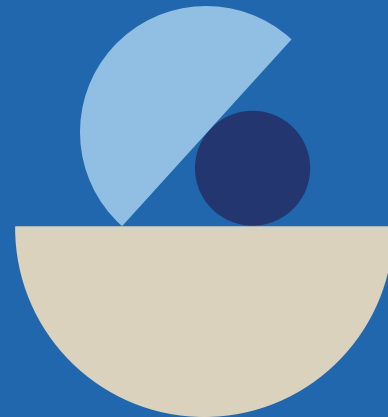


# Submit claims





# Go to 'My Policy'


Hello, [REDACTED]  
You last logged in: Aug 02, 2023 at 17:03 HKT.


## My Policy

[Filter](#)

  
Travel  
[REDACTED]  
**Travel Annual Insurance Plan**  
✓ Active  
Policy due date  
10/06/2024

  
Property  
[REDACTED]  
**Home**  
✓ Active  
Policy due date  
27/05/2024

  
Motor - Private Car  
[REDACTED]  
**Private Car**  
✓ Active  
Policy due date  
01/09/2023

  
Domestic Helper  
[REDACTED]  
**Home Helper Plus**  
✓ Active  
Policy due date  
26/11/2023

1 Click the policy you'd like to access

[Why can't I find my policy in OneZurich portal?](#)

+

# Make a claim for your accident

The screenshot shows the Zurich policy overview page. At the top left is the Zurich logo and the Chinese characters '蘇黎世'. A blue banner contains the text 'Active policy' and 'Travel Annual Insurance Plan'. Below this, three columns of information are displayed: 'Period of insurance: Jun 11, 2023 - Jun 10, 2024', 'Policy issue date: Apr 26, 2023', and 'Auto renewal: Yes'. At the bottom of the banner, there are two buttons: 'Claim procedure for different plans' and 'Make a claim for your accident'. The 'Make a claim for your accident' button is highlighted with a red border.

< **Policy overview** Claims record Payment >

← Back to My Policy

Contact Information of policyholder +

Policy document +

Your advisor +

2

Click 'Make a claim'

# Fill in the claim form

**Welcome to Zurich eClaim**

[Report a new claim](#) [Follow up on an existing claim](#)

Policy Number \* ⓘ  
[Redacted]

Are you the policyholder/one of the insured persons? \*  
[Yes](#) [No](#)

Your Contact Details

Title \*  
▼ Mr.

Last Name \* [Redacted] First Name \* [Redacted]

E-mail address \* ⓘ  
[Redacted]

Confirm e-mail address \*  
[Redacted]

Contact number

Do you have a Hong Kong contact number? ⓘ  
[Yes](#) [No](#)

+852 [Redacted]

For claimed amount below HKD20,000, the original receipt is only required upon request by our claims handler.

[Start](#)

HELP

## Remark:

When you select 'Make a Claim,' you will be redirected to an online form where you can easily submit your claim details.

Simply follow the instructions provided and fill in the form accordingly. Remember, you can save your progress and return to complete the form later if needed.