



下載國壽海外APP

即時享受升級用戶體驗！輕鬆提交理賠申請及查閱進度。



## 意外賠償申請表 ACCIDENT CLAIM FORM

保單持有人姓名 Name of Policyholder	受保人姓名 Name of Insured	保單號碼 Policy No.
<input type="text"/>	<input type="text"/>	<input type="text"/>
受保人身份證/護照號碼 I.D. / Passport of Insured		
<input type="text"/>		

### 保險中介人資料 INSURANCE INTERMEDIARY INFORMATION

保險中介人姓名 Name of Insurance Intermediary	
<input type="text"/>	
保險中介人編號 Insurance Intermediary Code	聯絡電話 Contact No.
<input type="text"/>	<input type="text"/>

### 重要須知 IMPORTANT NOTE

- 請以正楷填寫本申請表。任何資料如有更改，受保人及保單持有人/索償人必須在更改的位置簽署作實。Please complete this form in BLOCK LETTERS. All amendments should be endorsed by the Insured & Policyholder / Claimant in full signature.
- 本申請表中所用之「本公司」或「貴公司」之表述指中國人壽保險(海外)股份有限公司。The expressions "the Company" or "our Company" used in this form refers to China Life Insurance (Overseas) Company Limited.
- 本申請表第一部分必須由受保人/保單持有人/索償人填寫，並需於意外日期起二十天內連同有關之證明文件正本呈交本公司。Part I of this form must be completed by Insured/Policyholder/Claimant and returned to the Company within 20 days (both days inclusive) from date of accident along with all relevant supporting document(s).
- 如受保人為十八歲或以上，受保人及保單持有人必須親自填寫及簽署本申請表，如受保人為十八歲以下，本申請表應由保單持有人及受保人之合法監護人填寫及簽署。如受保人/保單持有人因傷殘不能書寫，其直系親屬可代為填寫本申請表及簽字，並提供關係證明及醫生證明。If the Insured is at or above age 18, the Insured and Policyholder must complete and sign this form by his or her good self. If the Insured is under age 18, this form should be completed and signed by Policyholder and the policyholder and the insured's legal guardian. In the event that the Insured/ policyholder is physically incapacitated and prevented from signing, this form may be completed and signed by an immediate family member with relevant relationship proof and physician's statement provided.
- 保單持有人之簽署必須與本公司之紀錄相同。The signature of the Policyholder must be the same as the Company's record.
- 保險中介人或銀行營業員收到本申請表並不代表本公司已收到。Receipt of this form by your Insurance Intermediary or bank officer does not constitute receipt by the Company.
- 如有任何查詢，請與閣下的保險中介人聯絡或致電本公司客戶服務熱線(852) 3999 5519 查詢。填妥的表格及所需文件請寄往香港灣仔軒尼詩道 313 號中國人壽大廈 24 字樓 / 中國深圳市福田區福田路 24 號海岸環慶大廈 35 樓。If you have any queries, please feel free to contact your Insurance Intermediary or our Customer Service Hotline at (852) 3999 5519 for details. Completed form(s) and required document(s) should be sent to China Life Insurance (Overseas) Co. Ltd., 24/F, CLI Building, 313 Hennessy Road, Wan Chai, Hong Kong or 35/F, Hai An Huan Qing Building, 24 Futian Road, Futian District, Shenzhen, China.
- 本公司有權隨時更新此申請表，並拒絕未符合本公司要求的申請表。請登入本公司網站 [www.chinalife.com.hk](http://www.chinalife.com.hk) 瀏覽及下載最新版本。The Company has the right to update this form from time to time and reject the form if the Company's requirements are not fulfilled. Please visit our website [www.chinalife.com.hk](http://www.chinalife.com.hk) to view and download the latest version of the form.
- 如中英文版本有任何抵觸或不符之處，一概以中文本為準。If there is any discrepancy or inconsistency between the English version and the Chinese version of this form, the Chinese version shall prevail.

### 第一部份 - 索償資料 (由受保人/保單持有人/索償人填寫)

#### PART I - PARTICULARS OF CLAIM (To be completed by Insured/Policyholder/Claimant)

##### A. 受保人資料 PARTICULARS OF INSURED

1 受保人年齡及性別 Age and Sex of Insured  聯絡電話 Contact Phone No:

##### B. 一般資料 GENERAL INFORMATION

###### 1 索償保障類別 Benefit(s) to claim

- 意外醫療費用 Accidental medical expenses reimbursement
  意外受傷休假 Accidental weekly income  
 意外住院入息 Accidental hospital income
  意外喪失肢體 Accidental dismemberment



保單號碼 Policy No.

**B. 一般資料(續) GENERAL INFORMATION (Continued)****2 索償申請類別 Type of claims**
 首次索償 New Claim
  再度索償 Further Claim
  待決賠案 Pending Claim
  重批/覆核 Review / Appeal
**3 您有否因同一事故曾/將會向其他保險公司索償？如是，請提供詳細資料。 Have you claimed/ will you claim from other insurance company for the same event? If yes, please give details**
 是 Yes
  否 No

保險公司名稱 Name of Insurance Company
 保單號碼 Policy No.
 保障類別及保障金額 Type &amp; Amount of benefit


**4 是否申請退回收據的核實副本 Request return of certified true copy receipt(s)**
 是 Yes
  否 No**C. 意外詳情 ACCIDENT PARTICULARS****1 意外發生日期及時間 Date and time of the accident**

年 Year	月 Month	日 Day	時 Hour	分 Minute	上午/下午 AM/PM

**2 意外發生地點及經過 Location and details of the accident**


**3 請詳述意外受傷部位及傷勢類別 Please describe the part(s) of body injured and the type of injury**

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**4 您有否報警？如有，請提供以下資料 Did you report to the police? If yes, please provide the following information**
 是 Yes
  否 No
 警署地點 Police Station
 檔案編號 Case Reference No.

註：請附上警察報告/交通意外報告/口供紙/酒精測試報告影印本。

Remarks: Please attach a photocopy of the Police Report / Traffic Accident Report / Police Statement / Alcohol Test Report.

**5 您有否就次意外向社會福利署/勞工處申請理賠？ Did you apply for compensation from Social Welfare Department / Labour Department for the same accident?**
 沒有 No
  有，請提供判傷紙/傷殘津貼證明 Yes， please provide Social Welfare Allowance / Labour Assessment Certificate
**D. 治療詳情 TREATMENT DETAILS****1 首次求診之醫生姓名/醫院 Name of physician / hospital first consulted for the above condition**

首次求診日期 Date of first consultation:
 年 Year
 月 Month
 日 Day

醫生/醫院名稱及地址 Name &amp; Address of Physician/Hospital


**2 建議入院的醫生資料/其他曾診治此病或過往同類病況的醫生資料**
**The doctor who referred the insured to hospital / other doctors seen for this or similar past condition**

求診日期 Date of first consultation:
 年 Year
 月 Month
 日 Day

醫生/醫院名稱及地址 Name &amp; Address of Physician/Hospital


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**D. 治療詳情(續) TREATMENT DETAILS (Continued)****3 請提供慣常求診之醫生或醫院資料。 Please provide details of usual Physician(s) / Hospital(s)**

醫生/醫院名稱 Name of physician/hospital


診所/醫院地址 Address of clinic/ hospital


**4 入院日期 Date of admission 出院日期 Date of discharge**

年 Year 月 Month 日 Day 年 Year 月 Month 日 Day

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**E. 受保人受僱資料 INSURED'S EMPLOYMENT PARTICULARS****1 公司/僱主名稱 Company/Employer Name 電話號碼 Telephone No.**

地址 Address

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**2 現職職位及職責(若多於一種職業, 請列明所有職位及職責) Position and duties of present occupation (if more than one, please state all).**


**F. 賠款方式 PAYMENT METHODS**

請就每宗理賠申請選擇一項理賠支付方式。如未有註明指示, 理賠將以港元劃線支票進行支付, 並經由保險中介人轉遞。 Please select one settlement option for each claim submission. For any unspecified instruction, the payment will be issued by crossed cheque in HKD and delivered via Insurance Intermediary.

**賠款幣種選擇 PAYMENT CURRENCY OPTION (如無註明, 賠款將以港幣發放。 If not specified, payment will be issued in HKD.)** 保單貨幣 Policy Currency  港幣 Hong Kong Dollar**1 自動入賬 DIRECT CREDIT**

銀行名稱 Name of bank 銀行編號 Bank Code 分行編號 Branch Code 戶口號碼 Account No.

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賬戶持有人姓名(中文) (必須為保單持有人)  
Name of bank account holder (Chinese) (Policyholder Only)賬戶持有人姓名(英文) (必須為保單持有人)  
Name of bank account holder (English) (Policyholder Only)

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 轉數快 FPS 轉賬至本地銀行之賬戶 TRANSFER TO ACCOUNT IN LOCAL BANK 轉賬至本公司已登記之預設收款賬戶 TRANSFER TO DEFAULT PAYMENT ACCOUNT REGISTERED IN OUR COMPANY

備註:

- 銀行賬戶持有人必須為保單持有人。 Bank Account Holder must be the Policyholder.
- 倘未有足夠資料顯示銀行賬戶持有人為保單持有人或因故未能成功自動入賬, 有關款項將以劃線支票形式發出。 If there is insufficient information to identify the ownership of bank account belonging to the Policyholder or direct credit has failed for any reason, the payment will be issued in the form of a crossed cheque.

## F. 賠款方式(續) PAYMENT METHODS (Continued)

3. 如選擇以「轉數快」方式領款 If you choose to receive the payment by "FPS",
- 3.1. 「轉數快」只適用於實付貨幣為港元或人民幣的申請。每筆交易金額上限為港元或人民幣 1,000,000。 "FPS" is only applicable for payment in HKD or CNY. The maximum amount of each transaction is HKD/CNY 1,000,000.
- 3.2. 請注意人民幣幣種僅適用於人民幣保單。 Please note that CNY currency is only applicable for CNY policy.
- 3.3. 只適用於本地開立，並已成功辦理登記「轉數快」綁定服務的銀行賬戶。申請詳情請向有關銀行查詢。 Only applicable to the local bank account which registration is completed successfully for "FPS" binding service. Please enquire to the relevant bank for application details.
4. 如選擇以「轉賬至本地銀行之賬戶」方式領款 If you choose to receive the payment by "Transfer to account in local bank",
- 4.1. 需提供賬戶證明文件，如印有賬戶持有人姓名/名稱及賬戶號碼的銀行卡/月結單/存摺。 Proof of bank account document(s), such as bank card/monthly statement/ passbook with account holder name and account no. is required.
- 4.2. 如賠款為港元或人民幣以外幣種，銀行所收取的代付手續費及匯率損失將由領款人自行承擔 (如適用)。 If the payment is not in HKD or CNY, bank charge and losses caused by exchange rate associated with the transaction would be borne by the recipient (if applicable).
- 4.3. 如轉賬不成功，相關手續費用及匯率損益將於給付款項中自動扣除 (如適用)。 Administration fees and losses caused by exchange rate would be deducted from the payment amount in case of remittance failure (if applicable).

 電匯 TELEGRAPHIC TRANSFER

可於 <https://www.chinalife.com.hk/zh-hk/customer-service/forms-download/individual-claim> 下載「理賠匯款服務申請表」。 Please download "Claim Remittance Service Application Form" from <https://www.chinalife.com.hk/zh-hk/customer-service/forms-download/individual-claim>

 大灣區廣發銀行跨境匯款服務 GREATER BAY AREA CGB CROSS BORDER REMITTANCE SERVICE

可於 <https://www.chinalife.com.hk/zh-hk/customer-service/forms-download/individual-claim> 下載「理賠跨境匯款服務申請表 (只適用於持有大灣區廣發銀行賬戶客戶)」 Please download "Claim Cross Border Remittance Service Application Form (Only Applicable For Greater Bay Area CGB's Account Holder)" from <https://www.chinalife.com.hk/zh-hk/customer-service/forms-download/individual-claim>

## 2 本地銀行劃線支票 HK LOCAL CROSSED CHEQUE

- 親自到灣仔客戶服務中心提取 Collect cheque at Wan Chai Customer Service Centre in person  
(如保單是透過網上銷售方式購買，而保單持有人尚未完成身份認證，則賠款須以支票形式支付，並請保單持有人帶同身份證明文件親臨本公司客戶服務中心收取支票。 If the Policyholder purchased the policy online, and has not completed the identity verification, the claim payment will be made by cheque. The Policyholder should collect the cheque at our Customer Service Centre by presenting the identity document.)
- 授權第三者(代領人)到灣仔客戶服務中心領取 Pick up cheque at Wan Chai Customer Service Centre by authorized person
- | 代領人姓名<br>Name of authorized person | 代領人聯絡電話<br>Contact no. of authorized person | 代領人身份證明文件號碼<br>I.D. no. of authorized person |
|------------------------------------|---|--|
| <input type="text"/>               | <input type="text"/>                        | <input type="text"/>                         |

- 郵寄至保單登記的通訊地址 Mail to correspondence address registered in our Company
- 經保險中介人轉遞 Deliver via Insurance Intermediary
- 親自到銀行分行領取 (請指定銀行分行) Collect cheque at branch in person (Please state the branch)

銀行分行 Branch

## 3 其他 OTHERS

 資金調配至保單 FUND TRANSFER TO POLICY

僅適用於同一領款人名下生效之保單，請指定保單號碼。抵付保費時已包括保費徵費。 Only applicable to inforce policy under the same payee, please specify the policy no.. The Premium Levy has been included into the Premium Payment.

 非劃線支票 / 匯票 UNCROSSED CHEQUE / DEMAND DRAFT

可於 <https://www.chinalife.com.hk/zh-hk/customer-service/forms-download/individual-claim> 下載「特別領取方式申請表」。 Please download "Special Payment Arrangement Request Form" from <https://www.chinalife.com.hk/zh-hk/customer-service/forms-download/individual-claim>

## G. 索償所需文件清單 CLAIM DOCUMENT CHECKLIST

- ✓基本文件 Basic Documents ; ●附加文件 Additional Documents ; \*不適用 Not Applicable

索償所需文件 (文件的核實正本可於本公司的客戶服務中心辦理) Claim Document (Documents can be certified at our Company's Customer Service Centres)	意外醫療費用 Accidental medical expenses reimbursement	意外受傷休假 Accidental weekly income	意外住院津貼 Accidental hospital income	意外喪失肢體 Accidental dismemberment
<input type="checkbox"/> 由閣下填妥並簽署之本申請表第一部分 Part I of this form completed and signed by your good self	✓	✓	✓	✓
<input type="checkbox"/> 由主診醫生填寫並且簽署及蓋印之本申請表第二部分 Part II of this form completed and signed by attending physician with chop	✓	✓	✓	✓
<input type="checkbox"/> 由註冊西醫開出並載有明確診斷之出院紙/病假紙/醫生證明書 (適用於香港醫院管理局轄下醫院之治療) Discharge slip/sick leave certificate/medical certificate with clear exact diagnosis issued by attending physician (applicable to treatment received in hospitals of the Hospital Authority of Hong Kong)	✓	✓	✓	✓
<input type="checkbox"/> 出院小結(適用於中國境內之治療) Discharge summary (applicable to treatment received in Mainland China) (missed in agency manual)	✓	✓	✓	✓
<input type="checkbox"/> 醫療收據正本及其帳單明細表 Original medical receipt and statement of account	✓	● 只需副本 Copy required only	✓ 只需副本 Copy required only	● 只需副本 Copy required only
<input type="checkbox"/> 其他保險公司或機構賠付之清單明細 Settlement advice from other insurer/ party	●	●	✗	●
<input type="checkbox"/> 診斷測試報告 (如: 病理報告、驗血報告、正電子掃描/電腦掃描/磁力共振報告、心電圖報告、超聲波報告、X光報告等) Prognostic report and laboratory test report (such as pathological report, blood test report, PET Scan/CT Scan/MRI report, ECG report, ultrasound report and X-ray report etc.) (not mentioned in manual)	●	●	●	●
<input type="checkbox"/> 勞工判傷紙/僱主發出之病假證明 Labour Assessment Certificate / Employer confirmation letter for sick leave record	●	✓	●	✓
<input type="checkbox"/> 警署報告及/或交通意外報 Police report and/or traffic accident report	●	●	●	●
<input type="checkbox"/> 物理治療/職業治療報告 Physiotherapy / occupational therapy report	●	●	●	●
<input type="checkbox"/> 報章剪報 Newspaper clipping	●	●	●	●
<input type="checkbox"/> 註冊醫生/ 醫院發出的轉介信副本 Copy of referral letter issued by registered medical practitioner / Hospital	●	●	●	●

## H. 個人資料收集聲明 PERSONAL INFORMATION COLLECTION STATEMENT

本人/我們確認已閱讀及明白「中國人壽保險(海外)股份有限公司」的收集個人資料聲明。有關最新版本的收集個人資料聲明，可於 <https://www.chinalife.com.hk/zh-hk/privacy-policy/personal-information-collection-statement-clio> 下載或向中國人壽保險(海外)股份有限公司索取。I/We confirm that I/we have read and understood the Personal Information Collection Statement ("PICS") of China Life Insurance (Overseas) Company Limited. For the latest version of the PICS, it can be downloaded from <https://www.chinalife.com.hk/zh-hk/privacy-policy/personal-information-collection-statement-clio> or is made available upon request.

## I. 電子票據索償聲明 DECLARATION FOR ELECTRONIC RECEIPT

本人/我們，受保人/保單持有人/索償人謹此確認是次遞交之電子票據為唯一收據，相關診所醫院並沒有就是次求診收據曾經或重覆發出書面正本收據。I/We, the Insured/Policyholder/Claimant, confirm that the electronic receipt(s) submitted for this claim application is/ are the sole receipt(s). The clinic / hospital of this visit has not ever or repeatedly issued the original paper receipt(s) for the same visit.

本人/我們，受保人/保單持有人/索償人亦聲明及保證除貴公司外，就該住院或有關求診將獲賠付部份，並沒有向其他保險公司或機構進行重覆索償。I/We, the Insured/Policyholder/Claimant, declared and guarantee that apart from our company, I/we have not filed/ will not file the duplicate claims against other insurance companies or institutions concerning the amount to be claimed in your company for the said electronic receipt(s).

本人/我們，受保人/保單持有人/索償人承諾如上述聲明不正確，本人願意退還貴公司就該住院或有關求診之全部賠償，並承擔有關之一切法律責任。I/We, the Insured/Policyholder/Claimant, undertake that if the above statement is incorrect, I/we are willing to refund the full claim payment for the said receipt(s) to our company and bear all related legal liabilities.

## J. 收取個人壽險保費徵費 COLLECTION OF PREMIUM LEVY ON INDIVIDUAL LIFE INSURANCE POLICIES

本人/我們謹已收悉：貴公司就保險業監管局要求並授權向每位保單持有人所持有的有效保單徵收「保費徵費」(下稱「徵費」)，及將收取的徵費將會全數轉交予該局。保險業監管局亦可以根據相關條例，將有關的欠付款作為民事債項及向相關的保單持有人追討欠款並有機會徵收罰款。有關收取徵費的詳情，請瀏覽中國人壽(海外)股份有限公司的網頁 <https://www.chinalife.com.hk/zh-hk/customer-service/useful-information/premium-levy>。I/We hereby notified that: China Life Insurance (Overseas) Company Limited, as an authorized insurer, is statutorily required to collect Premium Levy ("Levy") from policyholder on behalf of the Insurance Authority ("IA") and report to IA. IA may take legal proceedings against policyholder in respect of any outstanding Levy as civil debt and may impose pecuniary penalty. For details of the collection of Levy, please refer to the website at <https://www.chinalife.com.hk/customer-service/useful-information/premium-levy>.



**K. 聲明及授權 DECLARATION AND AUTHORIZATION**

**授權 Authorization**

本人/我們·受保人/保單持有人/索償人·代表本人/我們/尚未成年之受保人(如有)謹此授權 (1) 任何僱主、註冊西醫、醫院、診所、保險公司、銀行、政府機構、政府部門·或其他機構、組織或人士·凡知道或具有任何有關本人/我們/尚未成年之受保人之醫療病歷、紀錄或資料者·均可將該等資料提供、發放及轉交給中國人壽保險(海外)股份有限公司(以下簡稱「貴公司」); (2) 貴公司或任何其指定之醫療/輔助醫療檢查員或化驗所·可就本索償申請替本人/我們/尚未成年之受保人進行所需之醫療評估及測試·作為審核本人/我們/尚未成年之受保人之健康狀況。此授權對本人/我們之繼承人及授讓人具有約束力。此授權書的影印本與正本均有同等效力。I /We, the Insured/Policyholder/Claimant, represent me/ us/ the under aged Insured (if any) HEREBY AUTHORIZE (1) any employer, registered medical practitioner, hospital, clinic, insurance company, bank, government institution, government department, or other organization, institution or person, that is aware of or has any medical history, records or information of me/us/the under aged Insured to disclose, release and transfer such information to China Life Insurance (Overseas) Co. Ltd ("the Company"); (2) the Company or any of its appointed medical / para-medical examiners or laboratories to perform the necessary medical assessment and tests to evaluate the health status of myself/ ourselves/ the under aged Insured in relation to this claim. This authorization shall bind the successors and assignees of me/us. A photocopy of this authorization shall be as valid as the original.

**聲明 Declaration**

本人/我們·受保人/保單持有人/索償人·謹此聲明及同意(1)上述一切陳述及問題的所有答案·不論是否本人/我們親手所寫·就本人/我們所知所信·均為事實之全部並確實無訛; 本人/我們明白倘未知任何一項是否重要·本人/我們均須將其事實在本申請表上說明;(2)本人/我們對任何人所作出之任何聲明·除在本申請表上填寫或印出及經 貴公司發表和批准外·貴公司不須受其約束。若相關人士不能提供任何本申請表所需的資料·貴公司可能因此不能審核及處理本索償申請;(3)本人/吾等明白並同意貴公司有權撤回或要求本人/吾等退回因提供不正確資料而導致的錯誤賠償;(4)本人/吾等同意賠償任何損失·索償及與國籍、居住及/或稅務狀況有關資料之虛報、誤導或不完整所導致的行動。I/ We, the Insured/Policyholder/Claimant HEREBY DECLARE and AGREE that (1) all the foregoing statements and answers to all questions whether or not written by my/our own hand are to the best of my/our knowledge and belief complete and true; I/We also understand that in the event of doubt as to whether a fact is material, it should be disclosed here; (2) The Company is not bound by any statement which I/ we may have made to any person unless it is written or printed here and is presented and approved by the Company. If any relevant persons fail to provide any information requested in this claim form, it may result in the Company's inability to process and deal with this claim; (3) I/We understand and agree that the Company has the right to reverse/claw back any incorrect payment caused by incorrect information provided by me/us; (4) I/We agree to indemnify the Company against any loss, claim and action in connection with any false, misleading or incomplete information of my/our nationality, residence and/or tax status.

**L. 簽署(請勿在空白表格上簽署)SIGNATURE(Please DO NOT sign on BLANK form)**

	受保人(年齡 18 歲或以上) Insured(whose age is 18 or above)	保單持有人 / 索償人* Policyholder / Claimant*	見證人 Witness
簽署 Signature			
姓名 Name			
身份證/護照號碼 I.D. Card / Passport No.			
日期 Date	年 Year    月 Month    日 Day	年 Year    月 Month    日 Day	年 Year    月 Month    日 Day
*索償人與受保人/保單持有人關係 *Relationship with Insured/Policyholder			