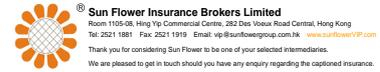


Claim Form - Hospitalisation/Surgical
住院/手術醫療索償申請表



Download Our Mobile App Now – Paperless & Faster Claims Experience

立即下載我們的手機應用程式 – 無紙化及更快捷的索償體驗



Submit claims up to HK\$10,000
索償限額為 10,000 港元

Submit all required documents and receive claim result within 7 to 10 working days.
遞交所有所需文件 · 在 7-10 個工作天內完成索償。

Immediate confirmation of claim submission
即時確認索償申請。

Pre-assessment Service and Cashless Hospitalisation

入院前評估及住院免繳費服務

Learn more:
了解更多:



English



中文

Plan ahead for healthcare costs
令您更容易規劃醫療費用

Simplified application process through **Liberty HK App** submission
透過**利寶實康會**應用程式遞交簡化申請程序

Only 3 working days for Pre-assessment Service or Letter of Guarantee (LOG) approval¹
只需三個工作天內獲得確認結果或「住院付款保證信」¹

¹ Approval subject to claims assessment
需跟據索賠評估作批核決定。

Please complete this form with English Block, sign this claim form and attach the original copies of invoices and receipts.
請以英文正楷填妥並簽署本表 · 連同賬單及收據正本寄交本公司。

Patient's Statement 病人資料

Name of Policyholder: 保單持有人名稱	Policy No.: 保單編號
Name of Employee (For Group Policy Only): 僱員姓名 (適用於團體保險客戶)	Patient HKID No.: 病人香港身份證號碼
Name of Patient Name: 病人姓名	Patient Cert No./Date of Birth: 病人編號/出生日期



Claim Form - Hospitalisation/Surgical

住院/手術醫療索償申請表

1. If hospitalisation was due to an accident:

如因意外引致之住院

a) Please state when, where, and how did it happen.

請提供意外發生的日期地點並簡述受傷情況及意外之經過

b) Did the claimant report to the police?

No 沒有

Yes 有

閣下有否通知警方?

If yes, please advise the name and address of the police station with their reference number and attach a copy of the police report to claims submission.

請提供警署名稱、地址及警方報案號碼並提交警方報告之副本

2. Has the claimant been treated by other doctor(s) for similar or related illness in the past?

No 沒有

Yes (Please specify)

閣下曾否因類近或相關情況接受其他醫生的治療?

有(請明確說明)

Name of Hospital(s):

醫院名稱

Name of Doctor(s):

醫生姓名

Address of Hospital:

醫院地址

Areas 區域:

Hong Kong 香港

Kowloon 九龍

New Territories 新界

Date of Treatment:

接受診治日期

3. Has the claimant submitted or does the claimant intend to submit this case to any other insurance company(s)? 閣下有否或會否申請其他保險賠償?

No 沒有

Yes 有

Name of Insurance Company:

保險公司名稱

Policy No.:

保單編號



Claim Form - Hospitalisation/Surgical

住院/手術醫療索償申請表

4. Please provide name and address of family doctor 請提供家庭醫生之姓名及診所地址

Name of Family Doctor

醫生姓名

Address of Family Doctor:

醫院地址

Areas 區域:

- Hong Kong 香港
 Kowloon 九龍
 New Territories 新界

1. Regardless of the outcome of claims assessment, certified true copy receipt(s) will be returned to you ONLY IF you request us to do so and original receipt is retained by our company
不論索償評估結果如何，我們只會因應您的需要，才會將收據核實副本退還給您。正本收據由我們公司保存。
2. Only claim(s) received within 90 days from the date of consultation will be eligible for reimbursement.
索償申請必須於診症後 90 天內交予本公司方為有效。

Declaration and Authorisation 聲明及授權書

1. **Declaration:** I declare that the above statements and answers made by me are true and complete to the best of my knowledge.

聲明: 本人聲明上述一切陳述及問題所提供之答案均為本人所知所信之全部，並確實無訛。

2. **Authorisation:** I hereby authorise any employer, physician, hospital, insurance company or other organisation or person who has any record or knowledge with reference to the accident, or the health and medical history of the patient, to give such information to Liberty International Insurance Limited. A photocopy of this authorisation will be as valid as the original.

授權: 本人謹此授權任何僱主、註冊醫生/醫師、醫院、保險公司、或其他組織、機構或人士，凡知道或持有任何有關與病者相關的意外、或/及健康及醫療紀錄者，均可將該等資料提供給利寶國際保險有限公司。本授權書的影印本與正本均有同等效力。

3. **Personal Information Collection Statement:** I/we have read and understand the Personal Information Collection Statement on the last page of this Application Form. I/we understand that I/we have the right to request Liberty to cease using my Personal Data for direct marketing purposes.

個人資料收集聲明: 申請人及受保人已細閱並明白申請表的個人資料收集聲明，亦明白有權要求利寶停止使用此申請表所列的申請人及受保人的個人資料作直接市場推廣用途

- Please TICK the box if you do not consent to receive any marketing communications. **(Important) Please be reminded that it may affect the communication of our renewal invitation, including e-renewal communication.**

如申請人及受保成員不同意接受任何直銷的通訊，請標上✓號。**(重要) 請注意，這可能會影響我們續保邀請的傳達，包括電子續保通訊。**

Date:

日期

Signature (Patient/Parent if patient aged under 18)

簽名 (病人 / 家長 - 若病人未滿十八歲)

Date:

日期

Name and HKID No. (Patient/Parent if patient aged under 18)

姓名及香港身份證號碼 (病人 / 家長 - 若病人未滿十八歲)



Claim Form - Hospitalisation/Surgical

住院/手術醫療索償申請表

Attending Physician's Statement (at the patient's own expenses)

本欄由主診醫生填寫 (所需費用由病人自行承擔)

Name of Patient: 病人全名	Date of Admission: 入院日期	Date of Discharge: 出院日期
Clinical History of this Patient 病人之門診病歷		
Symptoms and complaints for this hospitalisation/treatment: 是次住院/接受治療的病徵及申訴		
Underlying cause(s) of this hospitalisation: 構成是次住院的成因		
Date on which the patient first consulted you regarding this medical condition(s)/injury: 閣下首次為病人就上述病況/受傷之首次診症日期	According to the medical history given by the patient, how long had he/she been experiencing these symptoms before the first consultation? 根據病人提供之病歷, 他/她首次求診前該傷病已患有長時間?	
Date of the first consultation: 他/她首次求診日期	How long, in your opinion, has the patient been suffering from this illness? 就閣下意見, 病人患有此傷病已多長時間?	
Hospitalisation History of this Patient (at the patient's own expenses) 病人之住院病歷		
Final Diagnosis: 病症結果		
Date of Operation: 手術日期	Operational procedure(s) performed: 手術名稱	



Claim Form - Hospitalisation/Surgical

住院/手術醫療索償申請表

If you have consulted other doctor(s) during this hospitalisation, please provide the following:

若閣下曾於是次住院中徵詢其他醫生的意見，請提供以下資料：

Name of Consulted Doctor:

醫生姓名

Reason:

原因

What treatment had the doctor(s) performed?

所作的診治

Brief discharge summary (including onset and duration of signs & symptoms/disease, aetiology, types & results of major examinations, treatment, complications and follow up plan).

出院撮要 (請列出有關病徵的病發日期、病因、檢驗性質與結果、有關治療、併發症及跟進計劃)

Has the patient taken any home leave during this hospitalisation?

病人在住院其間有否請假外出?

No 沒有

Yes 有

If yes, please state the date, time and reason

如有，請說明日期、時間及原因

Please provide reason(s) for hospitalisation if the type of cases can be managed by day care.

若病情能以日間護理處理，請提供住院理由

Professional Comment

專家意見

In your opinion, was the hospitalised illness a recurrent episode or a chronic illness or related to previous complaint/diagnosis?

就閣下意見，是次病況是否為復發性病徵、慢性病症或與以往的病因/診斷有關？

No 沒有

Yes 有

If yes, please provide date of the first episode and details

請詳述首次發病的日期及細節



Claim Form - Hospitalisation/Surgical

住院/手術醫療索償申請表

Has the patient ever had the same symptoms before/has the patient been treated or hospitalised for the same symptoms before?

No 沒有

Yes 有

病人以往曾否患有同類病況/病人以往曾否因同類病況而接受治療或住院？

If yes, please state details, to the best of your knowledge, (including a brief summary describing the onset date, duration of signs and symptoms/disease, aetiology, types and results of major examinations, treatments, complications and follow-up plan). 據閣下所知，請另加附頁，說明何時及詳細描述(請列出過往有關病及病徵的病發日期、病因、檢驗性質與結果、有關治療、併發症及跟進計劃)。

Was the condition due to or associated with the following? If yes, please tick the condition.

None of the below

Yes 是

上述病況是因以下問題所致？如有，請於所屬病況標上✓號。

以下無一合適

AIDS/HIV related illness

後天免疫力缺乏症(愛滋病) / 人體免疫
疫缺損病毒有關之疾病

Developmental condition

發育異常

Refractive error

屈光不正

Abuse of drugs or alcohol

濫用毒品或酒精

General check-up or Vaccination

般身體檢查或防疫注射

Self-inflicted injury

自我傷害

Accidental bodily injury

身體意外受傷

Hereditary condition

遺傳性疾病

Venereal disease or sexually transmitted disease

性病或因性接觸傳染之疾病

Congenital condition

先天性症狀

Mental or Nervous disorder

精神或神經病

Cosmetic or Plastic surgery

美容或整容手術

Pregnancy, Infertility or Sterilisation

懷孕、不育或絕育

If the condition is due to pregnancy, please advise the date of the LMP:

若狀況與懷孕有關，請提供上次月經週期首天的日期

Others

其他

Please give the name and address of the referring physician (if any):

請提供轉介醫生之姓名及診所地址 (若適用)

Name:

姓名

Address:

診所地址

Areas 區域:

Hong Kong 香港

Kowloon 九龍

New Territories 新界



Claim Form - Hospitalisation/Surgical

住院/手術醫療索償申請表

I hereby certify that all information given above is accurate and true to the best of my knowledge.

本人聲明上述一切陳述及問題所提供之答案均為本人所知所信之全部，並確實無訛。

Name of Doctor

醫生姓名

Signature of Attending Doctor with
Hospital Stamp

主診醫生簽名及蓋章

Date

日期

Tel No./Fax No.

電話號碼/傳真

This claim form is endorsed by the Hong Kong Medical Association and the Medical Insurance Association of the Hong Kong Federation of Insurers

本索償申請表已獲香港醫學會及香港保險業聯會屬下醫療保險協會認可

PERSONAL INFORMATION COLLECTION STATEMENT

Liberty International Insurance Limited (referred to hereinafter as the “**Company**”) recognises its responsibilities in relation to the collection, holding, processing, use and/or transfer of personal data under the Personal Data (Privacy) Ordinance (Cap. 486) (the “**Ordinance**”). The Company will take all practicable steps to ensure security of the Personal Data and to avoid unauthorised or accidental access, erasure or other use.

For the purpose of this Statement, “**Personal Data**” means any data:

- relating directly or indirectly to a living individual
- from which it is practicable for the identity of the individual to be directly or indirectly ascertained; and
- in a form in which access to or processing of the data is practicable

The Company’s products and services are intended for persons residing in Hong Kong and all payments are made in Hong Kong Dollars. The Company does not intend to or knowingly collect, hold, process, use or transfer Personal Data of any individual living within the European Union (“**EU**”) or monitor the behaviour of any EU-based individuals.

PURPOSE

From time to time it is necessary for the Company to collect, or be provided by your agents and/or representatives, your Personal Data (including personal information such as but not limited to your credit, motor and health records and insurance claims history) such as Personal Data of our customers (including but not limited to our online account holders, policy owners, insureds, trustees, policy assignees, claimants and beneficiaries) collected, transferred to or held by the Company which may be used, stored, processed, transferred or disclosed or shared by us for the following obligatory and other purposes (“**Purposes**”), such as:

- offering, providing and marketing to you the products/services of the Company, including related companies of the Company (“**our affiliates**”) or our business partners (see “**Direct Marketing**” below), and administering, supporting, maintaining, managing and operating such products/services including policies and handling your mobile and internet accounts
- Processing and determining any insurance applications, requests, insurance claims and providing ongoing insurance services
- Processing requests for payment and for direct debit authorisation including evaluating your financial needs
- Managing, investigating and analysing any claim, action and/or proceedings made by or against or otherwise involving you, and to exercise the Company’s rights as more particularly defined in applicable policy wording, including but not limited to subrogation rights
- Compiling statistics or using for accounting purposes
- Meeting disclosure requirements of any local or foreign law, regulations, codes or guidelines binding on the Company, its parent and affiliated companies (“**Liberty Mutual Group of Companies**”)
- Complying with the legitimate requests or orders of the courts of Hong Kong Special Administrative Region and regulators including but not limited to the Insurance Authority, Hong Kong Federation of Insurers, auditors,



Claim Form - Hospitalisation/Surgical

住院/手術醫療索償申請表

- governmental bodies and governmental-related establishments binding the Liberty Mutual Group of Companies
- h) Enabling an actual or proposed assignee of the Company to evaluate the transaction intended to be the subject of the assignment
 - i) Conducting identity and/or credit checks and/or debt collection
 - j) Conducting medical or health reference checks for relevant insurance products
 - k) For management of IT environment and business operation
 - l) Ensuring security of our IT environment
 - m) Detecting and investigating illegal activity, including fraud, money laundering or terrorism financing (whether such detecting and investigating is in relation to an application or insurance policy of the Company)
 - n) Comply with legal, regulatory and other good governance obligations, including respond to requests from public and governmental authorities (including those outside your country of residence) or to assist in law enforcement purposes, investigations by police or other government or regulatory authorities in Hong Kong or elsewhere
 - o) For monitoring and assessing compliance with the Company and Liberty Mutual Group of Companies policies and standards
 - p) Achieve other legitimate business purposes, for example, to carry out insurance surveys, research and analysis, including analysis of our customer base and other individuals whose personal information we to analyse behaviour, preferences and interests, develop new products, improve our services, identify usage trends, understand the interests of our users, to plan and execute business transactions (including joint ventures and business sales) and for other legitimate business purposes
 - q) Establishing, exercising or defending legal rights of any member of the Liberty Mutual Group of Companies
 - r) assisting financial institutions with interests related to you and/or the products/services you have with the Company including enable an actual or proposed assignee/mortgagee to evaluate the transactions you have with the Company intended to be the subject of the assignment/mortgage
 - s) to facilitate authorised service providers to provide services to the Company and/or the customers for the above Purposes
 - t) Providing third party administration services and carrying out other services in connection with the operation of the Company's business
 - u) Facilitating the Company's authorised service providers to provide services to the Company and/or customers for the above purposes
 - v) Other purposes directly relating to any of the above; and
 - w) Any other purposes we notify you at the time of obtaining your consent

Please note that if you do not provide us with your Personal Data, we may not be able to issue your policy, process claims or provide insurance products or services to you or process your request.

Please also ensure that you provide complete and accurate Personal Data to us and keep us updated on any changes to your Personal Data. Kindly note that if you do not provide complete and accurate personal information to us as and when it is required, it may have adverse consequences for you.

DIRECT MARKETING

Your Personal Data collected or held by the Company, in particular, names and contact information such as telephone number, email address and postal address may be used by the Company and/or the Liberty Mutual Group of Companies to provide marketing materials and conduct direct marketing activities (including but not limited to promoting, marketing or selling of the Company, Liberty Mutual Group of Companies or co-branded insurance or financial or investment related products or services by electronic or other means) in relation to insurance and/or financial products and services of the Company, the Liberty Mutual Group of Companies and/or other financial services providers.

This may include the use of your name, contact details, products and services portfolio information, transaction pattern and behaviour, financial background and demographic data held by the Company from time to time for direct marketing and to conduct direct marketing (including but not limited to providing reward, loyalty or privileges programmes of products and services that the Company, our affiliates, Liberty Mutual Group of Companies, our co-branding partners and our business partners may offer.

If you do not consent to receive such marketing communications, you may at any time withdraw your consent to the use and provision of your Personal Data for direct marketing by downloading the form below.

https://www.libertyinsurance.com.hk/sites/libertyhk/files/documents/Opt_Out_Form/Opt_Out_Form.pdf

In the absence of any "opt-out" request from the customer, the Company shall treat the application and continuation of his/her policy(ies) held with the Company as an indication of no objection to the Company's use of such Personal Data for this voluntary marketing purpose.



Claim Form - Hospitalisation/Surgical

住院/手術醫療索償申請表

Direct Marketing is not applicable to members under Group policies and our Company shall not use and transfer of your personal data for direct marketing purposes in accordance with the PICS.

TRANSFER OF PERSONAL DATA

Your Personal Data will be kept confidential and may be held or stored locally, regionally or globally, whether in Hong Kong or out of Hong Kong.

Subject to the provisions of any applicable law, we may need to disclose your Personal Data to third parties, whether located within or outside Hong Kong for one or more of the above Purposes.

Your Personal Data may be made available to:

- a) Our Liberty Mutual Group of Companies: Other Liberty Mutual affiliates may have access to and use of Personal Data in connection with the conduct of our business where appropriate in order to fulfil one or more of the above Purposes
- b) Our Liberty Mutual Group of Companies, or any other company carrying on insurance or reinsurance related business, or an intermediary
- c) Our Service Providers: External third-party service providers such as but not limited to agent, contractor, banker or third party service provider who provides administrative, telecommunications, computer, payment, banking or other services to the Company in connection with the operation of its business and Liberty Mutual affiliates in a service provider role, such as accountants, auditors, lawyers and other outside professional advisors; call centre service providers; IT systems and management, IT support and security service providers; cloud providers, research and analytics service providers; claim investigators and adjusters; and similar third-party service providers that assist us in carrying out business activities
- d) Other Third Parties Service Providers including brokers; employers; healthcare professionals; hospitals; organisations that consolidate claims and underwriting information for the insurance industry; fraud prevention organisations; other insurance companies (whether directly or through fraud prevention organisation or others named herein), the police and databases or registers (and their operators) used by the insurance industry to analyse and check information provided against existing information; legal advisors, investigators, loss adjusters, reinsurers, medical and rehabilitation consultants, emergency assistance companies, medical doctor panel groups, medical advisory consultants, surveyors, specialists, repairers, accountants, financial institutions, and data processors including any interested parties with legitimate legal and/or beneficial interests in your policies, the subject matter of your policies, and/or the products/services you have with the Company
- e) Other Third Parties: To a third party in the event of any reorganisation, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in connection with any bankruptcy or similar proceedings); to reinsurance companies
- f) Credit reference agencies, financial institutions, and in the event of default, any debt collection agencies or companies carrying on claim or investigation services
- g) Any person to whom the Company is under an obligation to make disclosure under the requirements of any law binding on the Company or any of its associated companies for the purposes of any regulations, codes or guidelines issued by governmental, regulatory or other authorities with which the Company or any of its associated companies are expected to comply
- h) Any person pursuant to any order of a court of competent jurisdiction
- i) Any actual or proposed assignee of the Liberty Mutual Group of Companies or transferee of the Liberty Mutual Group of Companies' rights in respect of the policy owners
- j) Supplied to the Data Centre of Liberty Mutual Group of Companies or Liberty Mutual Group of Companies in the USA may host such respective servers or may utilize third party servers which Liberty Mutual Group of Companies would be the controller for processing, storage, and/or backup of Personal Data. Such Data Centres and/or servers are/may be in Singapore, elsewhere in Asia, the United States of America, Europe and Latin America or such other countries/territories as determined by the Liberty Mutual Group of Companies from time to time
- k) Providers of risk intelligence for the purpose of customer due diligence or anti-money laundering screening
- l) Other banking/financial institutions, commercial or charitable organisations with whom the Company maintains business referral or other arrangements for marketing communication if "no objection" is provided
- m) Third party marketing service providers and insurance intermediaries for marketing communication if "no objection" is provided
- n) Made available to any actual or proposed purchaser of Company business or, in the case of a merger, acquisition or other public offering, the purchaser or subscriber for shares in Liberty Mutual Group of Companies
- o) Supplied to an organisation involved in maintaining, reviewing and developing our business systems, procedures and infrastructure including testing or upgrading our computer systems
- p) Provided to your representatives including your legal advisers
- q) Made available to anyone to whom you have given your consent
- r) Made available to other Company's authorised service providers to provide services to you for the above purposes for which the Personal Data are to be used



Claim Form - Hospitalisation/Surgical

住院/手術醫療索償申請表

- s) As we believe to be necessary or appropriate: To comply with legal process, to respond to requests from public and government authorities including public and government authorities outside your country of residence, to enforce our terms and conditions, to protect our operations, to protect our rights, privacy, safety or property, and/or that of you or others; to detect and prevent fraud; and to allow us to pursue available remedies or limit the damages that we may sustain

Data Processing Outside Hong Kong

We may share Personal Data with one or more of our affiliated Liberty Mutual Group Companies, service providers or with third parties for the Purposes described above. Some of these affiliated companies, service providers and third parties may be based in other countries and may not be subject to the laws of Hong Kong.

By sharing personal information with the Company, you consent to the collection, use, processing and transfer of such information in accordance with our Privacy Policy to the United States (where the Company's headquarter is located) or other countries. We will take all steps reasonably necessary to ensure that your Personal Data is treated securely and in accordance with our Privacy Policy. However, you should note that where your Personal Data is disclosed to or accessed by parties located outside of Hong Kong as provided above, your personal information may not be afforded the same protections as it is under Hong Kong law.

Access and Correction of Personal Data

According to the Ordinance, you have the right to ascertain whether the Company holds your Personal Data, to access, obtain, correct and/or change any of your Personal Data held by the Company by contacting the Company's Personal Data Privacy Officer. Requests for access and correction or for information regarding policies and practices and kinds of data held by the Company should be addressed in writing to:

Data Privacy Officer
Liberty International Insurance Limited
13/F Berkshire House,
25 Westlands Road,
Quarry Bay, Hong Kong

using the Data Access Request Form found at:

<https://www.pcpd.org.hk/english/publications/files/Dforme.pdf>

In accordance with the Ordinance, a reasonable fee may be charged by the Company to offset the Company's administrative and actual costs incurred in complying with your data access requests.

In the event of any discrepancy or inconsistencies between the English and Chinese versions of this notice, the English version shall prevail.

個人資料收集聲明

利寶國際保險有限公司 (以下簡稱「本公司」) 根據『個人資料 (私隱) 條例』 (香港法例第 486 章) (以下簡稱『條例』) 就收集、持有、處理、使用和/或轉移個人資料承擔有關責任。本公司將採取一切可行措施以確保個人資料安全，避免未經授權或意外存取、刪除或其他用途。

就本聲明而言，「個人資料」是指符合以下說明的任何資料：

- 直接或間接與一名在世人士有關的
- 從該資料直接或間接地確定有關的個人的身份是切實可行的；及
- 該資料的存在形式令予以查閱及處理均是切實可行

本公司產品及服務擬向居於香港者提供，且所有款項均以港元支付。本公司不擬亦不會明知而收集、持有、處理、使用或傳輸任何居於歐盟人士的個人資料或監察任何歐盟個人的行為。

目的

本公司不時有必要收集由你或你的代理和/或代表而得來的個人資料 (包括但不限於你的信貸、汽車和健康紀錄和索償紀錄)，例如，本公司可能就以下強制或其他目的 (「目的」) 使用、儲存、處理、傳輸、披露或分享所收集或持有的客戶 (包括但不限於網上帳戶持有人、保單擁有人、受保人、受託人、保單承讓人、索償人及受益人) 個人資料，例如：



Claim Form - Hospitalisation/Surgical

住院/手術醫療索償申請表

- a) 向你建議、提供及推銷本公司（包括本公司相關公司（「本公司聯屬公司」）或商業夥伴）產品/服務（請參閱下文「直接營銷」）、行政管理、支援、維持、管理及經營該等產品/服務（包括保單）、處理你的流動及互聯網帳戶
- b) 處理和確定任何保險申請書、要求、保險索償及持續提供保險服務
- c) 處理付款事宜和直接付款授權書
- d) 管理、調查和分析任何索償事宜、訴訟和/或針對客戶的訴訟，以及行使本公司根據保險條款賦予的權利，包括但不限於代位權
- e) 從事統計資料或用於會計事務
- f) 履行任何對本公司、母公司和附屬公司（「利寶互助保險集團公司」）具有約束力的本地或海外法律、法規、守則或指引之披露要求
- g) 遵守香港特別行政區的法院命令和包括但不限於保監處、香港保險業聯會、核數師、政府機構和政府成立之相關監管機構對利寶互助保險集團公司具有約束力的合法要求
- h) 協助本公司的實質或建議承讓人能夠評核擬進行涉及有關轉讓的交易
- i) 從事核實身份和/或信貸審查和/或追收債務
- j) 為相關保險產品進行具參考用途之醫療或健康調查
- k) 資訊科技管理及商業營運
- l) 保障資訊科技的安全
- m) 偵察及調查非法活動，包括欺詐、洗黑錢及與恐怖主義有關的經濟活動（不論該偵察及調查是否與本公司的申請或保單有關）
- n) 遵從法定、監管以及其他良好管治義務，包括回應由公營及政府機構的要求（包括你居住以外的國家），或協助香港或其他地方的警察或其他政府或監管機構為執法而調查
- o) 協助本公司和利寶互助保險集團之公司政策及其標準監察及評估違規事宜
- p) 實現其他合法的商業目的，例如開展保險調查、研究和分析，包括分析本公司的客戶群和其他個人資料，分析他們的行為、偏好和興趣，開發新產品，改進本公司的服務，識別客戶使用趨勢，了解本公司客戶的利益，計劃和執行商業交易（包括合資企業和業務銷售）以及其他合法商業目的
- q) 建立、行使或維護任何利寶互助保險集團公司成員的法律權利
- r) 協助擁有與你相關權益及/或於你所持本公司產品/服務中擁有權益的金融機構，包括於你與本公司之間交易擬用作轉讓/按揭標的時，使實際或擬定承讓人/承按人得以評估該等交易
- s) 促使獲授權服務供應商就上述目的向本公司及/或客戶提供服務
- t) 提供第三方管理服務，並執行其他與本公司經營業務有關的服務
- u) 促進協助利寶互助保險公司的全球性配合，溝通和團隊合作
- v) 直接涉及任何上述的其他目的；及
- w) 當獲得閣下同意時提及的任何其他目的

如閣下不向我們提供個人資料，我們未必能夠簽訂保單、處理索償、提供保險產品、服務或處理你的要求。

請確保你向本公司提供完整準確的個人資料，並隨時更新你個人資料的任何變更。請注意，如果你在需要時不向本公司提供完整和準確的個人資料，可能會對你造成不良後果。

直接營銷

本公司所收集或持有的客戶個人資料，特別是姓名和聯繫資料，如電話號碼、電子郵件地址和郵政地址，可能會用以提供本公司和/或利寶互助保險集團的公司的營銷材料，並進行有關本公司、利寶互助保險集團公司的保險及/或金融產品及服務和/或其他金融服務供應商的直接營銷活動（包括但不限於通過電子或其他手段促銷、推廣或銷售本公司、利寶互助保險集團公司或聯營公司有關保險或財務或投資產品或服務）。



Claim Form - Hospitalisation/Surgical

住院/手術醫療索償申請表

此或包括使用你的姓名、聯絡資料、產品及服務組合資料、交易模式及行為、財務背景及本公司所持有的人口資料作直接營銷及執行直接營銷（包括但不限於本公司、本公司聯屬公司、利寶互助保險集團的公司、合作品牌夥伴及業務夥伴所提供產品及服務的回贈、長期客戶或專享計劃）。

若你不同意收取上述營銷通訊，可隨時透過下載以下表格撤回對使用、提供你個人資料作直接營銷之用的同意。或者你可以在 https://www.libertyinsurance.com.hk/sites/libertyhk/files/documents/Opt_Out_Form/Opt_Out_Form.pdf 下載「拒絕接受直銷推廣表格」。

如保客戶沒有“選擇退出”的要求，本公司持有之保單持續生效將被視為不反對本公司將其個人資料使用於此自願性的營銷目的。

直接市場銷售不適用於團體保險受保成員及本公司將不會使用及轉移其個人資料用作直銷推廣用途。

個人資料的轉移

本公司所持有的個人資料將予以保密，並可能會本地、區域或全球性地保留或存儲。

根據任何適用的法律條例，本公司可能根據一種或多種上述的目的需要向香港境內或境外的第三方透露閣下提供/披露的個人資料。

你的個人資料可能會提供給：

- a) 其他利寶互助公司：其他利寶互助附屬公司可能會在適當的情況下取得和使用與本公司的業務相關的個人資料，以實現上述一項或多項目的
- b) 任何利寶互助保險集團公司，或任何其他從事與保險或再保險業務有關的公司，或中介人
- c) 我們的服務供應商：任何向本公司提供行政、電訊、電腦、付款、銀行或其他與業務運作有關服務，包括但不限於向本公司的代理人、承包商、銀行家及第三方服務供應商，與本公司業務營運及利寶互助附屬公司提供服務的角色，例如會計師、審計師、律師及其他外部專業顧問、電話客戶中心服務、電腦系統和管理、電腦技術支援和保安服務、雲端、研究和分析服務供應商、辦理索償理賠或調查服務和公証行，以及協助我們展開商業活動的第三方服務 提供商
- d) 其他第三方服務供應商包括保險經紀；僱主；醫護專業人士；醫院；整合保險業申索和承保資料的組織；防欺詐組織；其他保險公司（無論是直接地，或是通過防欺詐組織或本段中指名的其他人士）；警察；和保險業就現有資料而對所提供的資料作出分析和檢查的數據庫或登記冊（及其運營者）；法律顧問、調查員、損失理算師、再保險公司、醫療及康復顧問、緊急援助公司、網絡醫生集團、醫療諮詢顧問、測計員、專家、維修人員、會計師、金融機構及數據處理員（包括任何於你保單、保單標的及/或所持本公司產品/服務中擁有合法法定及/或實益權益者）
- e) 其他第三方：對於任何重組、合併、出售、合資、委托、轉讓或其他處置的全部或任何部分的情況下的第三方業務、資產或股票（包括任何破產或類似訴訟）；再保險公司
- f) 信貸資料服務機構，在違約情況下，任何債務追收機構或辦理索償理賠或調查服務公司
- g) 本公司或任何聯營公司在遵守由政府、監管機構或其他當權者推行的法規、守則或指引及履行法律責任時需要向其披露之任何人士
- h) 根據有司法管轄權的法院命令受權之任何人士
- i) 利寶互助保險集團公司的實質或建議受讓人或利寶互助保險集團公司與保單持有人相關權利的承讓人
- j) 提供給美國利寶互助保險集團公司或利寶互助保險集團公司的數據中心可以託管相應的服務器，或者可以利用利寶互助保險集團公司將成為處理、存儲和/或備份的控制器的第三方服務器個人資料。這些數據中心和/或服務器可能位於新加坡、亞洲其他地區、美國、歐洲和拉丁美洲或由利寶互助保險集團公司集團公司確定的其他國家/地區
- k) 為客戶盡職調查或打擊清洗黑錢的篩選之風險智能供應商
- l) 如保客戶沒有“選擇退出”的要求，與本公司保持業務轉介或其他安排上之其他銀行/金融機構、商業或慈善組織作為直銷通訊用途
- m) 第三方營銷服務供應商和保險中介機構作為直銷通訊用途



Claim Form - Hospitalisation/Surgical

住院/手術醫療索償申請表

- n) 任何實際或建議購買者提供給公司業務，在合併、收購或其他公開發行的情況下，購買者或認購者為利寶互助保險集團公司的股份
- o) 提供給參與維護、審查和開發本公司的業務系統、程序和基礎設施的組織，包括測試或電腦升級系統
- p) 提供你的代表，包括你的法律顧問
- q) 提供給已獲得你同意的人
- r) 提供獲其他公司授權的服務供應商，在需使用個人資料向你提供有關上述項目之服務
- s) 本公司認為必要或適當的：遵守法律程序，回應公共和政府機構（包括居住國以外的公共和政府機構）的要求，執行我們的細則及條款，保護本公司的業務營運，及保護本公司的權利、私隱、安全或財產，以及/ 或你或他人的；偵察和防止欺詐行為；並允許本公司補救措施或限制本公司可能遭受的損害

香港以外的資料處理

本公司可能會與本公司的一家或多家聯屬利寶互助保險集團公司、服務供應商或第三方共享個人資料，以達到本公司隱私政策中所述的目的。其中一些附屬公司、服務供應商和可能位於其他國家的第三方，可能不受香港法律的約束。

通過與公司分享個人資料，你同意根據我們的隱私政策向美國（公司總部所在地）或其他國家收集、使用、處理和轉讓此類資料。我們將採取一切合理必要的措施，確保你的個人資料得到安全處理，並符合我們的私隱政策。請注意如果你的個人資料於香港以外的單位取得或使用，你的個人資料可能不會獲得與香港法律相等的保護。

查閱及更正個人資料

根據條例，你有權聯絡本公司個人資料私隱主任，以查證本公司是否持有你的個人資料，存取、獲得、更正及/或修改本公司所持有關於你的個人資料。如要求查閱、更正資料或索取有關本公司政策及慣例、所持資料類別的資訊，應以書面方式向以下收件人提出：

資料私隱主任

利寶國際保險有限公司

香港鰂魚涌華蘭路 25 號栢克大廈 13 樓

你可在以下網址下載查閱資料要求表格：

https://www.pcpd.org.hk/tc_chi/resources_centre/publications/forms/files/Dformc.pdf

根據條例的規定，本公司在處理個人資料查閱申請時可向客戶收取合理的費用。

如中、英文版本有任何歧義或不相符之處，概以英文版本為準。



Personal information collection statement (pics)

Sun Flower Insurance Brokers Limited (referred to hereinafter as the "Company") recognises its responsibilities in relation to the collection, holding, processing, use and/or transfer of personal data under the Personal Data (Privacy) Ordinance (Cap. 486) ("PDPO"). Personal data will be collected only for lawful and relevant purposes and all practicable steps will be taken to ensure that personal data held by the Company is accurate. The Company will take all practicable steps to ensure security of the personal data and to avoid unauthorised or accidental access, erasure or other use.

In order to provide you with our insurance brokerage services and other services set out in the "Purpose" section below, we may collect personal data directly from you or from other third parties. Please note that if you do not provide us with your personal data, we may not be able to provide the information, products or services you need or process your request.

Purpose: From time to time it is necessary for the Company to collect your personal data which may be used, stored, processed, transferred, disclosed or shared by us for purposes ("Purposes"), including:

1. providing insurance brokerage services to you, including assessing and evaluating your needs on insurance, wealth management, estate planning, business planning or other financial matters;
2. advising or acting for you on matters relating to insurance, wealth management, estate planning, business or financial planning, or arranging insurance contracts on your behalf;
3. offering, providing and marketing to you insurance products/services of local or offshore insurance companies or other insurance service providers (see "Use and provision of personal data in direct marketing" below);
4. preparing for you any applications for insurance products/services. This will entail providing your personal data to insurance carriers for the purpose of obtaining life cover;
5. providing subsequent services to you, including but not limited to conducting face-to-face meetings or phone discussions for the purposes of reviewing and administering any products/services you have purchased; any purposes in connection with any claims made by or against or otherwise involving you in respect of any products/services you have purchased, including investigation of claims;
6. any other reasonable purposes in connection with the provision of our brokerage services;
7. designing products/services for customers;
8. conducting market research for statistical or other purposes;
9. matching any data held which relates to you from time to time for any of the purposes listed herein;
10. making disclosures as required by any applicable law, rules, regulations, codes of practice or guidelines or to assist in law enforcement purposes, investigations by police or other government, regulatory or tax authorities in Hong Kong or elsewhere;
11. conducting identity checks;
12. complying with the laws of any applicable jurisdiction;
13. carrying out other services in connection with the operation of the Company's business; and
14. other purposes directly relating to any of the above.

Transfer of Personal Data: Personal data will be kept confidential and subject to the provisions of any applicable law. Your personal data may be provided to the following recipients for the Purposes listed above:

1. any of our affiliates, any person associated with the Company, insurance or any reinsurance company, claims investigation company, industry association or federation, or financial institution in Hong Kong or elsewhere and in this regard you consent to the transfer of your data outside of Hong Kong;
2. any agent, contractor or third party who provides administrative, technology or other services (including direct marketing services) to the Company and/or our affiliates in Hong Kong or elsewhere and who has a duty of confidentiality to the same;
3. any actual or proposed assignee, transferee, participant or sub-participant of our rights or business; and any government department or other appropriate governmental or regulatory authority in Hong Kong or elsewhere.

For our policy on using your personal data for marketing purposes, please see the section below "Use and provision of personal data in direct marketing". Transfer of your personal data will only be made for one or more of the

Purposes specified above.

Use and provision of personal data in direct marketing: The Company and/or its affiliates intends to:

1. use your name, contact details, products and services portfolio information, transaction pattern and behaviour, financial background and demographic data held by the Company from time to time for the purpose of providing products and services and additional insurance advisory activities.
2. provide your personal data to insurance carriers and/or re-insurers for the purpose of obtaining life cover.
3. provide information regarding your insurance policy and/or application to a financial institution for the purpose of obtaining financing.
4. provide your personal data to insurance carriers and/or reinsurers for the purpose of obtaining additional life cover as well as health, wellness, annuity and other insurance products.
5. provide information regarding your insurance policy to the policy's owner which may be you or an affiliated entity as instructed by you.
6. use your data to provide "after-sales" services including face-to-face meetings and phone discussions for the purpose of advising, reviewing and administering your policy(ies).

You may in the future withdraw your consent to the use and provision of your personal data for providing the insurance advisory activities.

If you wish to withdraw your consent, please inform us in writing to the address in the section on "Access and correction of personal data". The Company shall, without charge to you, ensure that you are not included in future insurance advisory activities.

Access and Correction of Personal Data: Under the PDPO, you have the right to ascertain whether the Company holds your personal data, to obtain a copy of the data, and to correct any data that is inaccurate. You may also request the Company to inform you of the type of personal data held by it.

Requests for access and correction or for information regarding policies and practices and kinds of data held by the Company should be addressed in writing to:

Data Privacy Officer

Sun Flower Insurance Brokers Limited

1105-08, 11/F., Hing Yip Commercial Centre, 272-284 Des Voeux Road Central, Hong Kong

A reasonable fee may be charged to offset the Company's administrative and actual costs incurred in complying with your data access requests.