



Est. 1985

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

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

Travel Insurance Claim Procedures 旅行保險索償程序

New Claim submission (by Email)

新生索償 (經電郵提交)

- 1) Provide Policy No.; Date, Place and Detail of Incident/Loss
提供保單號碼; 事故發生日期,地點及詳述事故內容
- 2) Submit Claim Form, photos & other doc. (if any) to Insurer's Email Address for claims handling 上傳索償書, 圖片及其它文件(如有)給保險公司之電郵地址處理索償事宜
- 3) Client also can submit claim through our Claims Department Email Address "claims@sunflowergroup.com.hk". For enquiry, welcome to call our claims direct line: 3184 9601
客人亦可透過我司之賠償部之電郵地址提交索償事宜。如有查詢, 歡迎致電賠償部直線電話: 3184 9601

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, Type and Detail of Incident/Loss
輸入保單號碼; 事故發生日期,索償類別及詳述事故內容
- 3) Upload Claim Form, photos & other doc. (if any) to Insurer for claims handling 上傳索償書, 圖片及其它文件(如有)給有關的保險公司之網上索償系統處理索償事宜
- 4) 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

Est. 1985

Claims Dept. Tel: 31849601 Fax: 25211919 www.sunflowerVIP.com www.sunflowerMPF.com
Email: 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

Travel Insurance Claim Notes 旅行保險索償注意事項

- 1) Completed Claim Form
填妥索償書
- 2) Documents with departure and return dates such as Boarding Pass, Air or Train Tickets, Trip Itinerary
離境及入境文件例如登機証,機票或火車票及旅程路線
If involve the Property Damage:
如涉及財物損毀:
 - 3) Photos of showing the extent of damaged & brand name (if any)
照片顯示損毀部份及品牌名稱 (如有)
 - 4) Quotation for the repair of the damaged (if any)
維修報價單 (如有)
 - 5) Payment receipt for the damage charges (if any)
損毀物件之維修收據 (如有)
 - 6) Supporting document(s) of your claim of Copy of purchase receipt / warranty card of the damaged item (please provide details of the damaged or lost item, including the brand name, size, model no., purchase date and price);
索償之佐証文件包括損毀物件之購買單據/保修卡(請詳述損失項目,包括品牌名稱,尺寸,型號,購買日期及價錢)
 - 7) 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
If involve the Lost:
如涉及損失:
 - 3) Police Report Statement (if any)
警方遇事報告 (如有)
 - 4) Supporting document(s) of your claim of Copy of purchase receipt / warranty card of the damaged item (please provide details of the damaged or lost item, including the brand name, size, model no., purchase date and price);
索償之佐証文件包括損毀物件之購買單據/保修卡(請詳述損失項目,包括品牌名稱,尺寸,型號,購買日期及價錢)
 - 5) 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

Est. 1985

Claims Dept. Tel: 31849601 Fax: 25211919 www.sunflowerVIP.com www.sunflowerMPF.com

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

Insurer 保險公司	Email address 電郵地址	24 hours Emergency Assistance Hotline 24 小時之緊急支援熱線
AIG Insurance Hong Kong Ltd. 美亞保險(香港)有限公司	claims.hk@aig.com	(852) 3516 8699
Allied World Assurance Co. Ltd. 世聯保險有限公司	hk_claims@awac.com	(852) 2765 6700
Assicurazioni Generali S.P.A. 忠意保險有限公司	travelclaims_info@generali.com.hk	(852) 3187 6888
AXA General Insurance Hong Kong Ltd. 安盛保險有限公司	travel.claims@axa.com.hk	(852) 2861 9285
Blue Cross (Asia-Pacific) Insurance Ltd. 藍十字(亞太)保險有限公司	claims@bluecross.com.hk	(852) 2263 37303
Bolttech Insurance (Hong Kong) Co. Ltd. 保特保險(香港)有限公司	claims.hk@bolttechinsurance.com	(852) 2456 5400
China Ping An Insurance (Hong Kong) Co. Ltd. 中國平安保險(香港)有限公司	claims@cpaihk.com	0203 725 1601 (自費) HK CS Hotline (852) 2827 1883 (自費)
China Taiping Insurance (HK) Company Ltd 中國太平保險(香港)有限公司	info@hk.cntaiping.com	852) 2861 9283
Chubb Insurance Hong Kong Ltd. 安達保險有限公司	ahclaims.hk@chubb.com	(852) 3723 3030
Liberty International Insurance Ltd. 利寶國際保險有限公司	claims@libertymutual.com.hk	(852) 2164 9898
MSIG Insurance (Hong Kong) Ltd. 三井住友保險(香港)有限公司	claimin@hk.msig-asia.com	(852) 3122 6899
Prudential General Insurance Hong Kong Ltd. 保誠保險香港有限公司	GI.Medical@prudential.com.hk	(852) 2862 0111
QBE Hongkong & Shanghai Insurance Ltd. 昆士蘭聯保保險有限公司	Claims.qbe.com/hk/travel	(852) 2862 0138
Starr International Insurance (Asia) Ltd.	Asia.AHclaim@starrcompanies.com	(852) 2802 8638 (自費)
Zurich Insurance Co. Ltd. 蘇黎世保險有限公司	claims@hk.zurich.com	(852) 2886 3977

**SUN FLOWER INSURANCE BROKERS LTD.**

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

Est. 1985

Claims Dept. Tel: 31849601 Fax: 25211919 www.sunflowerVIP.com www.sunflowerMPF.com

Email: 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**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	N/A
Allied World Assurance Co. Ltd. 世聯保險有限公司	N/A
Assicurazioni Generali S.P.A. 忠意保險有限公司	N/A
AXA General Insurance Hong Kong Ltd. 安盛保險有限公司	https://www.axa.com.hk/en/emma-by-axa
Blue Cross (Asia-Pacific) Insurance Ltd. 藍十字(亞太)保險有限公司	https://www.bluecross.com.hk/online-eclaim/ch/travel-claim
Bolttech Insurance (Hong Kong) Co. Ltd. 保特保險(香港)有限公司	https://bolttechinsurance.hk/en/claims
China Ping An Insurance (Hong Kong) Co. Ltd. 中國平安保險(香港)有限公司	N/A
China Taiping Insurance (HK) Company Ltd 中國太平保險(香港)有限公司	N/A
Chubb Insurance Hong Kong Ltd. 安達保險有限公司	https://www.chubbtravelinsurance.com.hk/cti/hk-en/home/claim.html
Liberty International Insurance Ltd. 利寶國際保險有限公司	https://www.libertyinsurance.com.hk/claims
MSIG Insurance (Hong Kong) Ltd. 三井住友保險(香港)有限公司	https://www.msig.com.hk/zh-hant/claims/hong-kong/personal-insurance/travel
Prudential General Insurance Hong Kong Ltd. 保誠保險香港有限公司	https://www.prudential.com.hk/en/travel-and-leisure-insurance/
QBE Hongkong & Shanghai Insurance Ltd. 昆士蘭聯保保險有限公司	https://claims.qbe.com/claims
Starr International Insurance (Asia) Ltd.	https://www.starrinsurance.com.hk/claim
Zurich Insurance Co. Ltd. 蘇黎世保險有限公司	https://www.zurich.com.hk/en/make-a-claim/travel-insurance