



## SUN FLOWER INSURANCE BROKERS LTD.

Room 1105-08, 11/F., Hing Yip Commercial Centre, 272-284 Des Voeux Road Central, Hong Kong  
Claims Dept. Tel: 31849601 Fax: 25211919 www.sunflowerIP.com www.sunflowerMPF.com  
Email: [claims@sunflowergroup.com.hk](mailto:claims@sunflowergroup.com.hk)

## 新華保險顧問有限公司

香港德輔道中 272-284 號興業商業中心 11 樓 05-08 室  
賠償部電話: 31849601 傳真: 25211919 License No. FB1387  
電郵地址: [claims@sunflowergroup.com.hk](mailto:claims@sunflowergroup.com.hk)

# Domestic Helper Insurance Claim Procedures 家傭保險索償程序

### New Claim submission (by Email)

#### 新生索償 (經電郵提交)

- 1) Provide Policy No.; Date of Accident or Sickness (Medical Consultation)/Loss, Type of Claim and Detail of Accident/Loss  
提供保單號碼; 意外或疾病診症/損失發生日期, 地點及詳述意外/損失之內容
- 2) Submit Claim Form, Medical Receipt & other doc. (if any) to Insurer for claims handling  
上傳索償書, 醫療收據及其它文件(如有)給保險公司之電郵地址處理索償事宜

### New Claim submission (by e-Portal)

#### 新生索償 (經網上索償)

- 1) Log-in Insurer e-Portal to create a new claim  
登入保險公司的網上索償門戶新增索償個案
- 2) Input Policy No.; Date of Accident or Sickness (Medical Consultation)/Loss, Type of Claim and Detail of Accident/Loss  
輸入保單號碼; 意外或疾病診症/損失發生日期, 索償類別及詳述意外/損失之內容
- 3) Upload Claim Form, Medical Receipt & other doc. (if any) to Insurer for claims handling  
上傳索償書, 醫療收據及其它文件(如有)給有關的保險公司之網上索償系統處理索償事宜
- 4) Select Claim Payment Method:
  - i) by Bank Transfer (Bank Name & Code, Name of Account Holder & Account Number is required)
  - ii) by Cheque (send to last known address by mail. If any change on Postal Address, you can update your personal data by e-Portal and notify us for updating the same information as soon as possible)選擇賠款付賬方式:
  - i) 經銀行轉賬 (銀行名稱及行號, 戶口名稱及戶口號碼)
  - ii) 發出支票 (郵寄至現存之地址。如郵寄地址有任何改變, 您可自行於網上平台更新您的個人資料及盡快通知我司作出相應之更新)
- 5) Record Insurer's Claim No. defaulted by e-Portal for reference  
完成登記後, 請記下網上索償系統顯示之索償編以便日後跟進事宜

### e-Claim follow up tips (if e-claim directly submitted by Insured)

#### 網上索償跟進溫馨提示 (由客人直接上載)

- 1) Insured is required to provide e-Claim detail including Claim No.; Reported Date; Description of incident and uploaded documents (if any) or suggested Client to approach Insurer directly through their Claims hotline or email address.  
保戶必需提供網上索償資料包括索償編號; 登記日期; 事故細節及上載之文件(如有)或建議客人可直接透過保險公司之賠償熱線或電郵地址查詢。
- 2) Based on "The Personal Data (Privacy) Ordinance", if enquire involve privacy interests of personal data, then, Insured is required to submit a signed Authorisation Letter for our follow up action.  
基於個人私隱條例, 如查詢涉及個人資料, 那麼, 保戶必需提交已簽署之授權信給我方作跟進事宜。



## SUN FLOWER INSURANCE BROKERS LTD.

Room 1105-08, 11/F., Hing Yip Commercial Centre, 272-284 Des Voeux Road Central, Hong Kong  
Claims Dept. Tel: 31849601 Fax: 25211919 www.sunflowerVIP.com www.sunflowerMPF.com  
Email: [claims@sunflowergroup.com.hk](mailto:claims@sunflowergroup.com.hk)

## 新華保險顧問有限公司

香港德輔道中 272-284 號興業商業中心 11 樓 05-08 室  
賠償部電話: 31849601 傳真: 25211919 License No. FB1387  
電郵地址: [claims@sunflowergroup.com.hk](mailto:claims@sunflowergroup.com.hk)

### Domestic Helper Insurance Claim Notes 家傭保險索償注意事項

- 1) Completed Claim Form (Except Clinical Expenses Claim Only)  
填妥索償書 (若只索償門診費用除外)
- 2) Medical Receipt with Diagnosis specified  
醫療收據必需要列明診治之病症
- 3) Late submitted claim may be rejected by the Insurer, thus, please submit clinical receipt(s) not later than 60 days from medical consultation date (\*\*).  
遲交的索償個案有可能被保險公司拒絕受理，因此，請勿遲於診症日起計 60 天後提交門診收據。

\*\* Remark: Claims Condition under Prudential's Policy, notice of claim must be given within 31 days of the claim occurrence date.

\*\* 備註: 保誠保單內之索償條款說明，索償通知必定要在事故發生日起計 31 天內提交。

- 4) Claim payment method by Zurich Insurance Co. Ltd. (only by Bank Transfer)  
蘇黎世保險有限公司之賠款付賬方式 (只會以銀行轉賬)

#### If Claim under EC Section:

如索償涉及僱傭保障:

- 5) Employer is required to complete Labour Department Form 2 or Form 2B and submit to Labour Department within 14 days from the date of accident (if fatal or incapacity claim, please complete Form 2A and submit within 7 days). Employer is required to submit two sets original filed Form to Labour Department and one copy to Insurance Company.  
僱主需填妥勞工處之表格 2 或表格 2B 並於工傷發生日期起計 14 天內呈交與勞工處，(如因工死亡或喪失工作能力之個案則需填妥表格 2A 並在 7 天內呈交)。僱主需呈交兩份填妥之表格正本與勞工處，另交一份副本與保險公司。

#### If Claim under Clinical Expenses Section:

如索償涉及門診保障:

- 6) Employer can submit Clinical Receipt by email to us or directly submitted by Insurer's e-Portal or send original by mail to Insurer (if required by Insurer)  
僱主可電郵門診收據給我司或自行經保險公司網上平台直接遞交或郵寄正本給保險公司 (如保險公司要求)

#### If Claim under other Sections, please submit completed Claim Form to Insurer

如索償涉及其他保障，請提交填妥之索償書給保險公司

Further documents may be required upon receipt of the above information and/or documents  
提交上述文件後或需要再補交其它資料及/或文件

**SUN FLOWER INSURANCE BROKERS LTD.**

Room 1105-08, 11/F., Hing Yip Commercial Centre, 272-284 Des Voeux Road Central, Hong Kong  
Claims Dept. Tel: 31849601 Fax: 25211919 www.sunflowerVIP.com www.sunflowerMPF.com  
Email: [claims@sunflowergroup.com.hk](mailto:claims@sunflowergroup.com.hk)

**新華保險顧問有限公司**

香港德輔道中 272-284 號興業商業中心 11 樓 05-08 室  
賠償部電話: 31849601 傳真: 25211919 License No. FB1387  
電郵地址: [claims@sunflowergroup.com.hk](mailto:claims@sunflowergroup.com.hk)

### Submit Claim to Insurer by email 透過電子郵件向保險公司提交索賠

<b>Insurer 保險公司</b>	<b>Email address 電郵地址</b>
AIG Insurance Hong Kong Ltd. 美亞保險(香港)有限公司	<a href="mailto:claims.hk@aig.com">claims.hk@aig.com</a>
Allied World Assurance Co. Ltd. 世聯保險有限公司	<a href="mailto:hk_claims@awac.com">hk_claims@awac.com</a>
Assicurazioni Generali S.P.A. 忠意保險有限公司	<a href="mailto:info@generali.com.hk">info@generali.com.hk</a>
AXA General Insurance Hong Kong Ltd. 安盛保險有限公司	<a href="mailto:ec.claims@axa.com.hk">ec.claims@axa.com.hk</a>
Bolttech Insurance (Hong Kong) Co. Ltd. 保特保險(香港)有限公司	<a href="mailto:claims.hk@bolttechinsurance.com">claims.hk@bolttechinsurance.com</a>
China Taiping Insurance (HK) Company Limited 中國太平保險(香港)有限公司	<a href="mailto:info@hk.cntaiping.com">info@hk.cntaiping.com</a>
CMB Wing Lung Insurance company Limited 招商永隆保險有限公司	<a href="mailto:claimsenquiry@cmbwinglunginsurance.com">claimsenquiry@cmbwinglunginsurance.com</a>
MSIG Insurance (Hong Kong) Ltd. 三井住友保險(香港)有限公司	<a href="mailto:claimin@hk.msgig-asia.com">claimin@hk.msgig-asia.com</a>
Prudential General Insurance Hong Kong Ltd. 保誠保險香港有限公司	<a href="mailto:claims@sunflowergroup.com.hk">claims@sunflowergroup.com.hk</a>
QBE Hongkong & Shanghai Insurance Ltd. 昆士蘭聯保保險有限公司	<a href="mailto:Claims.hk@qbe.com">Claims.hk@qbe.com</a>
The Tokio Marine and Fire Insurance Co. (HK) Ltd. 東京海上火災保險(香港)有限公司	<a href="mailto:claims@tokiomarine.com.hk">claims@tokiomarine.com.hk</a>
Zurich Insurance Co. Ltd. 蘇黎世保險有限公司	<a href="mailto:claims@hk.zurich.com">claims@hk.zurich.com</a>

**SUN FLOWER INSURANCE BROKERS LTD.**

Room 1105-08, 11/F., Hing Yip Commercial Centre, 272-284 Des Voeux Road Central, Hong Kong  
 Claims Dept. Tel: 31849601 Fax: 25211919 www.sunflowerIP.com www.sunflowerMPF.com  
 Email: [claims@sunflowergroup.com.hk](mailto:claims@sunflowergroup.com.hk)

**新華保險顧問有限公司**

香港德輔道中 272-284 號興業商業中心 11 樓 05-08 室  
 賠償部電話: 31849601 傳真: 25211919 License No. FB1387  
 電郵地址: [claims@sunflowergroup.com.hk](mailto:claims@sunflowergroup.com.hk)

## Submit Claim by e-Claim Portal 透過網上平台向保險公司提交索賠

Insurer 保險公司	Online e-Claim Portal (for Claim submission and enquiry) 保險公司的網上平台(可作索償提交及查詢)
AIG Insurance Hong Kong Ltd. 美亞保險(香港)有限公司	<a href="https://www.aig.com.hk/zh/campaign-pages/dwp-claims-procedure">https://www.aig.com.hk/zh/campaign-pages/dwp-claims-procedure</a>
Allied World Assurance Co. Ltd. 世聯保險有限公司	<a href="https://alliedworldinsurance.com/wp-content/uploads/sites/2/2025/06/HK_MaidGuard_ClaimForm_0324.pdf">https://alliedworldinsurance.com/wp-content/uploads/sites/2/2025/06/HK_MaidGuard_ClaimForm_0324.pdf</a>
Assicurazioni Generali S.P.A. 忠意保險有限公司	<a href="https://eclaims.general.com.hk/domestic_helper/">https://eclaims.general.com.hk/domestic_helper/</a>
AXA General Insurance Hong Kong Ltd. 安盛保險有限公司	<a href="https://www.axa.com.hk/zh/domestic-helper">https://www.axa.com.hk/zh/domestic-helper</a>
Bolttech Insurance (Hong Kong) Co. Ltd. 保特保險(香港)有限公司	<a href="https://bolttechinsurance.hk/en/claims">https://bolttechinsurance.hk/en/claims</a>
CMB Wing Lung Insurance company Limited 招商永隆保險有限公司	<a href="https://www.cmbwinglungbank.com/wlb_corporate/en/personal/insurance/personal-insurance/helper-insurance.html">https://www.cmbwinglungbank.com/wlb_corporate/en/personal/insurance/personal-insurance/helper-insurance.html</a>
MSIG Insurance (Hong Kong) Ltd. 三井住友保險(香港)有限公司	<a href="https://www.msig.com.hk/en/easy-claims#hong-kong-personal-helper">https://www.msig.com.hk/en/easy-claims#hong-kong-personal-helper</a>
QBE Hongkong & Shanghai Insurance Ltd. 昆士蘭聯保保險有限公司	<a href="https://claims.qbe.com/claims/?country=HK&amp;product=helper&amp;language=en&amp;utm_source=qbehk-eclaims&amp;utm_medium=personal-tile-helper">https://claims.qbe.com/claims/?country=HK&amp;product=helper&amp;language=en&amp;utm_source=qbehk-eclaims&amp;utm_medium=personal-tile-helper</a>
Zurich Insurance Co. Ltd. 蘇黎世保險有限公司	<a href="https://www.zurich.com.hk/zh-hk/make-a-claim/domestic-helper-insurance">https://www.zurich.com.hk/zh-hk/make-a-claim/domestic-helper-insurance</a>