

# Claim supporting documents (personal accident insurance)

## 索償證明文件 ( 個人意外保險 )

Latest update 最新修訂 : 03/2022

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。

Medical expenses/  
Bonesetter's fees/Broken  
bones benefit (applicable  
to specific insurance  
product)

醫療費用 / 跌打費用 / 骨  
折 ( 只適用指定保險產  
品 )

- Medical receipt(s) issued by registered medical practitioner/bone-setter/acupuncturists showing the insured name, diagnosis, consultation date and medical expenses  
註冊醫生 / 跌打或針灸師發出之醫療收據，並詳列受保人姓名、診斷結果、診治日期及醫療費用
- Attending Physician Statement completed by the attending physician (Supplemental document 2) or hospital admission/discharge summary if there was hospitalization (applicable to Hong Kong public hospital only)  
住院，由主診醫生填妥的主診醫生報告 ( 補充文件二 ) 或入院摘要 / 出院總結 ( 只適用於香港公立醫院 )

Accidental death or  
permanent disablement  
意外死亡或永久傷殘

- Death Certificate or Presumed death proclaimed by court (disappearance case) (applicable to accidental death claim only)  
死亡證或法庭假定死亡證 ( 失蹤事件 ) ( 只適用於意外死亡索償 )
- Police investigation report and outcome (if applicable)  
警方調查報告及結果 ( 如適用 )
- Certified true copy of the grant of probate/Letters of Administration (applicable to accidental death claim only)  
授予遺囑認證書 / 遺產管理書核實副本 ( 只適用於意外死亡索償 )
- Attending Physician Statement completed by the attending physician or hospital admission/discharge summary if there was hospitalization (applicable to Hong Kong public hospital only)  
住院，由主診醫生填妥的主診醫生報告或入院摘要 / 出院總結 ( 只適用於香港公立醫院 )

Income benefit/Hospital cash benefit (applicable to specific insurance product)  
入息保障 / 住院現金 (只適用指定保險產品)  
The insured does not have to wait until full recovery and discharge before applying any claim for income benefit if his/her claim hereunder exceeds two weeks.  
索償入息保障超過兩星期者，無須等候受保人完全康復及出院後才申請賠償

- Medical receipt(s) issued by registered medical practitioner showing the insured name, diagnosis, consultation date and medical expenses  
註冊醫生發出之醫療收據，並詳列受保人姓名、診斷結果、診治日期及醫療費用
- Attending Physician Statement completed by the attending physician (Supplemental document 2) or hospital admission/discharge summary if there was hospitalization (applicable to Hong Kong public hospital only)  
住院，由主診醫生填妥的主診醫生報告（補充文件二）或入院摘要 / 出院總結（只適用於香港公立醫院）
- Diagnosis Certificate, treatment record and/or medical report issued by a medical practitioner, including insured person's name, final diagnosis and date of consultation  
醫生診斷證明、治療紀錄及 / 或醫療報告，包括受保人的姓名、診斷結果、診症日期

Child Care Leave Compensation  
兒童意外住院年假償金

- Annual leave certificate/proof issued/authorized by the employer of the insured person's parent  
受保人之父或母之僱主發出 / 授權之年假證明書 / 文件
- Discharge summary issued by hospital together with admission and discharge date(s)  
醫院發出之出院紀錄連同入院及出院日期
- Relationship proof between the insured person's parent and the insured (per request only)  
受保人及其父或母之關係證明（僅按要求）

Child Home Accident Protection  
兒童家居意外保障

- Diagnosis Certificate, treatment record and/or medical report issued by a medical practitioner, including insured person's name, final diagnosis and date of consultation  
醫生診斷證明、治療紀錄及 / 或醫療報告，包括受保人的姓名、診斷結果、診症日期
- Receipt with itemized list issued by clinic or hospital  
診所或醫院簽發的收據，並詳列各項醫療費用明細