

# PROPERTY INSURANCE CLAIM FORM

## 財物保險意外索償申請表

It is important that a complete answer be given to every applicable question. If insufficient space is provided for your answers, please continue on a separate sheet.  
請詳細填報表格上每一個適用的項目。如空位不足，請自備補充頁填寫。

POLICY NUMBER 保單號碼	NAME OF AGENT 保險代理人

### TYPE OF POLICY 保單類別

- Property All Risks 財產全險     
  Contractors' All Risks 工程全險     
  Fire 火險  
 Money 金錢險     
  Office / Business Package 辦公室 / 工商業綜合險     
  Others 其他: \_\_\_\_\_

### INSURED'S INFORMATION 保戶資料

Name Of Insured

保戶姓名 \_\_\_\_\_

Correspondence Address#

通訊地址# \_\_\_\_\_

Tel No.#

Fax No.#

E-mail Address#

電話號碼# \_\_\_\_\_ 傳真號碼# \_\_\_\_\_ 電郵地址# \_\_\_\_\_

# For the use of this claim only 只限於此索償之用

### CIRCUMSTANCES OF LOSS OR DAMAGE 損失或損毀情況

Date and time of incident

事故發生日期及時間 \_\_\_\_\_

Who discovered the incident

由誰人發現事件 \_\_\_\_\_

Place of incident and the nature of business

發生事故之地點及業務性質 \_\_\_\_\_

Description of the incident and its cause

事件之詳細經過及起因 \_\_\_\_\_

Was another person responsible for the loss or damage?

是次損失或損毀是否有其他人須要負上責任?

YES / NO\*

是 / 否\*

If "YES", please give details 若「是」，請提供資料

Name 姓名 \_\_\_\_\_ Address 地址 \_\_\_\_\_

#### FOR THEFT. PLEASE ALSO FILL IN BELOW QUESTIONS.

若屬盜竊，請填寫以下資料。

How was the premises entered and exited?

竊匪如何進出事發地點? \_\_\_\_\_

Where there any visible marks of forcible entry to or exit from the insured premises?

是否有任何被人強行進入或離開之可見痕跡?

YES / NO\*

是 / 否\*

If "YES", please describe these marks in details and provide photos 若「是」，請詳細描述和提供照片。

Additional questions for loss of money claims: 若希望就金錢損失索償，請提供以下資料：

Was the money kept in the safe or locked drawer?

損失之金錢是否存放在保險箱或上鎖的抽屜裡?

YES / NO\*

是 / 否\*

If "NO", please state where the money was kept 若「否」，請列明存放位置 \_\_\_\_\_

\*Please delete whichever is inapplicable 請刪去不適用者



**DETAILS OF THE PROPERTY MANAGEMENT OFFICE / POLICE / OTHER AUTHORITY****物業管理 / 警方 / 其他有關機構資料**

If the case was reported to the property management office / police / other authority, please provide the following information.

若事件已報告物業管理處/ 警方 / 其他有關機構，請填寫下列資料。

Name & address of the property management office / police station / other authority reported to:

物業管理處 / 報案警署/其他有關機構名稱和地址:

Name 名稱 \_\_\_\_\_

Address 地址 \_\_\_\_\_

Report / Reference No.

Date of Report

報案 / 檔案號碼 \_\_\_\_\_ 報案日期 \_\_\_\_\_

N.B. The Police must be informed immediately if the property has been lost, stolen or maliciously damaged

備註: 若財物遺失、被竊或被惡意破壞，請立刻報警。

**DETAILS OF PROPERTY LOST OR DAMAGED 損失或損壞財物詳情**

Please attach all the supporting documents for the lost or damaged items 請附上有關損失或損毀項目之證明文件

Full description of items (including the brand name, model and serial no.) 財物的詳細資料 (包括牌子、型號及產品編號)	Date of purchase 購買日期	Purchase Price 購買價值	Amount claimed (HK\$) 索償金額	✓ If documents attached 如附上相關文件，請✓
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
Total claimable amount 總索償金額				

**GENERAL QUESTIONS 一般事項**

Are you the sole owner of the damaged / lost property?

YES / NO\*

你是否損壞 / 損失財物的唯一物主?

是 / 否\*

If "NO", please state the name (s) and address (es) of the other owner (s) including the hire-purchase company

若「否」· 請提供其他物主的姓名及地址· 包括租購信貸公司之資料

Are you responsible for the property under the agreement?

YES / NO\*

你是否因合約而須承擔該財物之責任?

是 / 否\*

If "YES", please forward a copy of the agreement 若「是」· 請提供該合約副本以茲證明。

Are there any other insurances covering the loss or damage? If "YES", please give details

YES / NO\*

是否有其他保險保障該財物? 若「是」· 請詳述有關承保公司之資料

是 / 否\*

Name of Insurance 保險公司名稱 \_\_\_\_\_ Policy No. 保單號碼 \_\_\_\_\_

Have you ever sustained other losses of similar nature?

YES / NO\*

你曾否遭受同樣性質的損失?

是 / 否\*

If "YES", please give details 若「是」· 請詳述 \_\_\_\_\_

*\*Please delete whichever is inapplicable 請刪去不適用者*

## DECLARATION 聲明

In accordance with the provisions of the Personal Data (Privacy) Ordinance of Hong Kong (the "Ordinance"), by signing below, I/we consent that the personal information collected or held by FWD General Insurance Company Limited ("FWD") (whether contained in this Application or otherwise obtained) is provided and may be disclosed to individuals or organizations within or outside of Hong Kong in accordance with the terms set out in the Personal Information Collection Statement below and the provisions of the Ordinance.

Moreover, I/we hereby authorize FWD to obtain access to and/or to verify any of my/our data with the information collected by any association, federation or similar organization of insurance companies that exists or is formed from time to time (the "Federation") from the insurance industry.

根據香港個人資料(私隱)條例，本人 / 我們等簽署並同意富衛保險有限公司(“富衛”)得到或持有之本人個人資料(該等資料可能在此表格提供或從其他途徑得到)可透露予本港或海外之個人或組織機構以作處理索償或任何分析之用途。

此外，本人 / 我們現授權富衛由現存或不時成立之任何保險公司的協會或聯會或類同組織(以下簡稱「聯會」)從保險業內收集的資料中查閱及/或核對本人 / 我們之任何資料。

I/We hereby declare that all the above information and particulars given herein are accurate, true and complete and are given to the best of my/our knowledge and belief. I/We have not withheld any material information and acknowledge that failure to supply true and accurate answers to this request or inform FWD of all material information may render FWD unable to accept or process this request and all rights to recover under the Policy shall be forfeited. I/We understand that the issuance or completion of this application does not constitute admission of liability or guarantee payment of the claim on behalf of FWD.

本人 / 我們謹此聲明，上述所有資料及細節均是準確無誤，真實及為事實之全部，並且盡本人 / 我們所知及所信而作答。本人 / 我們並沒有隱瞞任何重要資料，並明白如未能提供真實及準確無誤之資料或通知任何有關此賠償申請之重要資料，將可能導致富衛不能接受或處理此索償申請及喪失所有追討保單權益之權利。本人 / 我們明白此索償表格之發出及填妥並不代表富衛承認責任或保證賠償。

I/We confirm having read and understood FWD's Personal Information Collection Statement as accompanied with this form.

本人 / 我們確認已閱讀及明白隨本表格附上有關富衛的收集個人資料聲明。

Insured's Signature (& Company Chop, if applicable)

保戶簽名 (及公司蓋章，如適用)

HKID Card No./B.R. No.

香港身份證號碼 / 商業登記號碼

Date

日期

## CLAIM PROCEDURES 索償程序

1. Report the accident to the agent, brokers or our Claims Department immediately.

意外發生後，請儘快通知保險代理、經紀或本公司賠償部。

2. Take all practical steps to mitigate the loss / damage.

採取一切可行的步驟減少損失 / 損毀。

3. Report to police immediately in case of theft, burglary, robbery or malicious damage.

如遭盜竊、爆竊、搶劫或惡意破壞，請立即向警方報案。

4. Take photos of the accident scene and damaged properties.

拍攝事故現場和損毀財產之照片。

5. Do not dispose of the damaged properties.

不要丟棄或自行處理受損之財物。

6. Do not commence any repair work without the Company's prior written consent.

在未取得本公司的書面同意之前，請不要開始任何維修工程。

7. Cooperate and assist the adjuster when called upon.

當公證行派員檢查損毀財物，請配合及協助。

The following document should be submitted (if applicable) 請呈交以下相關文件 (如適用):

1. Previous Decoration Invoice / Purchase Invoice / Official Receipt of any property to be claimed. 索償財物於事前的裝修發票 / 購買發票 / 單據。

2. Incident report from the building management or authority showing the date, circumstances of Incident and its cause of loss or damage. 管業處或有關當局之事件報告以證明有關財物之遺失或損毀的事發日期、事件經過及其成因。

3. Photos showing the extent of damage to any property to be claimed. 有關索償財物之相片以顯示損毀程度。

4. Original Repair or Replacement Quotation / Invoice / Receipt. 維修或重置報價單 / 發票 / 收據正本。

5. Original Police Loss Memo / Copy of Police Statement. 警方報告正本 / 警方所錄的口供副本。

Notes 注意:

1. All questions must be answered. If not applicable, write "N/A". 所有問題必須作答。如不適用者，請填上「不適用」。

2. Submission of this form does not constitute admission of any liability from FWD. 呈上此表格並不代表富衛承認相關責任。

3. This Claim Form must be submitted immediately, even if any of the claim documents is not readily available. 縱使未能即使提供任何索償文件，你仍需要立即遞交此索償申請表。

4. Claims will not be processed unless declaration is signed by the claimant. 富衛只接受已簽署之索償申請表。

**Personal Information Collection Statement ("PICS")**

1. From time to time, it is necessary for you to supply **FWD General Insurance Company Limited** (the "Company") or agents and representatives acting on its behalf with personal information and particulars in connection with our services and products. Failure to provide the necessary information and particulars may result in the Company being unable to provide or continue to provide these services and products to you.
2. The Company may also generate and compile additional personal data using the information and particulars provided by you. All personal data collected, generated and compiled by the Company about you from time to time is collectively referred to in this PICS as "Your Personal Data".
3. "Your Personal Data" will also include personal data relating to your dependents, beneficiaries, authorised representatives and other individuals in relation to which you have provided information. If you provide personal data on behalf of any person you confirm that you are either their parent or guardian or you have obtained that person's consent to provide that personal data for use by the Company for the purposes set out in this PICS.
4. As detailed in this PICS, Your Personal Data may also be processed by the Company's subsidiaries, holding companies, associated or affiliated companies and companies controlled by or under common control with the Company (collectively, "the Group").
5. The purposes for which Your Personal Data may be used are as follows:
  - (i) providing our services and products to you, including administering, maintaining, managing and operating such services and products;
  - (ii) processing, assessing and determining any applications or requests made by you in connection with our services or products and maintaining your account with the Company;
  - (iii) developing insurance and other financial services and products;
  - (iv) developing and maintaining credit and risk related models;
  - (v) processing payment instructions;
  - (vi) determining any indebtedness owing to or from you, and collecting and recovering any amount owing from you or any person who has provided any security or other undertakings for your liabilities;
  - (vii) exercising any rights that the Company may have in connection with our services and/or products;
  - (viii) carrying out and/or verifying any eligibility, credit, physical, medical, security, underwriting and/or identity checks in connection with our services and products;
  - (ix) any purposes in connection with any claims made by or against or otherwise involving you in respect of any of our services or products, including, making, defending, analysing, investigating, processing, assessing, determining, responding to, resolving or settling such claims detecting and preventing fraud (whether or not relating to the policy issued in respect of this application);
  - (x) performing policy reviews and needs analysis (whether or not on a regular basis);
  - (xi) meeting disclosure obligations and other requirements imposed by or for the purposes of any laws, rules, regulations, codes of practice or guidelines (whether applicable in or outside Hong Kong) binding on the Company or any other member of the Group, including making disclosure to any legal, regulatory, governmental, tax, law enforcement or other authorities (including for compliance with sanctions laws, the prevention or detection of money laundering, terrorist financing or other unlawful activities) or to any self-regulatory or industry bodies such as federations or associations of insurers;
  - (xii) for statistical or actuarial research undertaken by the Company or any member of the Group; and
  - (xiii) fulfilling any other purposes directly related to (i) to (xii) above.
6. Your Personal Data will be kept confidential, but to facilitate the purposes set out in paragraph 5 above, the Company may transfer, disclose, grant access to or share Your Personal Data with the following:
  - (i) other members of the Group;
  - (ii) any person or company carrying on insurance-related and/or reinsurance-related business which is engaged by the Company in connection with the Company's business;
  - (iii) any physicians, hospitals, clinics, medical practitioners, laboratories, technicians, loss adjusters, risk intelligence providers, claims investigators, organizations that consolidate claims and underwriting information for the insurance industry, fraud prevention organizations, other insurance companies (whether directly or through fraud prevention organizations or other persons named in this paragraphs), the police and databases or registers (and their operators) used by the insurance industry to analyze and check information provided against existing information, legal advisors and/or other professional advisors engaged in connection with the Company's business;
  - (iv) any agent, contractor or service provider providing administrative, distribution, credit reference, debt collection, telecommunications, computer, call centre, data processing, payment processing, printing, redemption or other services in connection with the Company's business; and/or
  - (v) any official, regulator, ministry, law enforcement agent or other person (whether within or outside Hong Kong) to whom the Company or another member of the Group is under an obligation or

otherwise required or expected to make disclosures under the requirements of any law, rules, regulations, codes of practice or guidelines (whether applicable in or outside Hong Kong).

7. Your Personal Data may be transferred or disclosed to any assignee, transferee, participant or sub-participant of all or any substantial part of the Company's business.
8. The Company is only allowed to (i) use Your Personal Data in direct marketing; or (ii) provide Your Personal Data to another person or company for its use in direct marketing, if you provide your consent or do not object in writing.
9. In connection with direct marketing, the Company intends:
  - (i) to use your name, contact details (such as phone number, email address and mailing address), gender, services and products portfolio information, financial background and demographic data held by the Company from time to time in direct marketing to market the following classes of services and products offered by the Company, other members of the Group and/or Our Business Partners (being providers of the product and services described below) from time to time:
    - a. insurance services and products;
    - b. wealth management services and products;
    - c. pensions, investments, brokering, financial advisory, credit and other financial services and products;
    - d. health-check and wellness services and products;
    - e. media, entertainment and telecommunications services;
    - f. reward, loyalty or privileges programmes and related services and products; and
    - g. donations and contributions for charitable and/or non-profit making purposes; and
  - (ii) to provide your name and contact details (such as phone number, email address and mailing address), gender, services and products portfolio information, financial background and demographic data to FWD Life Insurance Company (Bermuda) Limited or any members of the Group and/or Our Business Partners for their use in direct marketing the classes of services and products described in paragraph 9(i) above (including, in the case of Our Business Partners, for money or other commercial benefit).

**The Company intends to send you marketing communications or materials and use Your Personal Data in accordance with paragraphs 8 & 9 above. If you do NOT agree to receive such marketing communications or the Company's intended use of Your Personal Data, you may write to the Corporate Data Protection Officer of the Company at the address below to opt out from direct marketing at any time:**

Corporate Data Protection Officer  
FWD General Insurance Company Limited  
8<sup>th</sup> Floor, FWD Financial Centre,  
308 Des Voeux Road Central  
Hong Kong

10. To facilitate the purposes set out in paragraphs 5 and 9 above, the Company may transfer, disclose, grant access to or share Your Personal Data with the parties set out in paragraphs 6 and 9(ii) and you acknowledge that those parties may be based outside Hong Kong and that Your Personal Data may be transferred to places where there may not be in place data protection laws which are substantially similar to, or serve the same purposes as, the Personal Data (Privacy) Ordinance.
11. Under the Personal Data (Privacy) Ordinance you have the right to request access to Your Personal Data held by the Company and request correction of any of Your Personal Data which is incorrect and the Company has the right to charge you a reasonable fee for processing and complying with your data access request.
12. Requests for access to or correction of Your Personal Data should be made in writing to the Corporate Data Protection Officer of the Company at the address above. Should you have any queries, please do not hesitate to call our Customer Service Hotline on 3123 3123.
13. In case of discrepancies between the English and Chinese versions of this PICS, the English version shall apply and prevail.
14. The Company reserves the right, at any time effective upon notice to you, to add to, change, update or modify this PICS.

## 收集個人資料聲明

- 閣下需要不時向富衛保險有限公司（「本公司」）或本公司的代理及代表就本公司的服務及產品提供個人資料及詳情。如未能提供所需資料及詳情，可能會導致本公司無法向閣下提供或繼續提供有關服務及產品。
- 本公司亦可以利用閣下提供的資料及詳情製作及匯編額外的個人資料。本公司不時收集、製作及匯編的所有個人資料，以下統稱為「閣下的個人資料」。
- 「閣下的個人資料」亦包括由閣下提供有關閣下的受養人、受益人、獲授權代表及其他人士的資料。如閣下代表他人提供個人資料，閣下確認閣下乃是他們的父母或監護人或閣下已取得有關人士之同意提供有關人士之個人資料予本公司作本聲明之用途。
- 如本聲明所述，閣下的個人資料亦可能被本公司的附屬公司、控股公司、聯營或聯屬公司或本公司控制的公司或與本公司受共同控制的公司（統稱「本集團」）處理。
- 閣下的個人資料可能用於以下用途：
  - 向閣下提供本公司的服務及產品包括管理、維持、處理及運作有關服務及產品；
  - 處理、評估及決定閣下就本公司的服務或產品而提出的任何申請或要求，以及維持閣下在本公司的賬戶；
  - 發展保險及其他金融服務及產品；
  - 發展及維持本公司信貸及風險之相關模型；
  - 處理付款指示；
  - 釐訂任何欠付閣下或閣下所欠的負債，及向閣下或任何為閣下的債務提供擔保或其他承諾的人士收取及追討欠款；
  - 行使與本公司的服務及／或產品有關的任何權利；
  - 就本公司之服務及產品作出資格、信貸、身體、醫療、擔保、承保及／或身份核証；
  - 用於任何因本公司的產品或服務而由閣下提出或本公司對閣下提出的申索，包括作出、抗辯、分析、調查、處理、評核、決定、回應、解決或和解有關申索以及偵測和防止欺詐行為（無論是否與就此申請而發出的保單有關）所需的目的；
  - 進行保單審閱及需求分析（不論是否定期進行）；
  - 本公司或本集團的其他成員根據任何法律、規則、規例、實務守則或指引（不論在香港境內或境外適用）要求而須作出披露，包括向任何法定機構、監管機構、政府機構、稅務機構、執法機構或其他機構（包括為遵守制裁法、避免或偵查洗錢、恐怖分子資金籌集或其他不法活動）或向任何獨立監管或行業團體（如保險業聯會或協會等）作出披露；
  - 作本公司或本集團的任何成員的統計或精算研究；及
  - 履行與上文第(i)至(xii)段直接有關的其他用途。
- 閣下的個人資料將被保密但為達成上文第5段列出的用途，本公司可能將閣下的個人資料轉移、披露、讓其查閱或與以下各方共同使用：
  - 本集團的其他成員；
  - 任何因本公司業務而聘用之經營保險相關及／或再保險相關業務之人士或公司；
  - 任何因本公司業務而聘用的治療師、醫院、診所、醫生、化驗所、技師、損失理算人、風險情報供應商、索賠調查人、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）、法律顧問及／或其他專業顧問；
  - 任何向本公司之業務提供行政、分銷、信貸資料庫、債務追討、電訊、電腦、熱線中心、資料處理、付款處理、印刷、贖回或其他服務的代理人、承包商或服務供應商；及／或
  - 任何本公司或本集團的其他成員負有責任或需要或預期要根據任何法律、規則、規例、實務守則或指引（不論在香港境內或境外適用）作出披露的官員、規管者、部門、執法代理或其他人士（不論在香港境內或境外）。
- 閣下的個人資料可能被轉移或披露予任何承讓人、受讓人、本公司業務的任何實質部分的參與人或次參與人。
- 本公司只可在閣下作出書面同意或不反對的情況下 (i) 使用閣下的個人資料作直接促銷用途，或 (ii) 將閣下的個人資料提供予其他人士或公司作其直接促銷用途。
- 就直接促銷而言，本公司擬：
  - 使用本公司不時持有的閣下姓名、聯絡資料（例如：電話號碼、電郵地址、郵寄地址）、性別、服務及產品組合資料、財務背景及人口統計資料作直接促銷用途；銷售本公司、本集團其他成員及／或本公司之業務夥伴（即以下產品及服務的供應商）不時提供的下列服務及產品：
    - 保險服務及產品；
    - 財富管理服務及產品；
    - 退休金、投資、經紀、財務諮詢、信貸及其他金融服務及產品；
    - 健康檢查及健康服務及產品；
    - 媒體、娛樂及電信服務；
    - 獎賞、客戶忠誠或優惠計劃及相關服務及產品；及
    - 為慈善及／或非牟利用途的捐款及捐贈。
  - 將閣下的姓名及聯絡資料（例如：電話號碼、電郵地址、郵寄地址）、性別、服務及產品組合資料、財務背景及人口統計資料提供予富衛人壽保險（百慕達）有限公司及本集團任何成員及／或本公司之業務夥伴，讓其用於直接促銷上文第9(i)段所載的服務或產品（如為業務夥伴，則包括作金錢或其他商業利益）。

本公司有意向閣下送交推廣訊息或資料及根據上述第8及第9段使用閣下的個人資料。如閣下不同意接收有關的推廣訊息或本公司擬對閣下的個人資料的使用，閣下可於任何時間致函本公司的資料保護主任並將函件郵寄至以下地址，藉以行使閣下不同意此項安排的權利：

富衛保險有限公司  
香港德輔道中 308 號  
富衛金融中心 8 樓

- 為達成上文第5及第9段所列出的目的，本公司可能將閣下的個人資料轉移、披露、讓其查閱或與上文第6及第9(ii)段所列的各方共同使用及閣下知悉有關一方可能設在香港以外的地方及閣下的個人資料可能被轉往的地方未必設有與《個人資料（私隱）條例》大致相同或用作同一用途的資料保護法。
- 根據《個人資料（私隱）條例》，閣下有權要求查閱本公司所持有閣下的個人資料，並要求改正閣下的不正確個人資料及本公司有權就處理及遵行閣下的查閱資料要求而收取合理費用。
- 查閱或改正閣下的個人資料要求，應以書面形式向本公司的資料保護主任提出並將函件郵寄至上述地址。如閣下有任何疑問，敬請致電本公司之客戶服務熱線 3123 3123。
- 中英文本如有歧異，概以英文本為準。
- 本公司保留隨時增補、更改、更新及修訂本聲明之權利，並任何更改將於發出通知時起生效。