



redefining / standards

AXA China Region Insurance Company
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DOMESTIC HELPER INSURANCE CLAIM FORM

家傭保險索償表

Policy No. 保單號碼

To speed up the process, please (1) Complete and sign this form, (2) Prepare the relevant documents listed on page 6, and (3) Mail them to AXA Office at address above as soon as possible. Thank you.

索償步驟：(1) 填寫及簽署索償表 → (2) 提供證明文件(請參閱第6頁) → (3) 郵寄至：香港九龍九龍灣宏遠街1號壹號九龍23樓理賠服務部收

1. INSURED 受保人

Full Name 姓名			
Mobile No. 手機號碼		Email 電郵	
Correspondence Address 通訊地址			

2. INSURED HELPER 受保人家傭

Name of the insured helper 受保家傭姓名	HKID/Passport no. of the insured helper 受保家傭香港身份證/護照號碼
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3. TYPE(S) OF CLAIMS 索償項目

- Please download Form 2 from the website of Labour Department or claim under Section 1 as per the policy
第一部份之索償請於勞工處網頁下載表格2以填報
- Medical Claim under Section 2 – 4 as per the policy 第二至四部分之醫療費用索償

Date of Consultation/Hospitalization/Dental 診斷/住院日期	Diagnosis 診斷結果	Amount Claimed(HKD) 索償金額

C-CF-SDP-1116

4. DETAILS OF CLAIMS (FOR OTHER CLAIMS ONLY) 索償資料(只供其他索償)

Other Claim 其他索償	<input type="checkbox"/> Personal Accident Benefits 個人意外保障 <input type="checkbox"/> Repatriation Expenses 送返原居地費用 <input type="checkbox"/> Replacement of Helper Expenses/Rehiring expense 補聘家傭費用 <input type="checkbox"/> Temporary Helper Allowance/Hospital Cash Subsidy 臨時家傭津貼/住院現金津貼 <input type="checkbox"/> Infidelity Cover/Fidelity Protection 誠信保障 <input type="checkbox"/> Supplementary Medical (Critical Illness) Benefit 補充醫療津貼		<input type="checkbox"/> Personal Liability 個人責任 <input type="checkbox"/> Unauthorized Use of IDD 盜用長途電話費用 <input type="checkbox"/> Loan Protection 償還貸款保障陣 <input type="checkbox"/> Door Lock Replacement 更換門鎖費用 <input type="checkbox"/> Personal Effects/Loss 個人損失	
Date, time and place of accident/loss 意外/損失發生的日期、時間和地點				
Description of accident/loss 意外/損失發生的詳情				
Has the accident been reported to the Police? 有否向警方報案？		<input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否		If yes, police station district? 警署區域
If yes, police reference no.? 如有，請提供警署檔案號碼				Amount Claimed (HKD) 索償金額

5. CLAIM PAYMENT METHOD 收取索償款項指示

- If the claim payment method "Autopay to bank account" is chosen,
 - please provide Insured/Insured Person/Eligible Person/Claimant's bank account proof showing account holder name and account number (e.g. copy of bank book, ATM card or bank statement etc).
 - For Insured/Insured Person/Eligible Person/Claimant who is an individual, only personal banking saving/current accounts will be accepted by AXA China Region Insurance Company (Bermuda) Limited (Incorporated in Bermuda with limited liability)/AXA General Insurance Hong Kong Limited ("AXA").
 - For Insured/Insured Person/Eligible Person/Claimant who is a corporate entity, only commercial banking saving/current accounts will be accepted by AXA.
 - AXA will only pay/transfer Hong Kong Dollars to the designated bank account.
 - If the bank transfer payment is rejected, declined or unsuccessful, a cheque will be issued to Insured/Insured Person/Eligible Person/Claimant and posted to address stated on the claim form instead without further notice.
 - If the claim payment amount is over HK\$ 20,000, a cheque will be issued to Insured/Insured Person/Eligible Person/Claimant and posted to the address stated on the claim form.
 - If the claim payments are settled in currencies other than the policy currency(ies), the payment amounts would be subject to change according to the prevailing exchange rate determined by AXA from time to time. The fluctuation in exchange rates may have impact on the payment amounts. You are subject to exchange rate risks. Exchange rate fluctuates from time to time. You may suffer a loss of your benefit values as a result of the exchange rate fluctuations.
 - AXA reserves the right to determine the claim payment method at its absolute discretion.
- 凡選擇以「自動轉賬至銀行戶口」方式收取索償款項，
 - 請同時提交印有投保人/受保人/合資格人士/索償人士全名及銀行戶口號碼之戶口證明(如銀行存摺或自動櫃員機卡或銀行月結單副本等)。
 - 投保人/受保人/合資格人士/索償人士是個人客戶，安盛保險(百慕達)有限公司(於百慕達註冊成立的有限公司)/安盛保險有限公司(「AXA安盛」)只接受個人銀行儲蓄/支票戶口。
 - 投保人/受保人/合資格人士/索償人士是公司客戶，AXA安盛只接受公司銀行儲蓄/支票戶口。
 - AXA安盛將支付/轉賬港幣到指定的銀行賬戶。
 - 如銀行轉賬被拒絕或不成功，款項將以支票形式寄予投保人/受保人/合資格人士/索償人士於索償書上所提供的地址，而恕不另行通知。
 - 當索償金額超過港幣\$20,000，款項將以支票形式寄予投保人/受保人/合資格人士/索償人士於索償書上所提供的地址。
 - 如索償款項的貨幣不是保單貨幣，該款項可能會受AXA安盛不時釐定的匯率而改變。匯率之波動會對索償款項構成影響。您須承受匯率風險。匯率會不時波動，您可能因匯率之波動而損失部分的利益價值。
 - AXA安盛保留權利自行決定其索償款項的付款方式。

Use and provision of personal data in direct marketing: The Company intends to:

1. use your name, contact details, products and services portfolio information, transaction pattern and behaviour, financial background and demographic data held by the Company from time to time for direct marketing; 2. conduct direct marketing (including but not limited to providing reward, loyalty or privileges programmes) in relation to the following classes of products and services that the Company, our affiliates, our co-branding partners and our business partners may offer: a) insurance, banking, provident fund or scheme, financial services, securities and related products and services; b) products and services on health, wellness and medical, food and beverage, sporting activities and membership, entertainment, spa and similar relaxation activities, travel and transportation, household, apparel, education, social networking, media and high-end consumer products; 3. the above products and services may be provided by the Company and/or: a) any of our affiliates; b) third party financial institutions; c) the business partners or co-branding partners of the Company and/or affiliates providing the products and services set out in (2) above; d) third party reward, loyalty or privileges programme providers supporting the Company or any of the above listed entities 4. in addition to marketing the above products and services, the Company also intends to provide the data described in (1) above to all or any of the persons described in (3) above for use by them in marketing those products and services, and the Company requires your written consent (which includes an indication of no objection) for that purpose; Before using your personal data for the purposes and providing to the transferees set out above, the Company must obtain your written consent, and only after having obtained such written consent, may use and provide your personal data for any promotional or marketing purpose. You may in future withdraw your consent to the use and provision of your personal data for direct marketing.

If you wish to withdraw your consent, please inform us in writing to the address in the section on **“Access and correction of personal data”**. The Company shall, without charge to you, ensure that you are not included in future direct marketing activities.

Access and correction of personal data: Under the PDPO, you have the right to ascertain whether the Company holds your personal data, to obtain a copy of the data, and to correct any data that is inaccurate. You may also request the Company to inform you of the type of personal data held by it.

Requests for access and correction or for information regarding policies and practices and kinds of data held by the Company should be addressed in writing to:

Data Privacy Officer
AXA China Region Insurance Company (Bermuda) Limited (Incorporated in Bermuda with limited liability)/AXA General Insurance
Hong Kong Limited
23/F, One Kowloon, 1 Wang Yuen Street, Kowloon Bay, Kowloon, Hong Kong

A reasonable fee may be charged to offset the Company's administrative and actual costs incurred in complying with your data access requests.

安盛保險有限公司/安盛保險(百慕達)有限公司(下稱“**本公司**”)明白其就《個人資料(私隱)條例》(香港法例第486章)(“**條例**”)收集、持有、處理、使用和/或轉移個人資料所負有的責任。本公司僅將為合法和相關的目的收集個人資料，並將採取一切切實可行的步驟，確保本公司所持個人資料的準確性。本公司將採取一切切實可行的步驟，確保個人資料的安全性，及避免發生未經授權或者因意外而擅自取得、刪除或另行使用個人資料的情況。

敬請注意，如果閣下不向本公司提供閣下的個人資料，我們可能無法提供閣下所需的資料、產品或服務，或無法處理閣下的要求。

目的：本公司不時有必要收集閣下的個人資料，並可能因下列各项目的(“**有關目的**”)而供本公司使用、存儲、處理、轉移、披露或共享該等個人資料：

1. 向閣下推介、提供和營銷本公司、安盛集團的其他公司(“**安盛關聯方**”)或本公司的商業合作夥伴(參閱下文“**在直接促銷中使用及將其個人資料提供予其他人士**”部份)之產品/服務，以及提供、維持、管理和操作該等產品/服務；2. 處理和評估閣下就本公司及安盛關聯方所提供之產品/服務提出的任何申請或要求；3. 向閣下提供後續服務，包括但不限於執行/管理已發出的保單；4. 與就本公司和/或安盛關聯方提供的任何產品/服務而由閣下或針對閣下提出的或者其他涉及閣下的任何索賠相關的任何目的，包括索賠調查；5. 評估閣下的財務需求；6. 為客戶設計產品/服務；7. 為統計或其他目的進行市場研究；8. 不時就本條款所列的任何目的核對所持有的與閣下有關的任何資料；9. 作出任何適用法律、規則、規例、實務守則或指引所要求的披露或協助在香港或香港以外其他地方的警方或其他政府或監管機構執法及進行調查；10. 進行身份和/或信用核查和/或債務追收；11. 遵守任何適用的司法管轄區的法律；12. 開展與本公司業務經營有關的其他服務；及13. 與上述任何目的直接有關的其他目的。

個人資料的轉移：個人資料將予以保密，但在遵守任何適用法律條文的前提下，可提供給：

1. 位於香港或香港以外其他地方的任何安盛關聯方、本公司的任何相關聯人士、任何再保險公司、索賠調查公司、閣下之保險經紀、行業協會或聯會、基金管理公司或金融機構，以及就此方面而言，閣下同意將閣下的資料轉移至香港境外；2. 與就本公司和/或安盛關聯方提供的任何產品/服務而由閣下或針對閣下提出的或者其他涉及閣下的任何索賠相關的任何人士(包括私家偵探)；3. 在香港或香港以外其他地方向本公司和/或安盛關聯方提供行政、技術或其他服務(包括直接促銷服務)並對個人資料負有保密義務的任何代理、承包商或第三方；4. 信貸資料機構或(在出現拖欠還款的情況下)追討欠款公司；5. 本公司權利或業務的任何實際或建議的承讓人、受讓方、參與者或次參與者；及6. 在香港或香港以外其他地方的任何政府部門或其他適當的政府或監管機關。

如欲了解本公司為促銷目的使用閣下的個人資料的政策，請參閱下文“**在直接促銷中使用及將其個人資料提供予其他人士**”部份。閣下的個人資料將僅為上文中規定的一個或多個有關目的而被轉移。

在直接促銷中使用及將其個人資料提供予其他人士本公司有意：

1. 使用本公司不時持有的閣下的姓名、聯絡資料、產品及服務的組合資料、交易模式及行為、財政背景及人口統計數據以進行直接促銷；2. 就本公司，安盛關聯方，本公司合作品牌夥伴及商業合作夥伴可能提供關於下列類別的服務及產品而進行直接促銷(包括但不限於提供獎賞、客戶或會員或優惠計劃)：a. 保險、銀行、公積金或公積金計劃、金融服務、證券和相關產品及服務；b. 健康、保健及醫療、餐飲、體育運動及會員服務、娛樂、健身浴或類似的休閒活動、旅遊及交通、家居、服裝、教育、社交網絡、媒體的產品及服務及高級消費類產品；3. 以上服務及產品將會由本公司及/或以下機構提供：a. 任何安盛關聯方；b. 第三方金融機構；c. 提供上文2. 所列之服務及產品之本公司及/或安盛關聯方的商業合作夥伴或合作品牌夥伴；d. 向本公司或任何以上所列機構提供支援的第三方獎賞、客戶或會員或優惠計劃提供者；4. 除由本公司促銷上述服務及產品外，本公司亦有意將上文1. 段部份所述的資料提供予上文3. 段部份所述的全部或任何人士，以供該等人士在促銷該等服務及產品中使用，而本公司為此目的須獲得客戶書面同意(包括表示不反對)。在使用閣下的個人資料作上文所述的目的或提供予上文所述的人士之前，本公司須獲得閣下的書面同意，及只在獲得閣下的書面同意後方可使用閣下的個人資料及提供予其他人士作任何推廣及促銷用途。閣下日後可撤回閣下給予本公司有關使用閣下的個人資料及提供予其他人士作任何促銷用途的同意。

閣下如欲撤回閣下給予本公司的同意，請發信至下文“個人資料的查閱和更正”部份所列的地址通知本公司。本公司會在不收取任何費用的情況下確保不會將閣下納入日後的直接促銷活動中。

個人資料的查閱和更正：根據條例，閣下有權查明本公司是否持有閣下的個人資料，獲取該資料的副本，以及更正任何不準確的資料。閣下還可以要求本公司告知閣下本公司所持個人資料的種類。查閱和更正的要求，或有關獲取政策、常規及本公司所持的資料種類的資料，均應以書面形式發送至：

香港九龍九龍灣宏遠街1號壹號九龍23樓

安盛保險(百慕達)有限公司(於百慕達註冊成立的有限公司)/安盛保險有限公司

個人資料保護主任

本公司可能會向閣下收取合理的費用，以抵銷本公司為執行閣下的資料查閱要求而引致的行政和實際費用。

7. DECLARATION AND AUTHORISATION 聲明及授權

I/WE ACKNOWLEDGE AND CONFIRM that I/we have read and understood the Personal Information Collection Statement (“**PICS**”). I/We confirm that I/we have been advised to read carefully the PICS, and I/we have read it carefully its effect and impact in respect of my/our personal data collected or held by the Company (whether contained in this application or otherwise). Based on the foregoing, I/we hereby give my/our acknowledgement and agree to the use and transfer of my/our personal data by AXA China Region Insurance Company (Bermuda) Limited (Incorporated in Bermuda with limited liability)/AXA General Insurance Hong Kong Limited in accordance with the PICS, including the use and provision of my/our personal data for the purpose of direct marketing. [Important: If you do not agree to the use and provision of your personal data for direct marketing as set out in the section “**Use and provision of personal data in direct marketing**”, please tick the box below and we will not use your personal data for direct marketing.]

本人/我們確認本人/我們已閱讀並明白收集個人資料的聲明《該聲明》。本人/我們確認本人/我們已被通知本人/我們須詳細閱讀《該聲明》，而本人/我們已詳細閱讀《該聲明》對貴公司所收集或持有之本人/我們的個人資料的影響(不論是否此表格所載或從其他途徑所取得)。根據以上所述，本人/我們特此確認並同意安盛保險(百慕達)有限公司(於百慕達註冊成立的有限公司)/安盛保險有限公司根據《該聲明》使用及轉移本人/我們的個人資料，包括在直接促銷中使用及將本人/我們個人資料提供予其他人士。

[重要通知：如閣下不同意根據“收集個人資料的聲明”使用和轉移閣下的個人資料作直接促銷用途(參閱“在直接促銷中使用及將其個人資料提供予其他人士”部份)，請在下列方格內口加上剔號(“✓”)，本公司將不會使用閣下的個人資料作為直接促銷用途。]

☐ I/we do not agree with the use and provision of my/our personal data for direct marketing purposes as set out above in the Personal Information Collection Statement (see “**Use and provision of personal data in direct marketing**”) and do not wish to receive any promotional and direct marketing materials.

本人/我們不同意貴公司根據“收集個人資料的聲明”使用和轉移本人/我們的個人資料作直接促銷用途(參閱“在直接促銷中使用及將其個人資料提供予其他人士”部份)及並不願意接收任何貴公司的推廣及直接促銷的材料。

Signature of Insured/Claimant 受保人/索償人簽署	Signature of Insured Helper 受保家傭簽署	Date (dd/mm/yyyy) 日期(日/月/年)

8. DOCUMENT CHECKLIST 所須文件指引


Below is a list of documents required to proceed with your claim. In certain circumstances, more information may be required to substantiate the claim.

請提供下列文件。本公司有可能就個別情況要求進一步文件證明，以處理索償申請。

Type of Claim 索償類別	Documents Required (Please ✓ against the documents you have submitted.) 所需文件 (請✓您所提交的文件)
Medical Claim 醫療費用索償	<input type="checkbox"/> Original medical/dental/hospital bill(s)/receipt(s) with clearly marked diagnosis and certified by a legally qualified and registered medical practitioner/dentist 醫療費用賬單正本/收據 (需清楚列明醫生診斷) <input type="checkbox"/> Discharge slip (for hospitalization expenses) 出院證明 (住院費)
Personal Accident Benefits 個人意外保障	<input type="checkbox"/> Original report or certification confirming the extents of injury by a legally qualified and registered medical practitioner 家傭受傷程度的醫生證明正本 In the event of death claim, please contact us for further guidance. 如果事件導致死亡，請直接聯絡我們
Personal Liability 個人責任	<input type="checkbox"/> Incident report prepared by the domestic helper 由家傭提供的意外報告 <input type="checkbox"/> Correspondence received from the third party, if any. (Please do not make any promise, offer or admission of liability to third party without AXA prior consent) 與第三方通信的文字證明 (在未得到本公司同意前，請勿對第三方作出任何承諾)
Repatriation Expenses 送返原居地費用/補聘家傭費用	<input type="checkbox"/> Both employment contract of the repatriated Insured Helper and the new domestic helper 被送返的家傭及新家傭的僱傭合約 <input type="checkbox"/> Original doctors report or certification confirming that the employment contract of the Insured Helper cannot be completed 家傭無法繼續履行合約的醫生證明正本 <input type="checkbox"/> Death certificate of the repatriated Insured Helper, if applicable 家傭死亡證明；如適用 <input type="checkbox"/> Acknowledgement from Immigration Department of the termination of employment of the repatriated Insured Helper 由入境處發出的終止家傭僱傭合約確認通知 <input type="checkbox"/> Original payment receipt of air-ticket charges for the repatriated Insured Helper 被送返家傭的機票收據正本 <input type="checkbox"/> Original payment receipt of the agent's fee for the new domestic helper 新家傭代理費的收據正本
Temporary Helper Allowance/ Hospital Cash Subsidy 臨時家傭津貼/住院現金津貼	<input type="checkbox"/> Original hospital bill(s)/receipt(s) with clearly marked diagnosis and period of in-patient and certified by a legally qualified and registered medical practitioner 賬單正本/收據 (需清楚列明醫生診斷及住院時間) <input type="checkbox"/> Original payment receipt for the temporary domestic helper 僱用臨時家傭收據正本
Infidelity Cover/ Fidelity Protection 誠信保障	<input type="checkbox"/> Police report 警察事故報告 <input type="checkbox"/> Invoice(s)/receipt(s) of the loss of property 損毀物件發票/收據
Unauthorized Use of IDD 盜用長途電話費用	<input type="checkbox"/> Copy of the telephone bill 電話賬單副本
Door Lock Replacement 更換門鎖費用	<input type="checkbox"/> Original receipt of the door lock 門鎖收據正本 <input type="checkbox"/> Proof of replacement/repatriation of the insured helper 送返/替換受保家傭證明
Loan Protection 償還貸款保障	<input type="checkbox"/> Loan supporting documents of the loan taken up by the insured helper 受保家傭貸款證明/補充文件 <input type="checkbox"/> Death certificate of the domestic helper, if applicable 家傭死亡證明，如適用 <input type="checkbox"/> Original doctor's report or certification confirming that employment of the domestic helper cannot be completed 家傭無法繼續履行合約的醫生證明正本
Personal Effects/Loss 個人損失	<input type="checkbox"/> Police report 警察事故報告 <input type="checkbox"/> Invoice(s)/Receipt(s) of the loss/damaged property 損毀物件發票/收據

9. TRACK YOUR CLAIM STATUS 了解您的索償進度

Once your claim is registered, you will be updated through Email or Post. If you have any query on your claim, please reach us at 當我們收到您的索償申請，您將收到電子郵件了解索償進度。如果您對您的索償有任何疑問，請聯絡我們

 (852) 2523 3061

 www.axa.com.hk (Claims Section)

 axagi@axa.com.hk

AXA is committed to making your Domestic Helper insurance claim process as easy and stress-free as possible. Thank you for insuring with us. We are always glad to be of service.

安盛致力使您的家傭保險索償過程輕鬆簡單。感謝您與我們投保。我們很高興為您服務的。

AXA China Region Insurance Company (Bermuda) Limited (Incorporated in Bermuda with limited liability)/AXA General Insurance Hong Kong Limited ("AXA"/"The Company")
 安盛保險(百慕達)有限公司(於百慕達註冊成立的有限公司)/安盛保險有限公司("AXA安盛"/"本公司")
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