

Cyber Security Services Supporting Documents when Filing a Claim 個人網絡安全服務索償證明文件

Please click on the button(s) below for the supporting documents required.
請點擊以下按鈕查看各索償項目所需的文件。

Cyber Fraud
網絡欺詐



Social Engineering
社交工程



Cyber Extortion Threat
網絡勒索威脅



Restoration
數據或系統修復



Cyberbullying
網絡欺凌



Following-up expenses for Identity Theft
身份盜用處理費用



Legal Defence Expenses and Cost for Injunction
法律費用及申請禁制令的費用



- For any claim amount below HKD 10,000, an original receipt is only required upon request.
如索償金額低於10,000港元，只在我們的理賠員要求時才需遞交正本收據。
- Claims handlers will request extra documents from you if anything further is required.
如有需要，理賠員會向你索取額外相關資料。

Cyber Fraud 網絡欺詐

Required supporting documents 所需證明文件	Cyber fraud 網絡欺詐
Summary of cyber incident, including photos and screenshots 網絡事故詳情，包括相關照片和截圖	✓
Police report within 24 hours upon discovery 警察報告（警察報告必須在發現事件後24小時內提交）	✓

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Social Engineering 社交工程

Required supporting documents 所需證明文件	Social Engineering 社交工程
Summary of cyber incident, including photos and screenshots 網絡事故詳情，包括相關照片和截圖	
Police report within 24 hours upon discovery 警察報告 (警察報告必須在發現事件後24小時內提交)	

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Cyber Extortion Threat

網絡勒索威脅

Required supporting documents 所需證明文件	Cyber extortion threat 網絡勒索威脅
Summary of cyber incident, including photos and screenshots 網絡事故詳情，包括相關照片和截圖	
Police report within 24 hours upon discovery 警察報告 (警察報告必須在發現事件後24小時內提交)	

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Restoration 數據或系統修復

Required supporting documents 所需證明文件	Restoration 數據或系統修復
Summary of malicious cyber act, including photos and screenshots 惡意網絡行為詳情 · 包括相關照片和截圖	
Police report within 24 hours upon discovery 警察報告 (警察報告必須在發現事件後24小時內提交)	

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Cyberbullying 網絡欺凌

Covering the ongoing monitoring expenses and mental health counselling expenses, arising directly from a cyberbullying act
涵蓋因網絡欺凌行為直接引起的持續網絡監察費用和心理健康輔導費用

Required supporting documents 所需證明文件	Cyberbullying 網絡欺凌
Summary of cyberbullying incident, including photos and screenshots 網絡欺凌行為詳情·包括相關照片和截圖	✓
Invoices/receipts for ongoing monitoring expenses 相關持續網絡監察費用的收據	✓
And / or 及 / 或	
Invoices/receipts for mental health counselling expenses 相關心理健康輔導費用的收據	✓

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Following-up expenses for Identity Theft 身份盜用處理費用

Reimbursing costs for reissuing related personal identity documents
補償因身份盜竊必須重新簽發相關個人身份證明文件，及驗證欺詐行為的費用

Required supporting documents 所需證明文件	Identity theft 身份盜竊
Summary of identity theft incident, including photos and screenshots 身份盜竊詳情，包括相關照片和截圖	✓
Police report within 24 hours upon discovery 警察報告（警察報告必須在發現事件後24小時內提交）	✓

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Legal Expenses 法律費用

Required supporting documents 所需證明文件	Legal expenses 法律費用
Summary of cyber incident, identity theft or malicious cyber act, including photos and screenshots 網絡欺詐、身份盜竊或惡意網絡詳情，包括相關照片和截圖	✓
Documents and receipts related to the legal operations 有關的法律進程文件及收據	✓

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