財物



Delay and journey inconvenience
旅程延誤及阻礙



Personal accident or permanent
disablement
個人意外或永久傷殘



Others claim issues
其他索償



- For claim receive amount below HKD 20,000, the original receipt is only required upon request by our claims handler.
如索償金額低於20,000港元，只在我們的理賠員要求時才需遞交正本收據。
- Claims handlers will request extra related documents from you if there is anything needed.
如有需要，理賠員會向你索取額外相關資料。

Medical expenses 醫療費用



Required supporting documents 所需證明文件	Medical expenses 醫療費用
Medical receipt 醫療收據	✓
Medical report/Referral letter 醫療報告 / 轉介信	✓
Letter of hospital admission and discharge summary 入院紙及出院紙	✓

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Personal property 個人財物



Loss of items
遺失物品



Damage items
物品損毀



Unauthorized use of credit card
信用卡被盜用



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Personal property 個人財物



Loss items 遺失物品

Required supporting documents 所需證明文件	Travel document/ticket 旅遊證件 / 旅行票	Cash 現金	Personal belongings/baggage 個人物品 / 行李
Police report (within 24 hours) 警察報告 (24小時內)	✓	✓	✓
Receipts for extra expenses/Replacement of lost documents 額外或補發遺失之費用收據	✓		
Exchange receipt(s) or deposit record(s) of foreign currency 兌換外幣收據或提款紀錄		✓	
Purchase receipt(s) for the lost item(s) 遺失物品之購買收據			✓



Personal property 個人財物



Damage of items 物品損毀

Required supporting documents 所需證明文件	Personal belongings 個人物品	Suitcase 行李箱
Photos of damaged items 物件損毀相片	✓	✓
Repair quotation or written proof issued by the repairer that cannot be repaired 維修報價單或維修商發出不能維修的證明	✓	✓
The purchase receipt(s) or warranty certificate(s) of the damaged item(s) (Please provide the item description and purchased year if you don't have the receipt) 損毀物件之購買收據或保用證 (如未能提供收據,請提供物品描述及購買年份)	✓	✓
Damage report issued by the airline 航空公司發出之損毀報告		✓



Personal property 個人財物



Unauthorized use of credit card 信用卡被盜用

Required supporting documents 所需證明文件	Unauthorized use of credit card 信用卡被盜用
Police report 警察報告	✓
Communication record with the credit card company and the investigation report 與信用卡發卡機構的聯絡資訊及調查結果	✓
Credit card statement for showing the related items 有關項目之月結單	✓

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Delay and journey inconvenience 旅程延誤及阻礙



Baggage delay, travel delay or expenses for travel re-routing
行李延誤、旅程延誤或更改行程之費用



Cancellation/Curtailment/Interruption of trip/Missed event
取消 / 縮短行程 / 旅程阻礙 / 缺席活動



Cruise tour interruption/Expenses due to involuntary journey
extension for cruise
郵輪旅程阻礙保障 / 郵輪旅程的非自願性滯留費用



Delay and journey inconvenience

旅程延誤及阻礙



Baggage delay, travel delay or expenses for travel re-routing
行李延誤、旅程延誤或更改行程之費用

Required supporting documents 所需證明文件	Baggage delay, travel delay or expenses for travel re-routing 行李延誤、旅程延誤或更改行程之費用
Report from the public common carrier with delay reason(s) and duration 公共交通工具公司發出的延誤證明	✓
Original itinerary confirmation 原定班次證明	✓
Refund/Non-refund/Extra fee proof 費用退還 / 不可退還 / 額外費用之證明	✓



Delay and journey inconvenience 旅程延誤及阻礙



Cancellation/Curtailment/Interruption of trip/Missed event
取消 / 縮短行程 / 旅程阻礙 / 缺席活動

Required supporting documents 所需證明文件		Cancellation/Curtailment/Interruption of trip/Missed event 取消 / 縮短行程 / 旅程阻礙 / 缺席活動
Death/Medical proof of travel companion 同行人士之死亡 / 醫療證明	Death/Medical proof and relationship proof of insured with immediate family 直系親屬之死亡 / 醫療證明及受保人關係證明	✓
Refund/Non-refund/Extra fee proof 費用退還 / 不可退還 / 額外費用之證明		✓
Designated credit card used to purchase the air ticket or accommodation (for designated credit card travel insurance plan) 指定信用卡購買機票或住宿的簽帳證明 (指定信用卡旅遊保險計劃)		✓



Delay and journey inconvenience 旅程延誤及阻礙



Cruise tour interruption/Expenses due to
involuntary journey extension for cruise
郵輪旅程阻礙保障取消 / 郵輪旅程的非自願性滯留費用

Required supporting documents 所需證明文件	Cruise tour interruption 郵輪旅程阻礙保障	Expenses due to involuntary journey extension for cruise 郵輪旅程的 非自願性滯留費用
Receipt for paid onshore sightseeing itinerary 已付岸上觀光行程收據	✓	
Proof for tour interruption 旅程受阻礙的證明文件	✓	
Report from the cruise with delay reason(s) and duration 郵輪公司發出的延誤證明		✓
Additional accommodation fee, check in and out date receipt issued 額外住宿費用收據		✓



Personal accident or permanent disablement

個人意外或永久傷殘



Personal accident or permanent disablement 個人意外或永久傷殘

Required supporting documents 所需證明文件	Injury 受傷	Death 死亡
Police report 警察報告	✓	✓
Medical report 醫療報告	✓	✓
Autopsy report 法醫報告		✓
Death certificate and letters of administration or probate (if applicable) 死亡證及遺產管理書 / 遺囑認證核實 (如適用)		✓



Others claim issues 其他索償



Required supporting documents 所需證明文件	Rental vehicle excess 租車自負額保障	Personal liability 個人責任
Police report 警察報告	✓	✓
Damage incident report and photos 損壞事故報告及相片	✓	✓
Vehicle rental agreement with terms and conditions 租車合約及保單條款	✓	
Car rental receipt 租車收據	✓	
Excess receipt 墊底費收據	✓	
Summons, all court documents, solicitors' correspondences (if any) 法院傳票、法院文件、律師函件 (如有)		✓

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