



redefining / standards

AXA China Region Insurance Company  
(Bermuda) Limited  
AXA General Insurance Hong Kong Limited  
23/F, One Kowloon, 1 Wang Yuen Street  
Kowloon Bay, Kowloon, Hong Kong  
☎ (852) 2523 3061  
☎ (852) 2810 0706  
✉ [axagi@axa.com.hk](mailto:axagi@axa.com.hk)  
🌐 [www.axa.com.hk](http://www.axa.com.hk)

## PROPERTY INSURANCE CLAIM FORM

### 財物索償表

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/POLICYHOLDER 受保人/保單持有人

Name of Insured/Policyholder 受保人/保單持有人			
Mobile No. 手機號碼		Email 電郵	
Correspondence Address 通訊地址			

#### 2. ABOUT THE INCIDENT/LOSS/DAMAGE 關於意外/損失/損壞

Date (DD/MM/YYYY) 日期(日/月/年)		Time 時間		Location 地點	
Description of the incident and the cause of loss/damage 意外描述及損失/損壞之原因					

C-CF-ALL-1116

### 3. GENERAL QUESTIONS 一般事項

Is there any other insurance covering the loss/damage? 閣下之財物損失是否同時受其他保險之保障？ <input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否 If “Yes”, please give details 如選擇「是」請詳述	Insurance Company 保險公司名稱	Policy No. 保單號碼
Are you the sole owner of the property? 閣下是否損失或損壞財物的物主？ <input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否 If “No”, please give details 如選擇「否」請詳述	Owner Name and Address 物主姓名和地址	Mobile No. 聯絡電話
Can you identify any parties who may be responsible for the incident? 閣下是否認為任何人士必須對事件負責？ <input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否 If “Yes”, please give details 如選擇「是」請詳述	Name and Address 姓名和地址	Mobile No. 聯絡電話
Have you ever sustained other losses of similar nature? 閣下是否蒙受過同樣性質的損失？ <input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否 If “Yes”, please give details 如選擇「是」請詳述		

### 4. DETAILS OF DAMAGED/LOST PROPERTY 損失或損壞財物詳情

Full description of damage/loss (including the brand name & model no.) 損失或損毀之詳細資料 (包括牌子及產品型號)	Date of purchase 購買日期	Dealer's name and address 商舖名字及地址	Purchase price 購買價錢	Amount claimed (HKD) 索償額
Total Amount Claimed HKD) 總索償額				

### 5. DETAILS OF LOSS REPORT 意外報告資料

Have the police or other authorities been informed? 閣下有否向警方或其他機構報告失事情況？ <input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否 If “Yes”, please give details 如選擇「是」請詳述	Name of Police Station/Authority 報案警署/機構	Reference Number 檔案編號

## 6. CLAIM PAYMENT METHOD 收取索償款項指示

1. If the claim payment method “Autopay to bank account” is chosen,
  - (a) 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).
  - (b) 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”).
  - (c) For Insured/Insured Person/Eligible Person/Claimant who is a corporate entity, only commercial banking saving/current accounts will be accepted by AXA.
  - (d) AXA will only pay/transfer Hong Kong Dollars to the designated bank account.
  - (e) 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.
  - (f) 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.
2. 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.
3. AXA reserves the right to determine the claim payment method at its absolute discretion.

I/WE hereby request and authorize AXA China Region Insurance Company (Bermuda) Limited (Incorporated in Bermuda with limited liability)/AXA General Insurance Hong Kong Limited to pay benefit due in respect of this claim by (Please “✓” the appropriate box to indicate your choice):

我/我們在此要求並授權安盛保險(百慕達)有限公司(於百慕達註冊成立的有限公司)/安盛保險有限公司用以下方式支付索償款項(請以“✓”作出選擇)：

- ☐ Cheque (To be drawn in Hong Kong Dollar) 支票(以港幣結算支付款項)
- ☐ Cheque (To be drawn in Policy Currency which is non-Hong Kong Dollar) 支票(以非港幣保單貨幣結算支付款項)
- ☐ Autopay to bank account (by Hong Kong Dollar and only applicable to claim amount not over HK\$20,000)  
自動轉賬至銀行戶口(以港幣結算及只適用於索償金額不超過港幣\$ 20,000)

If the claim payment method “Autopay to bank account” is chosen, please fill in the following:

凡選擇以「自動轉賬至銀行戶口」方式收取索償款項，請填寫以下內容：

Bank Name 銀行名稱：

Account held in the names of 銀行戶口持有人的名稱：

[illegible]

[Bank code] [Branch code] [Account number]  
[銀行編號] [分行編號] [戶口號碼]

## 7. PERSONAL INFORMATION COLLECTION STATEMENT 收集個人資料的聲明

AXA China Region Insurance Company (Bermuda) Limited (Incorporated in Bermuda with limited liability)/AXA General Insurance Hong Kong Limited (referred to hereinafter as the **“Company”**) recognises its responsibilities in relation to the collection, holding, processing, use and/or transfer of personal data under the Personal Data (Privacy) Ordinance (Cap. 486) (**“PDPO”**). Personal data will be collected only for lawful and relevant purposes and all practicable steps will be taken to ensure that personal data held by the Company is accurate. The Company will take all practicable steps to ensure security of the personal data and to avoid unauthorised or accidental access, erasure or other use.

Please note that if you do not provide us with your personal data, we may not be able to provide the information, products or services you need or process your request.

**Purpose:** From time to time it is necessary for the Company to collect your personal data which may be used, stored, processed, transferred, disclosed or shared by us for purposes (**“Purposes”**), including:

1. offering, providing and marketing to you the products/services of the Company, other companies of the AXA Group (**“our affiliates”**) or our business partners (see **“Use and provision of personal data in direct marketing”** below), and administering, maintaining, managing and operating such products/services; 2. processing and evaluating any applications or requests made by you for products/services offered by the Company and our affiliates; 3. providing subsequent services to you, including but not limited to administering the policies issued; 4. any purposes in connection with any claims made by or against or otherwise involving you in respect of any products/services provided by the Company and/or our affiliates, including investigation of claims; 5. evaluating your financial needs; 6. designing products/services for customers; 7. conducting market research for statistical or other purposes; 8. matching any data held which relates to you from time to time for any of the purposes listed herein; 9. making disclosure as required by any applicable law, rules, regulations, codes of practice or guidelines or to assist in law enforcement purposes, investigations by police or other government or regulatory authorities in Hong Kong or elsewhere; 10. conducting identity and/or credit checks and/or debt collection; 11. complying with the laws of any applicable jurisdiction; 12. carrying out other services in connection with the operation of the Company's business; and 13. other purposes directly relating to any of the above.

**Transfer of personal data:** Personal data will be kept confidential but, subject to the provisions of any applicable law, may be provided to:

1. any of our affiliates, any person associated with the Company, any reinsurance company, claims investigation company, your broker, industry association or federation, fund management company or financial institution in Hong Kong or elsewhere and in this regard you consent to the transfer of your data outside of Hong Kong; 2. any person (including private investigators) in connection with any claims made by or against or otherwise involving you in respect of any products/services provided by the Company and/or our affiliates; 3. any agent, contractor or third party who provides administrative, technology or other services (including direct marketing services) to the Company and/or our affiliates in Hong Kong or elsewhere and who has a duty of confidentiality to the same; 4. credit reference agencies or, in the event of default, debt collection agencies; 5. any actual or proposed assignee, transferee, participant or sub-participant of our rights or business; and 6. any government department or other appropriate governmental or regulatory authority in Hong Kong or elsewhere. For our policy on using your personal data for marketing purposes, please see the section below **“Use and provision of personal data in direct marketing”**.

Transfer of your personal data will only be made for one or more of the Purposes specified above.

**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。

## 8. 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別號（“✓”），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/Policyholder 受保人/保單持有人簽署	Date (dd/mm/yyyy) 日期(日/月/年)

## 9. 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。

### Basic/Key Documents Required (Please ✓ against the documents you have submitted.) 所需基本/重要文件(請✓您所提交的文件)

- ☐ Completed Claim Form 索償表
- ☐ Original purchase invoices/receipts/warranties and replacement invoices/receipts (if applicable) of the articles described should be submitted with this form.  
注意：請將本表格連同上述列明物品之購貨發票/收據/保用證及重購發票/收據正本（如適用）一併呈上
- ☐ Quotations/Invoices/Receipts from the contractor  
承包商發出的報價單/發票/收據
- ☐ Management/Incident Report/Police Report/Police Statement/Witness Statement  
管理公司意外報告/警察意外報告/目擊者證供

## 10. 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](http://www.axa.com.hk) (Claims Section)

 [axagi@axa.com.hk](mailto:axagi@axa.com.hk)

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

安盛致力使您的財物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。