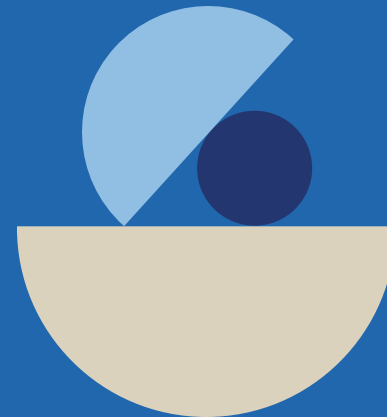


# Submit claims



# 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). At the bottom of this section, there are two buttons: 'Claim procedure for different plans' and 'Make a claim for your accident'. The 'Make a claim' button is highlighted with a red border.

Policy overview   Claims record   Payment

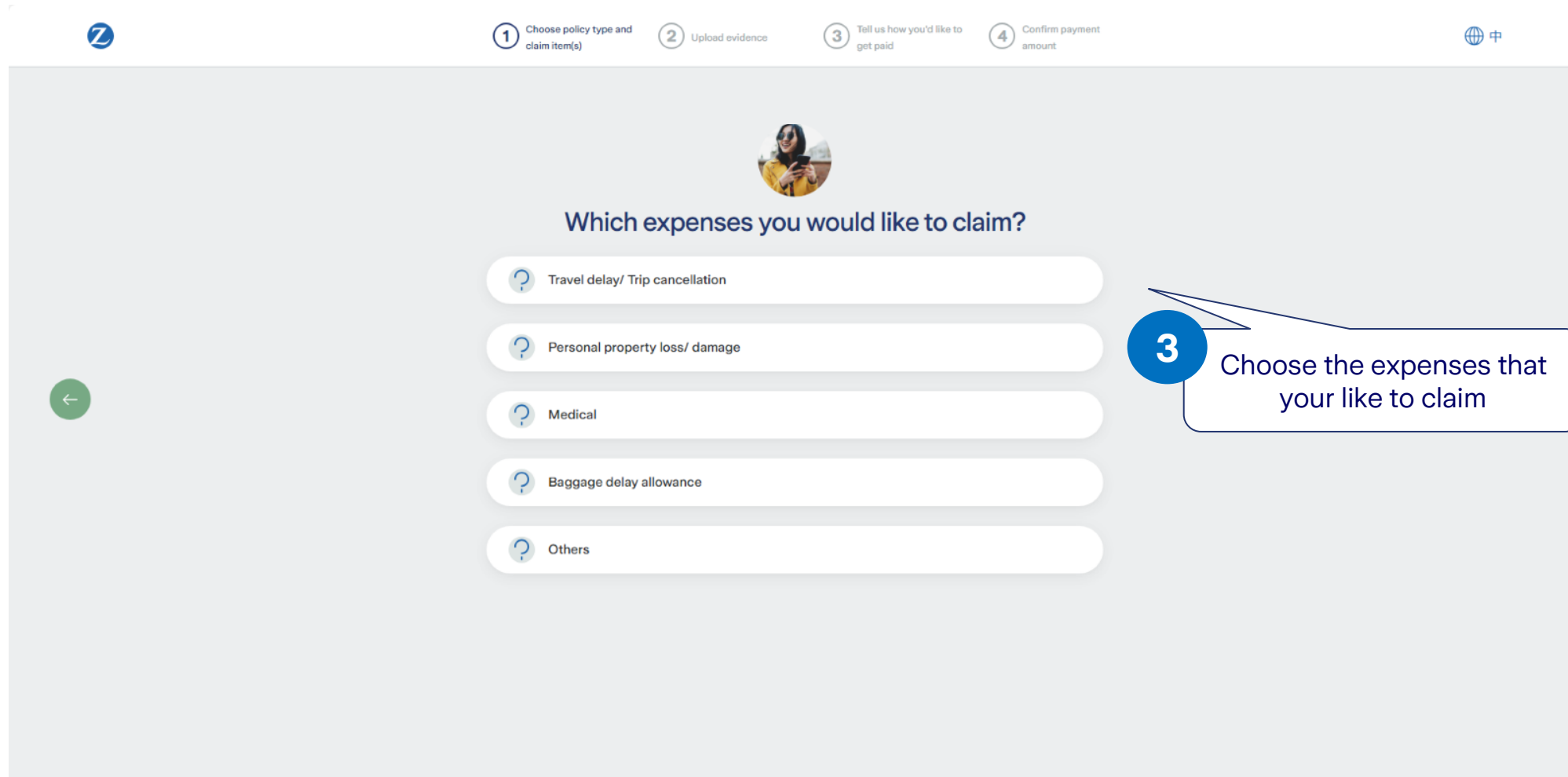
← Back to My Policy

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

2 Click 'Make a claim'

# Choose your claim item

- Select Claim type



The screenshot shows a web 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. A globe icon with the Chinese character '中' is in the top right corner. Below the progress bar is a circular profile picture of a woman. The main heading is '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 callout box with a blue circle containing the number '3' points to the options, with the text 'Choose the expenses that you like to claim'. A green back arrow is visible on the left side of the screen.

# Input claim 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



## 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 



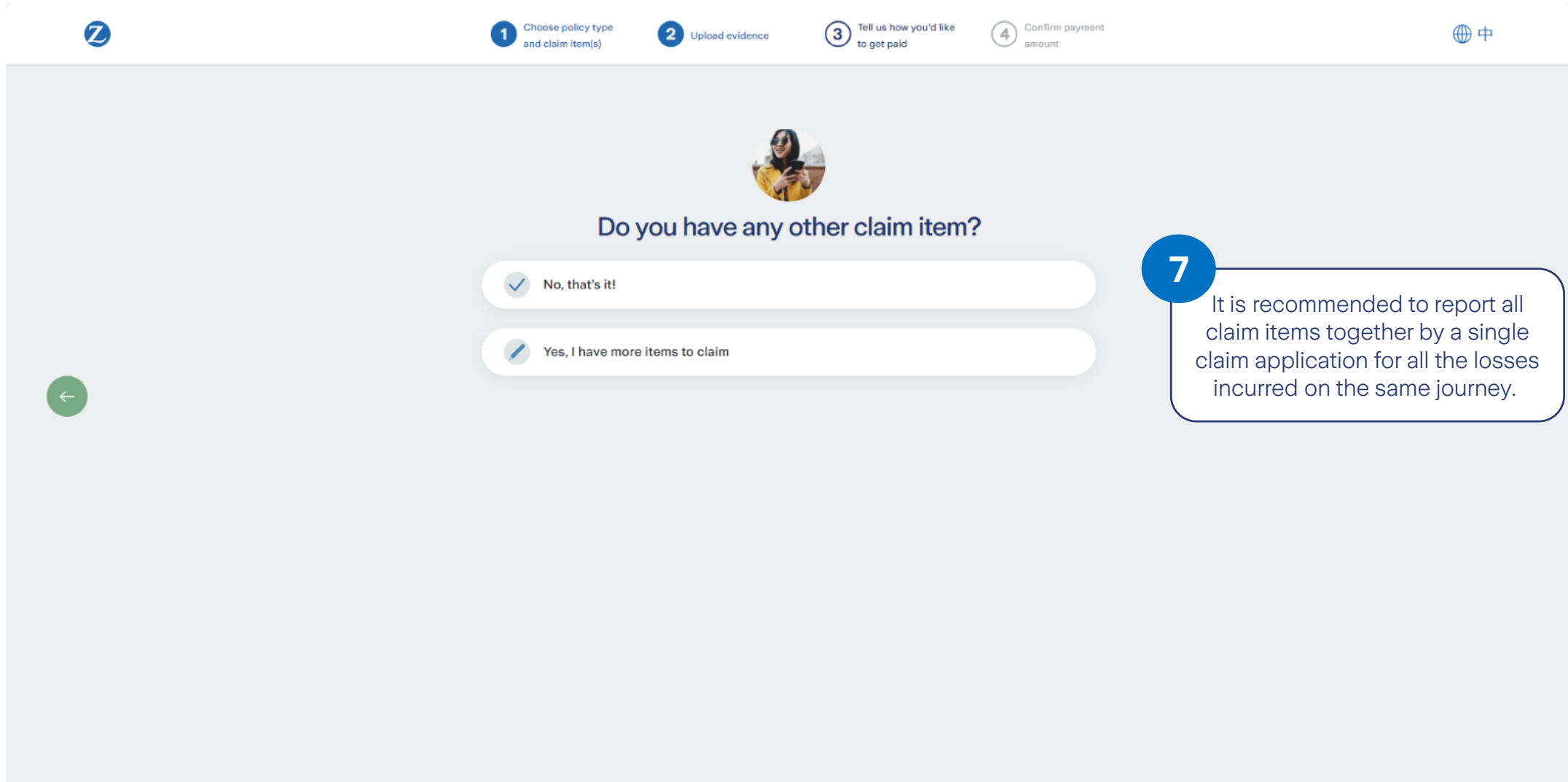
Please upload the following documents for your claim

-  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.