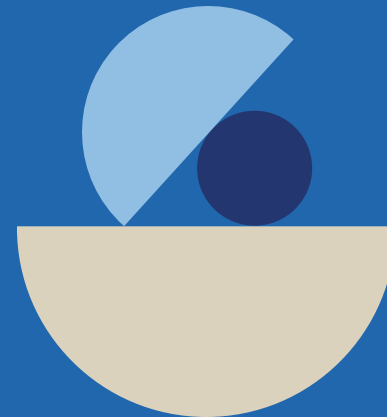


Submit claims



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 'Travel Annual Insurance Plan' overview. At the top left is the Zurich logo and '蘇黎世'. A green checkmark indicates an 'Active policy'. The plan title is 'Travel Annual Insurance Plan'. Below this, three key details are listed: 'Period of insurance' (Jun 11, 2023 - Jun 10, 2024), 'Policy issue date' (Apr 26, 2023), and 'Auto renewal' (Yes). A navigation bar at the bottom of this section contains three items: 'Claim procedure for different plans' (with a phone icon), 'Make a claim for your accident' (with a document and dollar sign icon, highlighted with a red box), and a partially visible third item.

< **Policy overview** Claims record Payment >

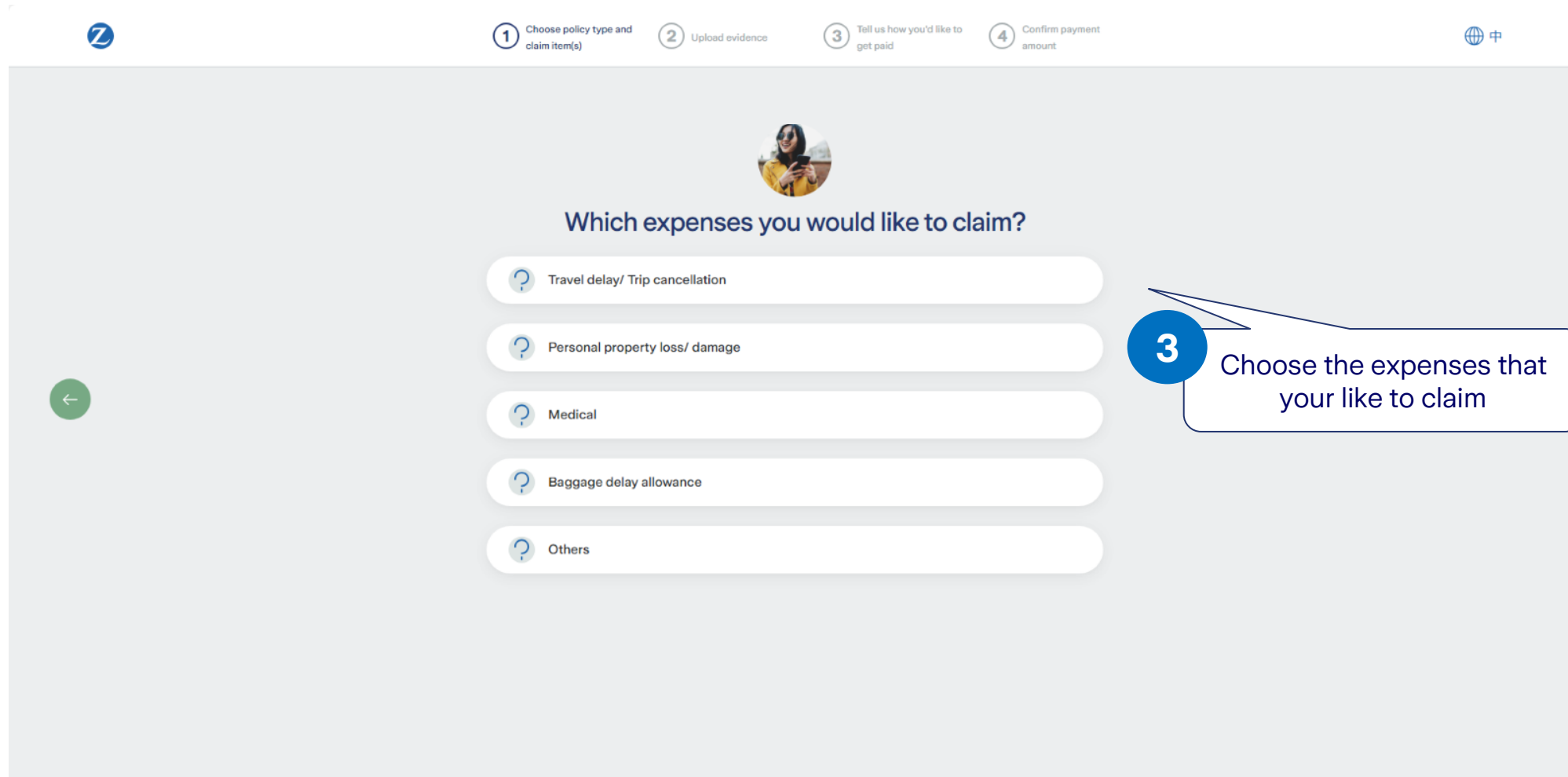
← Back to My Policy

- Contact Information of policyholder +
- Policy document +
- Your advisor +

2 Click 'Make a claim'

Choose your claim item

- Select Claim type



The screenshot shows a user interface for selecting a claim item. At the top, there is a progress bar with four steps: 1. Choose policy type and claim item(s), 2. Upload evidence, 3. Tell us how you'd like to get paid, and 4. Confirm payment amount. The current step is 3, which is highlighted with a blue circle. Below the progress bar, there is a Zurich logo on the left and a globe icon with the Chinese character '中' on the right. In the center, there is a circular profile picture of a woman. Below the profile picture, the text reads 'Which expenses you would like to claim?'. There are five selectable options, each with a question mark icon: 'Travel delay/ Trip cancellation', 'Personal property loss/ damage', 'Medical', 'Baggage delay allowance', and 'Others'. A blue callout box with the number '3' points to the 'Medical' option, containing the text 'Choose the expenses that you like to claim'. On the left side of the form, there is a green circular button with a white left-pointing arrow.



1 Choose policy type and claim item(s)

2 Upload evidence

3 Tell us how you'd like to get paid


4 Confirm payment amount




Baggage delay allowance

Trip start date 

Trip return date 


Schedule arrival date of the baggage 

Schedule arrival time of the baggage 

Your baggage's actual arrival date 

Your baggage's actual arrival time 

Your baggage delayed reason 

Are you insured, claiming or intend to claim similar benefit for this event from other insurance company(ies) or organization(s) (including employee compensation and group medical scheme)? If yes, please state the name of that organization(s) and the policy number(s).? 

Yes No

Confirm

4

Follow the instruction in the form and input your claim details.

Choose the insured



1 Choose policy type and claim item(s)

2 Upload evidence

3 Tell us how you'd like to get paid

4 Confirm payment amount



Who do you want to make a claim for?

NITHISH KUMAR

KIM TAEHYUN

MA BOBAE

YOUR NAME

SAND ARA



Confirm


5

You can choose multiple insured person for trip delay/ trip cancellation related claims.












Upload supporting documents

 **1** Choose policy type and claim item(s) **2** Upload evidence **3** Tell us how you'd like to get paid **4** Confirm payment amount 



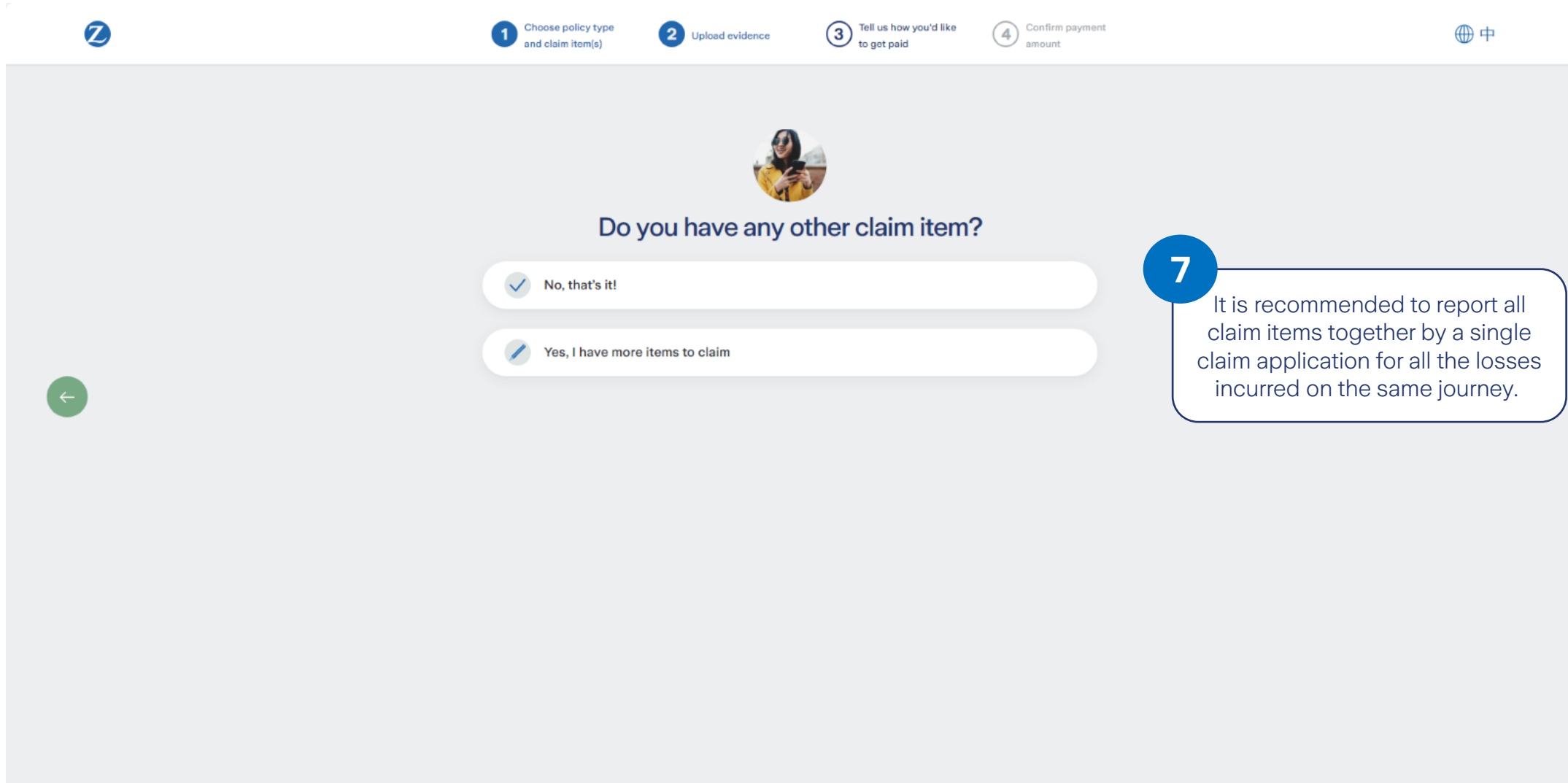
Please upload the following documents for your claim

-  Photo of the claimed item **Compulsory** 
-  Photo showing the damaged part of the item **Compulsory** 
-  Repair invoice / receipt / unrepairable confirmation from authorized repairer **Compulsory** 
-  Original purchase receipt **Compulsory** 

 Max document size: 5MB each file in .pdf, .png, .jpeg or .jpg

6
Upload supporting document

Confirm any other claim item




1 Choose policy type and claim item(s)

2 Upload evidence

3 Tell us how you'd like to get paid

4 Confirm payment amount

中




Do you have any other claim item?

No, that's it!


Yes, I have more items to claim


7 It is recommended to report all claim items together by a single claim application for all the losses incurred on the same journey.

Input payment details





1 Choose policy type and claim item(s) 2 Upload evidence 3 Tell us how you'd like to get paid 4 Confirm payment amount







Please tell us how you'd like to get paid

 Bank transfer


 FPS

8 Input your payment details.







Claim status checking

 Breezy Travel Insurance Plan – Annual Travel

We're delighted to receive your claim. last update 04/06/2024



Claim submitted Processing Pending for additional information Under assessment Issue Payment

Reference number	Policy number	Claim category
20240604104551760601 	TAP1810123ZC	Travel delay/ Trip cancellation-Travel delay allowance
Report date	Incident date	Destination(s)
04/06/2024	03/06/2024	Japan,Indonesia,China

Upload document(s)

Confirmation letter / email issued by airlines showing the reason of flight delay and 1 more

Show all document(s)

You can check your claim status and details in “My Claims” after log in OneZurich Customer Portal.