

# 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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852 2828 3133  
852 2537 1384  
claims.gihk@qbe.com

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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.  
請詳細填寫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

- a. 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。
- b. 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)	Hong Kong Dollar Cheque 港幣支票	
	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

**QBE General Insurance (Hong Kong) Limited** ("the Company") may use the personal data the Company collects about you, which may include your name, address and other contact details, date of birth, bank account or credit card details, Hong Kong identity card number, information about your dependents and health records, and which we may collect when, for example, you apply for, renew or make a claim under a policy and/or you correspond with us, 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, analysing, 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, law enforcement agencies and court orders;
8. to conduct research, insurance survey and analysis for the purpose of product design and development and improvement of our services to you;
9. for statistical or actuarial research undertaken by the Company, other members of the QBE Group, any agents, third parties or business partners of the Company or its regulators;
10. for the operation and administration of the Company's internal business including without limitation any corporate reorganization;
11. contacting you for any of the above purposes; and
12. other ancillary purposes which are directly related to the above purposes.

The personal data you provide to the Company may be provided or transferred to the following persons in Hong Kong or overseas for the purposes set out in the above paragraph or directly related purposes or as otherwise permitted by applicable law:

- a. any agent, advisor, contractor or third party service provider (whether within or outside the QBE Group) who provides administrative, telecommunications, computer, payment, debt collection, security, research, ratings, consulting services, product design, marketing (where you have consented to direct marketing as described below), data processing or storage or related services or any other person 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;
- 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 purposes referred to in (b) above or directly related purposes;
- d. government bodies, regulators or any other body to whom the Company or any company within the QBE Group is required to or has agreed to make disclosure under any applicable laws or regulations;
- e. lawyers;
- f. auditors; and
- g. other insurance companies within the QBE Group which have undertaken to keep such information confidential.

Some of these persons may be located in countries overseas, namely Australia, Philippines, where there may not be in place data protection laws which are substantially similar to, or serve the same purposes as, the data protection laws of Hong Kong. That means your personal data may not be protected to the same or similar level as in Hong Kong. However, the Company will only transfer your personal data to a service provider or overseas where the Company is satisfied that adequate levels of protection are in place to protect the integrity and security of any information being processed and compliance with applicable privacy and data protection laws.

In the unlikely event that the Company, any companies within the QBE Group, or its or their brands or substantially all of any of its or their assets are acquired by an unrelated third party, your personal data may be one of the transferred assets. By providing your personal data to the Company, you agree that the Company may disclose your personal data, on a confidential basis, to any prospective transferee and its professional advisors for the purposes of their due diligence investigations, the completion of any such transaction and the continued operation of the acquired business.

You do not have to provide your personal data to the Company, but if you do not provide certain personal data (for example, the information indicated as mandatory on the relevant application, registration or renewal forms, or your contact details if you send us an enquiry), it would not be possible for the Company to process your application and render the services or to otherwise correspond with you.

The Company is committed to ensuring your personal data is kept secure and confidential and not kept for longer than is necessary.

### Direct Marketing of Products and Services

To provide a more comprehensive range of financial and insurance services, the Company would like to use your name and the contact details you provide to us (for example, your mobile phone number, residential phone number, office phone number, residential address, correspondence address and email address), alongside information that you provide (including but not limited to) about your age, gender, occupation, personal interests, marital status, family and education (the "Marketing Personal Data"), to provide you with direct marketing communications about the Company's products and services including but not limited to the Company's insurance, banking, financial services, provident schemes and general insurance products but the Company cannot do so without your consent.

The Company intends to share, from time to time, your Marketing Personal Data with any agents, third parties or business partners of the Company for the purpose of marketing to you their insurance, investment fund, provident schemes, and other financial products and services including general insurance products and services, but we will not do so without your written consent.

If you do not want to receive any direct marketing, you may withdraw your consent at any time free of charge by contacting the Company's Data Protection Officer below.

### Your Rights

You have the right to ascertain the Company's policies and practices in relation to personal data, and to obtain access to and to request correction of your personal data held by the Company. Your right to access your personal data may be subject to payment of an administrative fee. Requests for such access or correction, to withdraw consent for direct marketing, or for further information about our data privacy policies and practices, 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.

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

## 收集個人資料聲明

昆士蘭保險（香港）有限公司（本公司）所收集閣下的個人資料，包括姓名、地址及其他聯繫方式、出生日期、銀行帳戶或信用卡資料、香港身份證號碼、有關閣下的家屬資料及醫療記錄、以及本公司日後可能會在閣下投保、續保、索償或與我們通信時收集的資料，本公司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. 遵守及符合任何法例及條例規定的要求、行業守則、指引、監管機構、相關行業認可機構、政府機構、執法機構及法庭頒令的要求；
8. 從事研究、保險調查及開發產品和設計之分析並改善本公司為閣下提供的服務；
9. 由本公司、本集團成員、代理人、商業夥伴、第三方或其監管機構進行的統計或精算研究；
10. 本公司內部業務的運作和管理，包括但不限於公司重組；
11. 就上述任何用途與閣下聯絡；及
12. 與上述用途直接有關之其他附帶目的。

閣下向本公司提供的個人資料可能會提供或轉發予下列在香港或海外的各方人士作前段所述的用途或直接相關的用途或其他適用法律許可的用途：

- 甲. 任何代理人、顧問、承辦商或提供行政、電訊、電腦、付賬、債務追討、保安、研究、評級、諮詢服務、產品設計、市場營銷（如閣下已如下所述同意直銷）、數據處理或儲存或有關服務的第三者服務供應商（不論是否本集團的一部分）或任何其他從事與保險或再保險業務有關的人士，或中介人，或提供索償或調查或其他與保險業務有關的服務供應商；
- 乙. 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；
- 丙. 透過聯會提供予任何聯會的會員，以達到任何上述（乙）中提到的或直接相關的用途；
- 丁. 政府機構、監管機構或任何其他本公司或本集團內的任何公司根據任何適用的法律或法規必須或已經同意向其披露有關資料的機構；
- 戊. 執業律師；
- 己. 認可核數師；及
- 庚. 本集團內已承諾將資料保密的其他保險公司。

上列各方可能位於海外，包括澳洲及菲律賓。這些海外國家保障個人資料的法律不一定與香港的有關法律相同，亦不一定能達到相同目的。即閣下的個人資料可能得不到相等於或相近於香港法律下的保障水平。然而，本公司將閣下的個人資料轉發給服務供應商或轉發到海外前，本公司會確保接收資料的一方對有關資料有足夠的保護以保障資料的完整性和安全性，並遵守相關的私隱及個人資料保護法律。

一旦本公司、本集團內的任何公司、或本集團的品牌或實質上的全部資產被無關聯的第三方收購，閣下的個人資料可能會成為被轉讓的資產之一。當閣下向本公司提供個人資料的同時，亦表示閣下同意本公司可能會在保密的基礎上，向有關人士及其專業顧問提供閣下的個人資料，以作他們盡職調查的用途、或以完成有關交易及使被收購的企業可持續經營。

閣下有權拒絕向本公司提供個人資料，但如閣下不向本公司提供某些個人資料（如申請表格、註冊表格或續保表格上必須填寫的資料，或閣下查詢時沒有留下聯絡方法），本公司便不能夠處理閣下的申請，為閣下提供服務或與閣下聯絡。

本公司致力確保閣下個人資料安全及保密，資料的保留時間亦不會超過實際所需。

### 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及閣下提供的聯繫方式（如手提電話號碼、家居電話號碼、辦公室電話號碼、居住地址、郵寄地址及電子郵件地址）以及其他資料，包括但不限於年齡、性別、職業、個人興趣、婚姻狀況、家庭及教育程度（「市場推廣用途的個人資料」），作為本公司產品及服務的直接促銷，包括但不限於本公司的保險、銀行及金融服務、公積金計劃及一般保險產品。本公司在未得到閣下的同意之前不能使用閣下的個人資料作上述用途。

本公司擬不時與本公司之代理人、商業夥伴及第三方分享閣下作為市場推廣用途的個人資料，以用作向閣下推銷相關的保險、投資基金、公積金計劃及其他金融產品及服務，包括一般保險產品及服務。本公司在未得到閣下的書面同意之前不能使用閣下的個人資料作上述用途。

閣下如不欲收取任何直接市場推廣或銷售，閣下可以在任何時候聯絡本公司的資料保護主任免費撤回閣下的同意。

### 閣下的權利

閣下有權查明本公司就個人資料的政策及實務，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。查閱閣下的個人資料需支付行政費用。有關查閱或更正的要求，或有關撤回個人資料用於直接市場推廣的同意，或如欲索取更多有關本公司的個人資料政策和實務，可致函香港鰂魚涌英皇道 979 號太古坊濠豐大廈 33 樓昆士蘭保險（香港）有限公司，向資料保護主任提出。

中英文版本如有歧異，概以英文版本為準。

2018 年 11 月

CLM.QGIPCCP.V1.1906