

Credit Card Purchase Protection Plan Claim Form

信用卡購物保障計劃賠償申請表索償申請表

QBE General Insurance (Hong Kong) Limited 昆士蘭保險(香港)有限公司



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A. NOTES 注意事項

- All questions must be answered. If not applicable, please write "n/a". You may attach additional sheet(s) if necessary.
所有問題必須作答。如不適用者，請填上「不適用」。如有需要，可附上額外紙張。
- This claim form should be fully completed and signed. Relevant claim documents listed below should be furnished to avoid delay in the claim process. This claim form must be submitted immediately, even if any of the claim documents is not readily available.
請詳細填妥本索償申請表並簽署，並遞交以下所列之相關索償文件，以免延緩索償進度。如未能即時提供任何相關索償文件，此索償申請表亦必須立即遞交予本公司處理。
 - Copies of purchase invoice, receipt, credit card purchase slip and monthly statement
購物賬單、收據、信用卡交易紀錄及月結單之副本
 - Police report for property loss
若屬失物，警方報告書
 - Repair quotation and photos showing the extent of damage for property damage
若屬財物損毀，修理報價單及展示損毀情況之照片
 - Copy of sales and services agreement for mobile phone claim
若屬流動電話索償，銷售及服務合約之副本
- Any loss of property must be reported to the Police within 48 hours and a report obtained.
任何失物必須於四十八小時內向警方報案並索取警方報告書。
- The issue of this claim form is not an admission of liability by QBE Hong Kong.
發出此索償申請表並不代表昆士蘭保險香港承認任何責任。

B. CARDHOLDER'S INFORMATION 持卡人資料

Name 姓名：	Gender 性別：	HKID Card / Passport No. 香港身份證 / 護照號碼：
Credit Card No. 信用卡號碼：	Occupation 職業：	
Mobile phone no. 流動電話號碼：	Email address 電郵地址：	
Address 地址：		

C. CLAIM INFORMATION 索償資料

Date of Loss / Damage (DD/MM/YYYY) 失物 / 損毀日期 (日/月/年)：	Time 時間：	Place 地點：
Detailed Circumstances of Loss / Damage 失物 / 損毀之詳細經過：		
Has it been reported to the Police? 有否向警方報案？		<input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否
If "Yes", please provide the following details 如「有」，請提供以下資料：		
Police Station 警署：	Date Reported (DD/MM/YYYY) 報案日期 (日/月/年)：	Case No. 案件編號：

Is the Cardholder the sole owner of the lost / damaged property? 持卡人是否失物 / 損毀物品之唯一主人?	<input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否
Is there any other insurance covering the same property? 是否有其他保險保障該物品?	<input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否
If "Yes", please state the name of the insurance company(ies) 若「有」, 請列明其他保險公司名稱:	
Has the Cardholder sustained losses of the same nature before? 持卡人過去有否遭遇同樣性質之損失?	<input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否
If "Yes", please provide full particulars 若有, 請詳述之:	
Has the Cardholder ever claimed on any insurance company(ies) for loss / damage of the same nature? 持卡人過去有否因同樣性質之損失向任何保險公司索償?	<input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否
If "Yes", please state the name of the insurance company(ies) 若「有」, 請列明保險公司名稱:	
Has the Cardholder already replaced the lost / damaged property? 持卡人是否已經重新購置失物 / 損毀物品?	<input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否
Amount claimed 索償數目	HK\$ 港元

D. PAYMENT MODE 收取賠償款項方式

Subject to the terms and conditions of your policy, you may select to receive the claim payable amount by way of direct credit or cheque. Normally, you will receive your payment 3-5 working days earlier if you choose the direct credit option. If you do not provide your payment preference, a cheque will be issued for any claim payment.

在保單條款許可情況下, 閣下可選擇以銀行轉賬或支票方式收取賠償款項。一般情況下, 選擇銀行轉賬收取賠償款項較支票快 3-5 個工作天。如閣下沒有選擇收取賠償款項方式, 將會視作選擇以支票收取賠償款項。

Important Note for Direct Credit 銀行轉賬重要事項

- The claim payment shall be credited to the bank account in the name of the Insured Person in accordance with the terms and condition of your policy. To prevent any unnecessary delay, please make sure the bank account number and account holder name are correct.
有關之賠款將按其保單條款, 存入該受保人名下之銀行賬戶。請確保賬戶號碼及賬戶持有人名稱正確, 以免引致不必要之延誤。
- If the claim payment is remitted to a third party as a result of your provision of incorrect bank account number and/or account holder name, we shall not be liable to make any further payment and any other additional banking handling charges regardless of whether the claim payment can be recovered.
如索償人提供之銀行賬戶號碼及 / 或戶口持有人名稱不正確, 而導致本公司錯誤將賠款存至第三者戶口, 無論有關賠款能否取回, 本公司無任何責任再支付該賠款及其引致之相關銀行手續費用。

<input type="checkbox"/> Option (1) 選擇 (一)	By direct credit - for HKD account only 銀行轉賬 - 只限港元戶口	
	Please provide your bank account details 請提供相關銀行資料	
	Bank Name 銀行名稱	<input type="checkbox"/> Hang Seng Bank 恒生銀行 <input type="checkbox"/> Others, please specify 其它, 請列明:
	Name of Account Holder (in English & block letter) 賬戶持有人姓名 (英文及以大楷書寫):	
<input type="checkbox"/> Option (2) 選擇 (二)	Bank Account Information 銀行賬戶資料:	
	Bank Code 銀行編號	Bank A/C No. 銀行賬戶號碼

E. DECLARATION & AUTHORIZATION 聲明及授權

I/We declare that the above information is true and complete to the best of my/our knowledge and belief and I/we have not withheld any material information connected with this claim. I/We understand that the Company can request for more information. I/We confirm that I/We have read the QBE General Insurance (Hong Kong) Limited's Personal Information Collection Statement ("Notice") and acknowledge and agree that all personal data and information with respect to me/us which are provided by me/us in relation to this application may be held, used, processed or disclosed to such parties for such purposes as set out in the Notice.

I/We hereby authorise any authorities or organisation that has any records or knowledge of me/us or my/our property loss, to furnish to QBE General Insurance (Hong Kong) Limited or its authorised representative, any and all information with respect to my/our report of property loss for the purpose of assessment of my/our present claim. A photostat copy of this authorisation shall be considered as effective and valid as the original.

本人 / 吾等聲明上述資料完整及正確無訛。本人 / 吾等並無隱瞞任何重要資料。本人 / 吾等明白公司可要求更多資料。本人 / 吾等確認本人 / 吾等已細閱昆士蘭保險 (香港) 有限公司的收集個人資料聲明 (「通知」) ，並知悉及同意有關於本人 / 吾等於是次申請由本人 / 吾等提供的所有個人資料及其他資料將可能被持有、使用、處理或披露予有關各方以用作「通知」上所載的用途上。

本人 / 吾等現授權任何機構可將本人 / 吾等之財物損失報告等資料給予昆士蘭保險 (香港) 有限公司或其代表以作為評估現有賠償申請之用途。此授權書之副本與正本同等有效。

Signature of the Cardholder 持卡人簽署：	Name 姓名：
	Date (DD/MM/YYYY) 日期 (日/月/年)：

PERSONAL INFORMATION COLLECTION STATEMENT 收集個人資料聲明

QBE General Insurance (Hong Kong) Limited ("the Company") may use the personal data the Company collect about you for the following purposes:

Insurance Services (Mandatory)

1. processing and assessing of applications for any insurance products and daily operation of the related services;
2. administering your insurance policy and providing services in relation to your insurance policy;
3. any alterations, variations, cancellation or renewal of any insurance and related services;
4. investigating, analyzing, processing and paying claims made under your insurance policy;
5. invoicing and collecting premiums and outstanding amounts from you;
6. exercising any right under the insurance policy including right of subrogation, if applicable;
7. complying with the requirements under any law and regulation, industry codes, guidelines, requests from regulators, industry bodies, government agencies and court order.
8. contacting you for any of the above purposes;
9. other ancillary purposes which are directly related to the above purposes;

The information you provide to the Company may be provided or transferred to the following parties in Hong Kong or overseas for the purposes set out in the above paragraph:

- a. any agent, advisor, contractor or third party service provider who provides administrative, telecommunications, computer, payment, debt collection, security, data processing or storage or related services or any other company carrying on insurance or reinsurance related business, or an intermediary, or a claim or investigation or other service provider providing services relevant to insurance business, for any of the above or related purposes;
- b. any association, federation or similar organization of insurance companies ("Federation") that exists or is formed from time to time for any of the above or related purposes or to enable the Federation to carry out its regulatory functions or such other functions that may be assigned to the Federation from time to time and are reasonably required in the interest of the insurance industry or any member(s) of the Federation;
- c. any members of the Federation by the Federation for any of the above or related purposes;
- d. regulators;
- e. lawyers;
- f. auditors; and
- g. other insurance companies within the QBE Group which have undertaken to keep such information confidential and solely for the purposes set out in the above paragraph.

If you do not agree to the use of your personal data for above purposes, it would not be possible for the Company to process your application and render the services.

Direct Marketing of Products and Services

To provide a more comprehensive range of financial and insurance services, the Company may use your name, mobile phone number, residential phone number, office phone number, residential address, correspondence address, email address, age, gender and occupation (the "Marketing Personal Data") in direct marketing. Save in the circumstances exempted in the Personal Data (Privacy) Ordinance, the Company cannot so use your Marketing Personal Data without your consent (which includes an indication of no objection). In this connection, please note that the Company may use your Marketing Personal Data for the following purposes:

- 1) any sales or direct marketing of insurance, banking, financial services, provident schemes products or related services of the Company or of the financial services providers engaged by the Company; and
- 2) to conduct research, insurance survey and analysis for the purpose of product design and development and improvement of our services to you and such data may be transferred to third party service provider in Hong Kong or overseas who provides administrative, data processing, marketing services, consulting services and storage services.

If you do not want to receive any sale or marketing of any of the products or services from the Company at any time, you may also contact the Company's Data Protection Officer.

You have the right to ascertain the Company policies and practices in relation to personal data, obtain access to and to request correction of any personal information concerning yourself held by the Company subject to payment of an administrative fee. Requests for such access or correction can be made in writing to the Data Protection Officer, QBE General Insurance (Hong Kong) Limited, 33/F, Oxford House, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong.

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昆士蘭保險（香港）有限公司（本公司）將所收集閣下的個人資料，可能用作下列的用途：

保險服務（強制）

1. 處理及評估任何保險產品之申請，及有關服務之日常運作；
2. 管理閣下的保單及為閣下的保單提供相關服務；
3. 有關保險產品及服務的任何更改、變更、取消或續保；
4. 閣下保單索償的調查、分析、處理及賠償；
5. 保費通知、收集保費和款項；
6. 行使有關保險單賦予的任何權利包括代位權，如適用；
7. 遵守及乎合任何法例及條例規定的要求、行業手則、指引、監管機構、相關行業認可機構、政府機構及法庭頒令的要求；
8. 為上述任何用途與閣下聯絡；
9. 與上述用途直接有關之其他附帶的目的。

閣下向本公司提供的資料可能會提供或轉送予下列各方在香港或海外單位作前段所述的用途：

- a. 任何代理人、顧問、諮詢人、承辦商或提供行政、電訊、電腦、付賬、債務追討、保安、數據處理或儲存或有關服務的第三者服務供應人或任何其他從事與保險或再保險業務有關的公司，或中介人，或索償或調查或其他提供與保險業務有關的服務供應人，以達到任何上述或有關的用途；
- b. 現存或不時成立的任何保險公司協會或聯會或類同組織（聯會），以達到任何上述或有關的用途，或以便聯會執行其監管職能，或其他基於保險業或任何聯會會員的利益而不時在合理要求下賦予聯會的職能；
- c. 或透過聯會提供予任何聯會的會員，以達到任何上述或有關的用途；
- d. 監管機構；
- e. 執業律師；
- f. 認可核數師及
- g. 昆士蘭保險集團內的其他保險公司已承諾將資料保密並純粹用作上述的用途。

如果閣下不同意本公司使用閣下的個人資料於上述用途上，本公司可能不能處理閣下之申請及為閣下提供服務。

直接市場推廣產品及服務

為提供更全面的金融和保險服務，本公司可能會使用閣下的姓名、手提電話號碼、家居電話號碼、辦公室電話號碼、居住地址、郵寄地址、電子郵件地址、年齡、性別及職業（「市場推廣用途的個人資料」）作直接促銷。除非本公司已取得閣下的同意（包括表示不反對），否則本公司不可以如此使用閣下的市場推廣用途的個人資料，但個人資料（私穩）條例下所指明的豁免情況除外。就此，本公司可能會使用閣下的市場推廣用途的個人資料作下列用途：

- 1) 任何銷售或市場推廣有關本公司或本公司之業務伙伴的保險、銀行、金融服務、公積金計劃或有關服務。
- 2) 進行研究、保險調查及分析以供產品設計及發展及提升本公司提供予閣下的服務質素的用途上，閣下該等資料將轉移到香港或海外的第三方的服務供應商以提供行政、資料處理、市場推廣、諮詢及儲存服務。

如閣下於任何時間不欲收取本公司的任何產品或服務的任何銷售或推廣，閣下亦可聯絡本公司的資料保護主任。

閣下有權查明本公司就個人資料的政策和實務，並有權要求查閱及更正由本公司持有有關閣下的個人資料，並需支付行政費用。有關查閱或更正的要求，可致函香港鰂魚涌英皇道979號太古坊濠豐大廈33樓，向昆士蘭保險（香港）有限公司資料保護主任提出。

2016年9月

Note: In case of discrepancies between the English and Chinese versions, the English version shall prevail.

注意：中英文版本如有歧異，概以英文版本為準。