



Assicurazioni Generali S.p.A.,  
Hong Kong Branch  
21/F, 1111 King's Road,  
Taikoo Shing, Hong Kong  
T +852 2521 0707  
F +852 2521 8018  
genclaims\_info@generalial.com.hk

忠意保險有限公司  
香港分行  
香港英皇道1111號  
21樓  
電話 +852 2521 0707  
傳真 +852 2521 8018  
genclaims\_info@generalial.com.hk



Sun Flower Insurance Brokers Limited  
Room 1105-08, Hing Yip Commercial Centre, 282 Des Voeux Road Central, Hong Kong  
Tel: 2521 1881 Fax: 2521 1919 Email: vip@sunflowergroup.com.hk www.sunflowerVIP.com  
Thank you for considering Sun Flower to be one of your selected intermediaries.  
We are pleased to get in touch should you have any enquiry regarding the captioned insurance.

## 家庭僱傭保險索償申請表 (完整版)

## DOMESTIC HELPER INSURANCE CLAIM FORM (FULL VERSION)

### (1) 受保人資料 Details of Insured

(a) 受保人姓名 (僱主) Name of Insured (employer)	(b) 保單編號 Policy No.
(c) 受保人 (僱主) 香港身份證 / 護照號碼 HKID / Passport No. of Insured (Employer)	

### (2) 聯絡人資料 Contact Person's Information

#### (a) 受保人 / 聯絡人的聯絡資料 Contact Information of Insured / Contact Person

1) 聯絡人姓名 (如與受保人不同) Name of Contact Person (if different from Insured)	
2) 手提電話號碼 Mobile Phone No.	
3) 電郵地址 Email Address	
4) 通訊地址 Correspondence Address	

### (3) 受保家傭資料 Details of Insured Domestic Helper

家傭姓名 Name of Domestic Helper	家傭香港身份證號碼 / 護照號碼 HKID / Passport No. of Domestic Helper
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### (4) 索償類別 Type of Claim

<input type="checkbox"/> 門診醫療費用 Out-patient (Clinical) Expenses	<input type="checkbox"/> 意外永久傷殘 Accidental Permanent Disablement	<input type="checkbox"/> 補聘新家傭費用 Replacement Helper Expenses	<input type="checkbox"/> 忠誠保障 Fidelity Protection
<input type="checkbox"/> 住院 / 外科手術治療費用 Hospitalisation & Surgical Expenses	<input type="checkbox"/> 受保家傭因意外死亡 Accidental Death of Insured Domestic Helper	<input type="checkbox"/> 臨時傭工費用 Temporary Domestic Helper	<input type="checkbox"/> 第三者財物損失 Third Party Property Damage
<input type="checkbox"/> 意外 / 緊急牙科醫療費用 Accidental/Emergency Dental Expenses	<input type="checkbox"/> 遣送費用 Repatriation Expenses	<input type="checkbox"/> 償還貸款保障 Loan Protection	<input type="checkbox"/> 第三者意外受傷 / 死亡 Third Party Bodily Injury/ Death
<input type="checkbox"/> 工傷 / 工傷事故 Work-related Injuries/Accidents 注意: 如果您的家庭傭工在工作期間受傷, 不論該意外是否引起任何支付補償的法律責任, 您都應在意外發生後14天內 (如死亡則為7天內), 填妥指定表格向勞工處呈報。詳情請瀏覽勞工處網站( <a href="https://www.labour.gov.hk/tc/faq/cap282b_whole.htm">https://www.labour.gov.hk/tc/faq/cap282b_whole.htm</a> )。Noted: If your domestic helper got injured at work, you should notify the Labour Department in prescribed form within 14 days after the accident (or 7 days in case of death), irrespective of whether the accident gives rise to any liability to pay compensation. For details, please visit Labour Department website ( <a href="https://www.labour.gov.hk/eng/faq/cap282b_whole.htm">https://www.labour.gov.hk/eng/faq/cap282b_whole.htm</a> ).			
<input type="checkbox"/> 其他 (請註明) Other (Please Specify)			

### (5) 索償事由 Description of Claim

(a) 事故發生 The Accident Occurred	日期 Date	時間 Time	國家 Country
	地點 Place		

#### (b) 請詳細描述事件發生的過程 Describe in full how the incident happened

(c) 上述意外是否已向警方報案? Has the mentioned accident been reported to the police?			
<input type="checkbox"/> 否 No	<input type="checkbox"/> 如是, 請提供以下資料 If yes, please provide below information		
	報案警署 Name of the Police Station	報案日期 Report Date	
	報案時間 Report Time	檔案編號 Reference No.	

**(6) 門診醫療費用索償 Out-patient (Clinical) Expenses**

(a) 受傷性質 / 病因 (如空間不敷使用, 請另以紙張列舉)  
Nature of Injury / Diagnosis of Sickness (If space is insufficient, please attach separate page)

診治日期(日/月/年) Treatment Date (DD/MM/YYYY)	申請索償類別 Claim Type	貨幣 Currency	收據金額 Receipt Amount
	<input type="checkbox"/> 普通科醫生 General Practitioner (GP) <input type="checkbox"/> 意外 / 緊急牙科醫療費 Accidental/ <input type="checkbox"/> 專科醫生 Specialist (SP) <input type="checkbox"/> Emergency Dental Expenses <input type="checkbox"/> 其他類別 Other Benefit Type		
	<input type="checkbox"/> 普通科醫生 General Practitioner (GP) <input type="checkbox"/> 意外 / 緊急牙科醫療費 Accidental/ <input type="checkbox"/> 專科醫生 Specialist (SP) <input type="checkbox"/> Emergency Dental Expenses <input type="checkbox"/> 其他類別 Other Benefit Type		
	<input type="checkbox"/> 普通科醫生 General Practitioner (GP) <input type="checkbox"/> 意外 / 緊急牙科醫療費 Accidental/ <input type="checkbox"/> 專科醫生 Specialist (SP) <input type="checkbox"/> Emergency Dental Expenses <input type="checkbox"/> 其他類別 Other Benefit Type		

**(7) 住院 / 外科手術治療費用 Hospitalisation & Surgical Expenses**

(a) 此次住院 / 手術是否獲得其他保險金或補償金? Will you claim other insurance/compensation for this hospitalization/surgery?

否 No  如是, 保險公司名稱 / 補償金類別  
Yes, Name of Insurance Company/Type of Compensation

如賠償申請未能獲全數賠款, 請退回收據核實副本, 以便向其他保險公司申請餘額索償。  
If the claim is not fully reimbursed, please return a Certified True Copy (CTC) of the receipt(s) for a second claim submission to another insurance company.

(b) 病者曾否在同一病況下就醫或治療? Has the patient had any prior treatment for this condition?

否 No  如是, 請填寫日期(日/月/年) If yes, please state date (DD/MM/YYYY)

(c) 如因意外受傷而入院, 請略述其發生之日期、地點及情況  
If hospitalization was the result of an accident, please give date and a brief description of the accident

與工作無關 Non-Work related  與工作有關。是否已向勞工處呈報工傷?  
Work related. Is the work-related injury reported to the Labor Department?  
 否 No  是 Yes

申請賠償須知:

- 1) 必須附上正本單據及收條, 單據及收條須包括診治日期、病者姓名、診斷以及主診醫生蓋章及簽署。請要求院方提供化驗、藥物及其他治療的詳細資料及收費。
- 2) 所有正本單據及收條俱不會發還 (除非清楚註明), 請自行影印副本。
- 3) 如入住醫院管理局醫院, 請提供由病房簽發的出院摘要, 以便提供病症及手術資料。
- 4) 若此申請表未完全填妥或未有提供足夠理賠資料, 賠償處理將被延誤。

Notes for filing a claim:

- 1) Original bills and receipts must be attached showing the date of treatment, patient's name, diagnosis, and the Attending Doctor's stamp and signature. Please request the Hospital to provide the itemized details and charges breakdown for laboratory, medication, treatment/procedure.
- 2) Original bills or receipts will not be returned (unless clearly stated). Please make a copy as required.
- 3) If the hospitalization was made in Hospital Authority Hospital, please attach the Discharge Summary for the provision of diagnosis and surgery information.
- 4) Incomplete form or omission of required information may cause a delay in processing.

**(8) 其他索償類別 Other Claim Types**

索償項目 Description of Claimed Items	購買日期 (日/月/年) Purchase Date (DD/MM/YYYY)	購買價錢 / 額外費用 Purchase Price / Additional Expenses	索償金額 Claimed Amount (HK\$)
1.			
2.			
3.			

**(9) 其他保險資料 Other Insurance**

(a) 您是否已經或打算就此意外事件向其他保險公司 (包括勞工及團體醫療保險) 申請索償?  
Have you made a claim or plan to file a similar claim with other insurance companies (including employee compensation insurance or group medical scheme) related to this accident?

否 No  如是, 請提供以下資料 Yes, please provide below information

保險公司名稱 Name of Insurance Company

保單編號 Policy No.

## (10) 索償所需之基本文件 Basic Documents Required

以協助忠意保險更快處理您的索償申請，請提交所需文件並將此申請表寄回給本公司。有關所需文件，請瀏覽以下連結：  
To help Generali process your claim faster, please submit the required documents and return the application form to us. For the required documents, please visit the following link:

- [https://www.generali.com.hk/ZH\\_HK/claims\\_and\\_support/required\\_documents/#domestic\\_helper](https://www.generali.com.hk/ZH_HK/claims_and_support/required_documents/#domestic_helper)

## (11) 收取索償款項提示 Claim Payment Method

- (1) 凡選擇以「自動轉賬至銀行戶口」方式收取索償款項 If the claim payment method "Autopay to bank account" is chosen,
- 請同時提交印有投保人/受保人/合資格人士/索償人全名及銀行戶口號碼之戶口證明 (如銀行存摺或自動櫃員機卡或銀行月結單副本等)。  
Please provide the Insured/Insured Person/Eligible Person/Claimant's bank account proof showing the account holder's name and account number (e.g. copy of bank book, ATM card or bank statement etc).
  - 投保人/受保人/合資格人士/索償人為個人客戶，忠意保險有限公司只接受個人儲蓄/支票戶口。  
For Insured/Insured Person/Eligible Person/Claimant who is an individual, only personal saving/current accounts will be accepted by Assicurazioni Generali S.p.A.
  - 投保人/受保人/合資格人士/索償人為商業客戶，忠意保險有限公司只接受公司儲蓄/支票戶口。  
For Insured/Insured Person/Eligible Person/Claimant who is a corporate entity, only commercial saving/current accounts will be accepted by Assicurazioni Generali S.p.A.
  - 忠意保險有限公司將支付/轉賬港幣到指定的銀行賬戶。Assicurazioni Generali S.p.A will only pay/transfer Hong Kong Dollars to the designated bank account.
  - 如銀行轉賬被拒絕或不成功，款項將以支票形式寄送到索償申請表內所提供的通訊地址，而恕不另行通知。  
If the bank transfer payment is rejected, declined or unsuccessful, a cheque will be issued and posted to the correspondence address mentioned on the claim form instead without further notice.
- (2) 如索償款項以保單貨幣以外的貨幣結算，該款項可能會受忠意保險有限公司不時釐定的匯率而改變。匯率之波動會對索償款項構成影響。您須承受匯率風險。匯率會不時波動，您可能因匯率之波動而損失部分的利益價值。If the claim payments are settled in currencies other than the policy currency(ies), the payment amounts would be subject to change according to the prevailing exchange rate determined by Assicurazioni Generali S.p.A from time to time. The fluctuation in exchange rates may have an impact on the payment amounts.
- (3) 忠意保險有限公司保留權利自行決定其索償款項的付款方式。Assicurazioni Generali S.p.A reserves the right to determine the claim payment method at its discretion.

我/我們在此要求並授權忠意保險有限公司用以下方式支付索償款項 (請以“√”作出選擇)：

I/We hereby request and authorize Assicurazioni Generali S.p.A to pay benefit due in respect of this claim by (Please "√" the appropriate box to indicate your choice):

支票 以港幣結算支付款項 (注意：支票將於索償審批成功後15個工作天內寄到您的通訊地址)

Cheque, to be drawn in Hong Kong Dollars (Note: The cheque will be mailed to your correspondence address in 15 business days after the approval of the claim.)

自動轉賬至銀行戶口 (以港幣結算)。請提供以下資料 Autopay to the bank account (By HKD). Please provide the below information:

### Bank Account Information 銀行戶口資料

Name of Bank 銀行名稱	Full Name in English of Account Holder(s) 銀行戶口持有人名稱									
Bank Account No. 銀行戶口號碼										
	Bank Code 銀行編號			Branch Code 分行編號			Account No. 戶口編號			

## (10) 聲明及授權書 Declaration & Authorization

(請由受保人簽署，如受保人未滿 18 歲，則由父母或監護人簽署。To be signed by the Insured Person or parent of or guardian if the Insured Person is below 18 years old.)

- 本人/我們謹此聲明上述一切陳述，不論是否本人/我們親手所寫，均屬正確無誤，並為本人/我們所知所信之全部，本人/我們同意任何蓄意欺騙或隱瞞將構成法律責任並導致保單失效。  
I/We hereby declare that all the statements to all questions above, whether or not written by my/our own-hand are to the best of my/our knowledge and belief complete and true. I/We agree that any concealment or misstatement as regards to the amount or otherwise, in connection with this claim may result in prosecution and the Policy will become void.
- 本人/我們同意任何持有有關於本人/我們或上述受保人記錄或資料之醫生、醫院、藥劑師、保險公司、警署、僱主、或其他機構發放有關本人/我們或上述受保人之病歷、病情之預斷、治療、傷假、或在職、離職詳情、或在其他保障下可獲之保障額、索償金等資料予忠意保險有限公司 (「忠意保險」) 或其授權之代表。而在香港私隱專員條例容許之情況下，本人/我們並同意將個人資料給予其他在港或以外之機構。  
I/We hereby authorize any doctor, hospital, pharmacy, insurance company, police station, employer, or other organization, who has records or knowledge of myself/ourselves or the Insured, to release all information regarding medical history, prognosis, treatment (including drug and alcohol abuse information), sick leave history, employment history, reasons of employment termination, earnings or benefit payable under other insurance coverage to Assicurazioni Generali S.p.A. (hereafter referred to as "Generali") or its authorized representative. In accordance with the provisions of the Personal Data (Privacy) Ordinance of Hong Kong, by signing below, I/We consent that the personal information collected or held by the Company, whether contained in this application or otherwise obtained is provided and may be disclosed to individuals or organizations within or outside Hong Kong.
- 此授權書之副本亦如正本一樣具同等效力。A photometric copy of this Declaration & Authorization will be valid as the original.
- 本人/我們同意所有文件及收據予忠意保險將不獲退還。I/We hereby agree that all documents and receipts submitted to Generali will not be returned.
- 本人/我們確認，本人/我們已獲提供 ([https://eclaims.generali.com.hk/personal\\_information/](https://eclaims.generali.com.hk/personal_information/)) 一份由忠意保險發出的收集個人資料聲明 (「該聲明」)，本人/我們確認已經閱讀並且明白該聲明，本人/我們同意忠意保險可依照該聲明的條款收集、使用、儲存、披露、轉移及其他方式處理本人/我們的個人資料，本人/我們進一步確認，本人/我們已獲得受保人和任何有關人士 (如適用的話) 的明示同意，可以按照該聲明所述的用途將他們的個人資料提供給忠意保險，並允許忠意保險可依照該聲明的條款收集、使用、儲存、披露、轉移及其他方式處理該等個人資料。  
I/We acknowledge that I/we have been provided ([https://eclaims.generali.com.hk/personal\\_information/](https://eclaims.generali.com.hk/personal_information/)) with the Personal Information Collection Statement (the "Statement") issued by Generali. I/We confirm that I/we have read and understand the Statement. I/We agree that Generali may collect, use, store, disclose, transfer, and otherwise process my/our personal data in accordance with the terms of the Statement. I/We further confirm that I/we have obtained the express consent of the Insured(s) and the other relevant individual(s) (where applicable) for providing their personal data to Generali for the purpose stated in the Statement and for allowing Generali to collect, use, store, disclose, transfer, and otherwise process such personal data in accordance with the terms of the statement.

保單持有人 (僱主) 蓋印及簽署  
Signature of Insured (employer) /  
policyholder

簽署日期  
Date of Signed

受保人 / 父母或監護人簽署 (如受保人未滿 18 歲) Signature of Insured Person/ Parent or Guardian (if Insured person is below 18 years old)

簽署日期  
Date of Signed

**(11) 主診醫生報告 - 由主診醫生 / 外科醫生填寫，所需費用由索償人自行承擔（適用於入住私營醫院）**  
**Attending Physician Statement - to be completed by the Attending Doctor at the Claimant's own expenses (Applicable to the admission to a private hospital)**

病者姓名: Name of Patient:		醫院名稱: Name of Hospital:	
入院日期 (日/月/年): Date of Admission (DD/MM/YYYY):		出院日期 (日/月/年): Date of Discharge (DD/MM/YYYY):	
病房類別: Accommodation Level:	<input type="checkbox"/> 大房 Ward	<input type="checkbox"/> 半私家房 Semi Private	<input type="checkbox"/> 私家房 Private
			<input type="checkbox"/> 門診手術 Day case

**1. 臨床病歷 Clinical History:**

1a. 病者就此次住院/治療/檢驗所出現的相關症狀/主訴及其病因:  
Symptom(s)/complaint(s) and underlying cause(s) for this hospitalisation/treatment/investigation:

\_\_\_\_\_

1b. 病者首次出現病徵/事故發生的日期 (日/月/年):  
Date of the symptom(s) first appeared /accident occurred (DD/MM/YYYY):

\_\_\_\_\_

1c. 病者就此疾病/受傷後，首次向閣下求診的日期 (日/月/年):  
Date on which the patient first consulted you for this medical condition(s)/injury (DD/MM/YYYY):

\_\_\_\_\_

1d. 自首次求診後，病者有否繼續接受同類治療?  
Has the patient received continuous treatment related to this sickness since then?

\_\_\_\_\_

**2. 住院詳情 Hospitalization Summary:**

2a. 最後的診斷: Final diagnosis of the conditions: \_\_\_\_\_

2b. 手術日期(日/月/年):  
Date of Operation (DD/MM/YYYY): \_\_\_\_\_

2c. 此次住院之治療詳情/手術名稱: Describe the type of treatment /surgical procedure given to the patient:

\_\_\_\_\_

2d. 請提供出院及/或檢查撮要 (包括臨床和病理結果、病因、併發症及覆診詳情)  
Please give brief discharge summary (including clinical and pathological findings, etiology, complication, and follow-up plan)

\_\_\_\_\_

2e. 如病者於住院期間曾被轉介向其他醫生求診，請提供以下資料:  
If the patient has consulted other Doctor during this hospitalization, please provide the following:

求診醫生姓名: \_\_\_\_\_ 原因: \_\_\_\_\_  
Name of Doctor consulted: \_\_\_\_\_ Reason: \_\_\_\_\_

治療詳情? What treatment had the Doctor performed?

\_\_\_\_\_

2f. 請提供該檢查及手術不可在門診/日間手術中心進行之原因:  
Please provide the reason(s) for hospitalization if this type of cases can be managed on day care/outpatient basis:

\_\_\_\_\_

\_\_\_\_\_

