

Property insurance claim form

財產保險索償申請表

Policy no. 保單號碼 :
Name of Insured 保戶姓名 :
Address 地址 :
Occupation 職業/Business 經營業務 :
Tel. no. 電話號碼 : (Office 公司) (Residence 住宅)
Fax no. 傳真號碼 :
E-mail address 電郵地址 :

Circumstances of incident and loss / damage 遇事及損失/損壞情況

Date 日期 Time 時間
Place 地點 Witness 證人
Description of incident 過程描述

Details of Damage / Loss 損壞/損失詳情

Was the property insured elsewhere at the time of loss/damage? 該物品有否投保於其他公司?
e.g. under an All Risks, Baggage, Motor, Golfers Policy etc.? 例如: 綜合保險, 旅遊保險, 汽車保險或高爾夫保險
NO 否 YES 是 Please give details 請詳述

Does any other party have interest in the property such as Owner, Mortgagee, Trustee or otherwise? 有否第三者對該物品有權益例如合夥、抵押、信托等?
NO 否 YES 是 Please give details 請詳述

Has anyone reported this accident to the Police? 曾否有人向警方報告此次意外事件? NO 否 YES 是

Date 日期 Time 時間
Which Police station? 那間警署? Police Report No. 警方報告號碼
Name of informant 報案人姓名

***Please attach a copy of the police statement/ loss memo. 請附上口供紙/報失紙副本**

For theft or burglary only 只適用於行竊或爆竊

Who discovered the case? 由誰發現? Time 時間
How did the culprit(s) entry to the premises? 匪徒如何進入該樓宇?

Is there any sign of forcible entry or exit at the premises? 是否有任何強行進入或退出該樓宇之痕跡
NO 否 YES 是 Please give details 請詳述

Were the premises unoccupied at the time of the theft / burglary? 行竊發生時該樓宇是否空置?

NO 否 YES 是 Since when? 從那時間開始?

Have you sustained a similar loss before? 閣下曾否蒙受同類損失?

NO 否 YES 是 Please give details 請詳述

Do you suspect any person(s)? If so, whom? 閣下有否懷疑任何人士或人等? 如是者, 懷疑誰人?

Private & Confidential 私人及保密文件

DECLARATION:

I/We declare that, to the best of my/our knowledge the statements made above are true.

聲明:

本人 / 吾等在此聲明，本人 / 吾等已盡一切能力保證上述各節均屬實情。

I/We understand and agree the following issues about the arrangement of my/our personal information collected or held by Zurich Insurance Company Ltd.

本人/吾等明白並同意以下有關 **Zurich Insurance Company Ltd** (「本公司」) 處理所收集及保存本人/吾等之個人資料的安排。

1. The personal information of customers (include policy owners, insured persons, beneficiaries, premium payors, trustees, policy assignees and claimants) collected or held by **Zurich Insurance Company Ltd** (“**Company**”) may be used by the Company for the following **obligatory purposes** necessary in providing services to the customers (otherwise the Company is unable to provide services to customers who fail to provide the required information):

由 **Zurich Insurance Company Ltd** (「本公司」) 收集或持有的客戶 (包括保單持有人、受保人、受益人、保費付款人、信託人、保單受讓人及索償人) 個人資料，均可供本公司使用作以下 **強制性用途**，以便為客戶提供服務(否則本公司將無法為未能提供所需資料的客戶提供服務)：

- (1) to process, investigate (and assist others to investigate) and determine insurance applications, insurance claims and provide ongoing insurance services;
辦理，調查(及協助他人調查)和決定保險申請、保險索償及提供持續的保險服務；
- (2) to process requests for payment, and for direct debit authorization;
辦理付款要求及直接付款授權；
- (3) to manage any claim, action and/or proceedings brought against the customers, and to exercise the Company's rights as more particularly defined in applicable policy wording, including but not limited to the subrogation right;
處理任何對客戶的索償、訴訟及/或司法程序；以及行使本公司的權利(詳情見適用保單條款所定)，包括但不限於代位權；
- (4) to compile statistics or use for accounting and actuarial purposes;
編撰統計數字，或作會計及精算用途；
- (5) to meet the disclosure requirements of any local or foreign law, regulations, codes or guidelines binding on the Company and/or its group (“**Zurich Insurance Group**”) and conduct matching procedures where necessary;
符合對本公司及/或其所屬集團(「**蘇黎世保險集團**」)具約束力的任何本地或外國法例、規則、守則或指引的披露規定及如需要時進行核對程序；
- (6) to comply with the legitimate requests or orders of the courts of Hong Kong and regulators including but not limited to the Insurance Authority, Hong Kong Federation of Insurers, auditors, governmental bodies and government-related establishments;
遵循香港法院及監管機構作出的合法要求或指令，包括但不限於保險業監理處、香港保險業聯會、核數師、政府組織和政府相關機構；
- (7) to collect debts;
債務追討；
- (8) to facilitate the Company's authorized service providers to provide services to the Company and/or the customers for the above purposes; and
便利本公司的認可服務供應商，就上述目的為本公司及/或客戶提供服務；及
- (9) to enable an actual or proposed assignee of the Company to evaluate the transaction intended to be the subject of the assignment.
使本公司的實際或建議承讓人能夠評核擬進行涉及有關轉讓的交易。

2. The Company may provide any personal information of customers to the following parties, within or outside of Hong Kong, for the **obligatory purposes**:-

本公司可就 **強制性用途**，向以下於香港境內或境外的人士提供任何客戶個人資料：

- (1) companies within the Zurich Insurance Group, or any other company carrying on insurance or reinsurance related business, or an intermediary;
蘇黎世保險集團成員公司，或任何進行保險或再保險相關業務的其他公司或中介人；
- (2) any agent, contractor or third party service provider who provides administrative, telecommunications, computer, payment or other services to the Zurich Insurance Group in connection with the operation of its business;
任何向蘇黎世保險集團提供行政、電訊、電腦、付款或其他與其業務運作有關的服務的代理人、承包商或第三方服務供應商；
- (3) third party service providers including legal advisors, accountants, investigators, loss adjusters, reinsurers, medical and rehabilitation consultants, surveyors, specialists, repairers, and data processors;
第三方服務供應商，包括法律顧問、會計師、調查員、理賠師、再保公司、醫護及復康顧問、考察員、專家、維修人員、及資料處理者；
- (4) credit reference agencies, and, in the event of default, any debt collection agencies or companies carrying on claim or investigation services;
信貸諮詢機構、而在客戶欠賬時，任何債務追收代理或進行索償或調查服務的公司；

Private & Confidential 私人及保密文件

- (5) any person to whom the Zurich Insurance Group is under an obligation to make disclosure under the requirements of any law binding on the Zurich Insurance Group or any of its associated companies and for the purposes of any regulations, codes or guidelines issued by governmental, regulatory or other authorities with which the Zurich Insurance Group or any of its associated companies are expected to comply;
根據對蘇黎世保險集團或其任何關連機構具約束力的任何法例，及就任何由政府、監管或其他機關所頒佈且蘇黎世保險集團或其任何關連機構預期須遵守的任何規例、守則或指引而言，蘇黎世保險集團有責任向其作出披露的任何人士；
- (6) any person pursuant to any order of a court of competent jurisdiction; and
根據主管司法權區的法院的任何頒令的任何人士；及
- (7) any actual or proposed assignee of the Zurich Insurance Group or transferee of the Zurich Insurance Group's rights in respect of the policy owners;
蘇黎世保險集團的任何實際或建議承讓人或蘇黎世保險集團對保單持有人的權利的受讓人。
3. All customers have the right to access to, correct, or change any of their own personal information held by the Company by request in writing to the Company's Personal Data Privacy Officer at the address below.
所有客戶均有權以書面向本公司之個人資料私隱主任（地址如下）要求查閱、修正及／或更改由本公司所持有有關其本身的任何個人資料。
- Personal Data Privacy Officer 個人資料私隱主任
26/F, One Island East 香港港島東華蘭路 18 號
18 Westlands Road 港島東中心 26 樓
Island East
Hong Kong
4. In accordance with the Ordinance, the Company has the right to charge a reasonable fee for processing any data access request.
根據私隱條例，本公司有權收取合理費用，藉以處理任何資料的查閱要求。
5. In the event of any discrepancy or inconsistencies between the English and Chinese versions of this notice, the English version shall prevail.
本通知的中英文版本如有任何歧異或不一致，概以英文版為準。

Signature of Policy Holder 保單持有人簽署

Signature of Insured Person 受保人簽署

Date 日期

Private & Confidential 私人及保密文件

(If you like us to obtain the police statement, please complete and return this form. The process will take four to six weeks)
(閣下亦可選擇由本公司向警方索取口供副本，請填寫及寄回此授權書。索取口供程序將需四至六星期完成)

Letter of authorization
索取口供紙授權書

Your ref.:
Our ref.:

Dear sirs,
敬啟者:

Date of incident :
遇事日期
Location of incident :
遇事地點
Nature of incident :
事件:

I/We _____, holder of HKID card no. _____, hereby authorize Zurich Insurance Company Ltd to obtain a copy of the statement/report I/We made to you following the captioned incident.

本人 _____，香港身份證號碼為 _____，現授權蘇黎世保險有限公司向 貴警署索取有關之口供/報一份。

Informant's signature
報案人簽署

Date
日期

Name (Block letter)
姓名 (正楷)

註: 如遇爭執 以英文為準

Private & Confidential 私人及保密文件

Statement of claim 索償申報表

Description of article 物品描述	Name and address of owner 物主姓名及地址	Date of purchase or installation 購買或裝置的日期	Name and address where purchased 購入之商號名稱及地址	Original purchased price 購買時價錢	Deduction for age, use or wear and tear 折舊	Repair / replacement (if applicable) 修理 / 更換費用(如適用)	Claim amount 索償金額

N.B. – In all cases the Statement must be furnished in details.