

# PROPERTY INSURANCE CLAIM FORM

## 產物保險索償表格

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### Personal Information Collection Statement

#### Purposes of Collection

The information you provide us is used for the purposes of :

- carrying out your instructions, arranging and providing the requested insurance covers;
- providing services relating to insurance covers contracted, including settlement of claims;
- providing you with information concerning the business or products of our company or of our subsidiary or associated companies;

and for any other purposes related to the above. Failure to supply such information may result in our being unable to provide the requested insurance covers or related services.

#### Transfer of Personal Data

Personal information held by us is kept confidential but we may provide such information to :

- reinsurers, intermediaries, contractors, third-party service providers, and other persons who provide services to us in connection with our business;
- statutory governmental or regulatory bodies or insurance industry organisations and institutions;
- our subsidiary or associated companies.

#### Access to Personal Data

You have the right to obtain access to and to request correction of any personal information concerning yourself held by Falcon Insurance Company (Hong Kong) Limited. Request for such access can be made to :

Data Protection Officer  
Falcon Insurance Company (Hong Kong) Limited  
6/F DCH Commercial Centre  
No.25 Westlands Road  
Quarry Bay  
Hong Kong

### 個人資料收集聲明

#### 收集目的

閣下所提供的資料將用作於：

- 執行閣下的指示及安排閣下要求的保險保障，
- 提供保險合約內的有關服務，包括理賠服務，
- 為閣下提供本公司或附屬公司、聯營公司的業務和產品資訊，

及與以上有關的其他業務運作。倘若閣下提供的資料錯誤或不完整，會導致本公司無法按閣下之要求提供保險保障和有關服務。

#### 個人資料轉交

本公司對個人資料是絕對保密，惟可能提供此資料予：

- 任何向本公司提供有關業務運作服務之人士、再承保公司、中介人及其他承約商，
- 官方監管機構及保險界組織及團體，
- 本公司的附屬公司及聯營公司。

#### 索閱個人資料

閣下有權查閱及要求更正由富勤保險(香港)有限公司持有有關閣下的個人資料，如有此項要求，可向富勤保險(香港)有限公司索閱：

資料保護主任  
富勤保險(香港)有限公司  
香港鰂魚涌  
華蘭路二十五號  
大昌行商業中心六樓



A member of  
the Insurance Claims Complaints Bureau

**PART I - INSURED DETAILS**

**甲部 - 保戶資料**

- 1) Name of Insured \_\_\_\_\_  
保戶姓名
- 2) Policy Number \_\_\_\_\_  
保單號碼
- 3) Address \_\_\_\_\_  
地址
- 4) Name of contact person \_\_\_\_\_  
聯絡人姓名
- 5) Telephone No. \_\_\_\_\_ Fax No. \_\_\_\_\_  
電話 傳真號碼

**PART II - ACCIDENT DETAILS**

**乙部 - 意外資料**

- 1) Date of accident or loss \_\_\_\_\_ 2) Time \_\_\_\_\_ a.m. / p.m.  
意外或損失日期 時間 上午/下午
- 3) Where did the accident or loss occur? \_\_\_\_\_  
意外或損失在何處發生?
- 4) How did the accident or loss occur? (In case of theft, please give full details showing how access to the property was effected, particularly whether there were signs of forcible entry or exist from the premises) 意外或損失如何發生?  
(如遇盜竊, 請詳述竊匪如何進入屋內, 並指出在該樓宇內有否被強行進入或離開的痕跡)
- 5) Have Police Authorities been informed?  
是否已向警方報案?
- Yes - If yes, please provide the following details :  No  
是 - 如是, 請提供下列資料: 否
- Police Report No. \_\_\_\_\_  
報案編號
- Name of Police Station \_\_\_\_\_  
警署名稱

**PART III - LIST OF LOST OR DAMAGED ITEMS**  
**丙部 - 損失或損毀物件清單**

NOTE : It is important to retain the damaged items for the insurer or its representative's inspection. Failure to do may affect you claim.

注意：請保留受損財物以供保險公司或其代表審視，否則可能影響閣下索償要求。

| No. of item on Policy schedule (if applicable)<br>保單附表<br>項目編號<br>(倘若適用) | Full description of lost or damaged item (please attach any accounts or estimate)<br>損失或損毀物件詳情<br>(請附上發票或估價單) | Date of purchase or acquisition & original cost<br>購買或擁有財物日期與財物原來價值 | Amount Claimed (HK\$)<br>要求賠償數目(港幣) | Remarks<br>附註 |
|--|---|---|-------------------------------------|---------------|
|  |   |   |                                     |               |

**PART IV - GENERAL DETAILS**  
**丁部 - 一般資料**

1) Is the claimant the sole owner of the property?

索償者是否財物之唯一擁有人？

Yes - 是

No 否

2) Are there any other insurance upon the same property?

是否有其他保險保障該財物？

Yes - If yes, please provide policy copies

是 - 如是，請提供該保險單副本

No 否

3) Has the claimant sustained other losses of the same nature?

過往曾否遭遇同樣性質的損失？

Yes - If yes, please give full details

是 - 如是，請詳述之

No 否

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4) Is the premises occupied at the time of loss?

事發時該樓宇單位是否有人居住？

Yes - 是

No 否

If not, how long has the premises been unoccupied?

如否，該樓宇單位空置了多久？

\_\_\_\_\_

5) Is the premises equipped with any alarm system?

該樓宇單位有否裝置防盜系統？

Yes - 是

No 否

**PART V - DECLARATION**  
**戊部 - 聲明**

I/We confirm that I/we have read and fully understand the Purpose of Collection of my personal data. I/We agree to the transfer of my data to the relevant parties as stated in the section of Transfer of personal Data.

本人/吾等確認已閱讀，並清楚明白收集本人/吾等個人資料之目的。本人/吾等同意富勤保險(香港)有限公司，將本人/吾等的個人資料，根據“個人資料轉交”一項所列，移交予有關人仕。

I/We do hereby affirm and declare that the above statements and the statements contained in the list of lost or damaged items are in all aspects true and complete and are made without reservation of any kind. I/We do further affirm and declare that to my/our knowledge no other person than myself/ourselves has any interest in the said property by bill of sale or as owner, mortgagee, trustee or otherwise, and that there are no other insurance except as specified in Part IV(2) above, effected on the said property by me/us, or so far as I am/we are aware, by any other person.

本人/吾等謹此證實及聲明以上所述及於損失或損毀清單內所述之內容皆屬真實，並無隱瞞或保留。本人/吾等並再次證實及聲明，據本人/吾等所知，除本人/吾等外並無任何其他人士以銷售單據或以財物主人，按揭人，託管人或其他身份對所述財物擁有主權；除如丁部(2)所述外，而本人/吾等或其他人等亦無向其他保險公司投保該財物。

\_\_\_\_\_  
Signature of Insured  
保戶簽署

\_\_\_\_\_  
Date  
日期

## 產物保險之一般索償程序

**甲：受損財物，假若其維修/更新費用估計超過港幣伍萬元正，請即致電本公司或閣下/貴公司的保險代理，本公司有可能委派公証行即時展開調查，並對未受損財物進行搶救。**

1. 在委派公証行後，有關公証人將盡快到達現場，並解釋一切索償程序。
2. 於收到維修或更換受損毀財物的估價單後，請先與公証人核實，方可進行維修或訂購新財物。
3. 在任何情況下，必須保護未受損之財物，避免其受到損毀。
4. 於事件中，如並沒有委派公証行進行調查，索償程序將與下列乙部相同。

**乙：受損財物，假若其維修/更新費用估計不超過港幣伍萬元正，請填妥附上的索償表格，直接或經由閣下/貴公司的保險代理送回本公司。**

1. 於遞交索償表格時，請連同下列文件：
  - 事發現場及受損財物之照片
  - 假若事件是由盜竊或搶劫引致，請附上警方報告及有關人仕的口供副本
  - 任何有關方面發出之損失證明副本
2. 當收到任何報價單、發票或收據後，請交來本公司以計算賠償額。
3. 在任何情況下，必須保護未受損財物，避免其受到損毀。

## Claims Procedures - Property Insurance

**A. If the estimated costs of repair/replacement of the damaged properties is likely to exceed HK\$50,000.00, call us or your insurance agent/broker immediately. We may need to send an adjuster to investigate the loss or to salvage any undamaged property right away.**

1. If an adjuster is appointed, he will visit the accident scene as soon as practicable. He will also advise you how to proceed with the claim.
2. Whenever any repair or replacement quotation is available, contact the appointed adjuster for a confirmation before instructing the repairer to commence repair or placing order to the supplier for a new replacement.
3. Every action should be taken to protect any undamaged property to prevent it from being further affected.
4. If an adjuster is not appointed, claims procedures will be the same as B below.

**B. If the estimated costs of repair/replacement of the damaged properties is unlikely to exceed HK\$50,000.00, complete and return the attached claim form to us either directly or through your insurance agent/broker.**

1. Send us the following together with the completed claim form:
  - pictures of the accident scene and damaged properties
  - a copy of the police report and statement(s) from any concerned party(ies) if there has been a theft, burglary or the like
  - copies of any confirmation of the loss from any relevant parties
2. When the quotations, invoices or receipts are available for the damaged properties, send them to us for adjustment.
3. Every action should be taken to protect any undamaged property to prevent it from being further affected.