



Dear Policyholder,

Thank you for calling our hotline.

We regret to note that you may have met with an accident or a loss, which you would like to see if your insurance policy provides an indemnity. We regret that we may not have a specially designed claim form for the type of insurance cover you intend to claim against. We hope you do not mind to write to us or through your insurance agent/ broker, to tell us what happened so that we may assist you to complete any claims procedures. In your letter, we will need at least the following information:

- The full name of the Policyholder
- The Policy Number
- The date of accident
- Where did the accident happen
- How did the accident happen
- Details of properties lost or damaged in the accident
- Details of any person(s) who was(were) injured in the accident

It is often easier if you will enclose in the letter any supporting document in respect of the loss sustained. **If the accident involves serious damage to properties (with say replacement or repair costs estimated to be over HK\$50,000.00) or serious bodily injury to any person, please call us immediately. We may instruct loss adjuster to visit you right away to help you solve the problem.**

With this information and documentation, we will be able to speed up any investigation and thus the claim settlement. Where circumstances require, we will contact you to obtain any further information or documentation that we may need.

We wish to be able to assist you wherever we can. So please do not hesitate to contact us either by phone at 2232 2960 or by correspondence any time you feel there is a need.

Yours faithfully,

Kenneth Chow
Chief Claims Officer



保戶/執事先生，

多謝致電本公司。

很遺憾得悉閣下/貴公司可能已遇上意外或蒙受損失，因而需要查詢有關賠償手續。本公司很抱歉並未為閣下/貴公司所需的保險設有特定的索償表格，煩請閣下/貴公司以書面方式，直接或經由保險代理申報意外詳情。於信件中，請提供下列資料：

- 保戶姓名
- 保單編號
- 意外日期
- 意外發生地點
- 意外發生詳情
- 意外中受損財物詳情
- 意外中受傷人仕資料

請隨信件交來所有有關損失之證明文件以加快賠償手續。假若事件中引致嚴重財物損失(估計更新或維修費用超過港幣伍萬元正)，或嚴重人身傷亡，請立即致電本公司，本公司可能即時委派公証人協助閣下/貴公司處理是次事件。

此舉將可加快本公司的調查工作，並盡快完成賠償程序。如有需要，本公司亦會聯絡閣下/貴公司索取進一步的資料及文件。

本公司希望盡量給予閣下/貴公司各方面協助，如有任何疑問，請致電 2232 2960 或來信本公司聯絡。

此 致

富勤保險(香港)有限公司