

## OUTPATIENT CLAIM FORM 門診醫療索償表格

### Claim Notes

- This Form is applicable to outpatient claim.
- Each Claim Form is for one Claimant (Patient) only.**
- This Form must be submitted within 90 days of incurring such expenses.

### Claim Procedures

- Attach the **Original** receipt(s) issued by the doctor or certified true copy of receipt(s) issued by other insurers (if applicable). Each receipt **MUST** state the following information:
  - Full name of patient
  - Date of consultation / Date of treatment
  - Diagnosis
  - Breakdown of charges
  - Doctor's signature and official stamp
  - Name of Clinic/Laboratory/Hospital
- For outpatient visits in public hospital/clinic, please attach the original receipts together with a copy of medical certificate / sick leave certificate with specified diagnosis or discharge summary. If no diagnosis is provided by the doctor, the Claimant (Patient) is required to supplement the exact diagnosis (e.g. Hypertension) on the abovementioned documents and confirm with a signatory.
- For Laboratory Test, Specialist Consultation, Physiotherapy / Chiropractor and Prescribed Medicines claims, the Attending Physician's recommendation must be attached unless it is waived.
- For Chinese Herbalist claims, the following documents must be submitted:
  - original receipt
  - prescription
- Complete and sign this Form.**
- Provide copy of claim settlement advice from other insurers, if applicable.
- Please tick the appropriate box if certified true copy of receipt is required. Falcon Insurance Company (Hong Kong) Limited will retain the original receipt for record purpose.

### 索償注意事項

- 此索償表格適用於門診索償。
- 每張索償表格只限一名索償人(病人)。**
- 請於費用支出後 90 日內遞交此索償表格。

### 索償程序

- 附上由醫生簽發的收據正本或由其他保險公司發出的收據核實副本 (如適用)。每張收據必須列明以下資料:
  - 病人姓名
  - 診症日期 / 治療日期
  - 病症名稱
  - 收費項目說明
  - 醫生簽署及蓋章
  - 診所、化驗所或醫院之名稱
- 請附上由政府醫院或門診發出的收據正本及附有病症名稱的醫療證明書 / 病假證明書或出院摘要副本。若醫生未有註明病症名稱, 索償人(病人)須於上述文件上補充確實的病症名稱 (例如: 高血壓) 並簽署確認。
- 除已獲豁免外, 所有化驗、專科門診、物理治療 / 脊醫治療及處方藥之索償申請均須附有主診醫生之轉介信。
- 中醫門診索償申請必須提供以下文件:
  - 收據正本
  - 中藥藥方
- 填妥此索償表格及簽署。**
- 如適用, 請提供其他保險公司之賠償結算通知書副本。
- 如需索取收據之核實副本, 請於適當空格內畫上✓號。收據正本將存檔於富勤保險(香港)有限公司。

Policy No. 保單號碼		Policyholder Name 保單持有人名稱								
<b>Employee 僱員</b>		Type of Personal Identification Document and Number 身份證明文件類別及號碼 (Please tick the appropriate box 請於適當方格內畫上✓號)								
Name in English 英文姓名 Surname 姓 Other Name 名		<input type="checkbox"/> HKID Card No. 香港身份證號碼 <input type="checkbox"/> Passport No. 護照號碼 <input type="checkbox"/> Member Ref. No. 會員參考編號 <input type="checkbox"/> Staff No. 職員編號								
<b>Claimant (Patient) (if other than Employee) 索償人(病人) (如非僱員)</b>		Type of Personal Identification Document and Number 身份證明文件類別及號碼 (Please tick the appropriate box 請於適當方格內畫上✓號)								
Name in English 英文姓名 Surname 姓 Other Name 名		Relationship 關係	<input type="checkbox"/> HKID Card No. 香港身份證號碼 <input type="checkbox"/> Passport No. 護照號碼 <input type="checkbox"/> Member Ref. No. 會員參考編號 <input type="checkbox"/> Staff No. 職員編號							
No. 編號	Date of Treatment 診治日期 (DD/MM/YY)	Amount Incurred 索償金額	Type of Claim (Please ✓) 索償類別 (請用✓)							
			GP's Consultation 普通科醫生診症	*Chinese Medicine Practitioner Treatment / Boneseeting / Acupuncture 中醫 / 跌打 / 針灸	*Specialist's Consultation 專科醫生診症	*Physiotherapy / Chiropractic 物理治療 / 脊椎治療	*Lab Test 化驗	*Prescribed Medicine 處方藥	Dental 牙科	Others 其他
* Please attach Chinese Medicine prescription 請附上中藥藥方    * Please attach doctor's recommendation unless it is waived 除已獲豁免外, 請附上醫生轉介信										
Post-hospitalization follow up visit 出院後之跟進覆診 <input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否										
Date of hospitalization 住院日期: From 由 _____ (DD/MM/YY) to 至 _____ (DD/MM/YY)										
<input type="checkbox"/> <b>Return certified true copy of receipt(s) after claim processing. 如欲索回收據之核實副本, 請於方格內填上✓號。</b>										
<b>Declaration and Authorization 聲明及授權書</b>										
<p>1. I/We hereby declare that the foregoing statements, including any statement attached, are true, correct and complete to the best of my/our knowledge and belief. 本人/吾等謹在此聲明, 以上所述一切是根據本人/吾等所知所信正確填寫, 並為完全和真確。</p> <p>2. Consent &amp; Authorization I/We acknowledge that I/we have been provided with a copy of the Personal Information Collection Statement (the "Statement") issued by Falcon Insurance Company (Hong Kong) Limited (the "Company"). I/We confirm that I/we have read and understood the Statement. I/We hereby give my/our consent and authorise that the Company may collect, use, transfer, store, disclose and otherwise process my/our personal data in accordance with the Terms of the Statement. I hereby authorize / and on behalf of the Claimant hereby authorize* (i) any doctor, hospital, clinic, or insurance company, government office or any organization or persons who has any records / knowledge / information of me / the Claimant* (whether medical or otherwise) to disclose, release or transfer to the Company or its representative such record, knowledge or information pertinent to the claim herein and / or the disability resulting from the said claim; (ii) the Company or any of its appointed medical / para-medical examiners or laboratories to perform necessary medical assessment and tests to evaluate the health status of me / the Claimant* in relation to (i) above. This authorization shall bind the successors and assignees of me / the Claimant* and remains valid notwithstanding death or incapacity. A photostatic copy of this authorization shall be as valid as the original. (*Delete where appropriate)</p> <p>同意及授權書 本人/吾等確認, 本人/吾等已獲提供一份由富勤保險(香港)有限公司(「本公司」)發出的個人資料收集聲明(「該聲明」)。本人/吾等確認已經閱讀並且明白該聲明。本人/吾等同意本公司可依照該聲明的條款收集、使用、轉移、保存、透露及以其他方式處理本人/吾等的個人資料。本人謹此授權 / 謹此代表索償人授權* (i) 任何擁有本人 / 索償人*的醫療記錄或資料之醫生、醫院、診所、保險公司、政府部門或其他機構及人仕, 向貴公司或其代表透露及提供關於本人 / 索償人*之記錄或資料; (ii) 貴公司或其指定之醫護檢查人員或化驗所對本人 / 索償人*進行與 (i) 有關之身體檢查及化驗。此授權對本人 / 索償人*之繼承人及受讓人均有約束力, 即使在本 / 索償人*身故或喪生行為能力後仍然有效。此授權書之副本, 與正本同樣有效。 (*請將不適用者刪除)</p>										
Signature of Claimant (Patient) / Parent or Legal Guardian (if Claimant (Patient) aged below 18) 索償人(病人)簽署 / 父母或合法監護人簽署 (如索償人(病人)年齡少於 18 歲)								Date 日期 (DD/MM/YY)		

If there is any discrepancy between the English and Chinese versions, the English version shall apply and prevail. 英文版本與中文版本之間如有任何歧異, 均以英文版本為準。

EMPLOYEE BENEFITS DIVISION 僱員福利部

## Personal Information Collection Statement (the “Statement”)

In compliance with the Personal Data (Privacy) Ordinance (Cap. 486) (the “Ordinance”), Falcon Insurance Company (Hong Kong) Limited (the “Company”) would like to inform you of the following:

(1) From time to time, it is necessary for you to supply the Company with personal data in connection with the application for and provision of insurance products and services as well as the carrying out by the Company of other services relating to these insurance products and services. Failure to supply such data may result in the Company being unable to process your insurance applications or to provide or continue to provide the insurance products and services and/or the related services to you. Data may also be collected by the Company from you in the ordinary course of the Company’s business, for example, when you lodge insurance claims with the Company or generally communicate verbally or in writing with the Company, by means of documentation or telephone recording system, as the case may be.

### **(2) PURPOSES FOR COLLECTING PERSONAL DATA**

Personal data relating to you held or collected by the Company (including but not limited to credit information and claims history) may be used for the following purposes:

- (i) processing applications for insurance products and services;
- (ii) providing insurance products and services to you and processing requests made by you in relation to our insurance products and services, including but not limited to requests for addition, alteration or deletion of insurance benefits or insured members, setting up of direct debit facilities as well as cancellation, renewal, or reinstatement of insurance policies;
- (iii) processing, adjudicating, settling and defending insurance claims as well as conducting any incidental investigation, detecting and preventing fraud (whether or not relating to the policy issued in respect of this application);
- (iv) performing functions and activities incidental to the provision of insurance products and services such as identity verification, data matching and reinsurance arrangement;
- (v) exercising the Company’s rights in connection with the provision of insurance products and services to you from time to time, for example, to recover indebtedness from you;
- (vi) designing insurance products and services with a view to improving the Company’s service;
- (vii) preparing statistics and conducting research;
- (viii) complying with the obligations, requirements and/or arrangements for disclosing and using data that bind on or apply to the Company or that it is expected to comply according to:
  - (a) any law binding or applying to it within or outside the Hong Kong Special Administrative Region (“Hong Kong”) existing currently and in the future;
  - (b) any guidelines or guidance given or issued by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers within or outside Hong Kong existing currently and in the future; or
  - (c) any present or future contractual or other commitment with local or foreign legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers that is assumed by or imposed on the Company by reason of its financial, commercial, business or other interests or activities in or related to the jurisdiction of the relevant local or foreign legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations;
- (ix) complying with sanctions or prevention or detection of money laundering, terrorist financing or other unlawful activities;
- (x) enabling an actual or proposed assignee, transferee, participant or sub-participant of the Company’s rights or business to evaluate the transaction intended to be the subject of the assignment, transfer, participation or sub-participation; and
- (xi) any other purposes relating to the purposes listed above.

### **(3) TRANSFER OF PERSONAL DATA**

Personal data held by the Company relating to you will be kept confidential but the Company may provide such data to the following parties for the purposes set out in paragraph (2) of this Statement:-

- (i) any agent, contractor or third party service provider who provides services to the Company in connection with the operation of its business including administrative, telecommunications, computer, payment, data processing, storage, investigation and debt collection services as well as other services incidental to the provision of insurance products and services by the Company (such as insurance adjusters, claim investigators, debt collection agencies, data processing companies and professional advisors);

- (ii) reinsurance companies with whom the Company has or proposes to have dealings;
- (iii) any person or entity to whom the Company is under an obligation or otherwise required to make disclosure under the requirements of any law or rules, regulations, codes of practice, guidelines or guidance given or issued by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers binding on or applying to the Company or with which the Company is expected to comply, or any disclosure pursuant to any contractual or other commitment of the Company with local or foreign legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers, all of which may be within or outside Hong Kong and may be existing currently and in the future;
- (iv) any actual or proposed assignee, transferee, participant or sub-participant of the Company’s rights or business; and
- (v) the following persons who carry out any of the purposes described in paragraphs (2)(i)-(2)(iii) of this Statement: insurance adjusters, agents and brokers, employers, health care professionals, hospitals, accountants, financial advisors, solicitors, organisations that consolidate claims and underwriting information for the insurance industry, fraud prevention organisations, other insurance companies (whether directly or through fraud prevention organisation or other persons named in this paragraph), the police and databases or registers (and their operators) used by the insurance industry to analyse and check information provided against existing information.

Such information may be transferred to a place outside Hong Kong.

### **(4) DATA ACCESS AND CORRECTION RIGHT**

In accordance with the Ordinance, you have the right to check whether the Company holds personal data about you and to require the Company to provide a copy of such data and to correct the data which is inaccurate. Such requests can be made in writing to the Data Protection Officer of the Company at the following address, email or fax number:

Data Protection Officer  
Falcon Insurance Company (Hong Kong) Limited  
Suites 7-11, 3/F,  
No.12 Taikoo Wan Road,  
Taikoo Shing,  
Hong Kong  
Email: [info@falconinsurance.com.hk](mailto:info@falconinsurance.com.hk)  
Fax: (852) 2232 2899

According to the Ordinance, the Company has the right to charge a reasonable fee for the processing of any data access request.

- (5) You also have the right, by writing to the Company’s Data Protection Officer at the address, email or fax number provided in paragraph (4) of this Statement, to request for the Company’s policies and practices in relation to personal data and to be informed of the kinds of personal data held by the Company.
- (6) The Company keeps your personal data only for a period reasonably necessary for any of the above purposes or as prescribed by the applicable laws or regulations.
- (7) Should you have any query with this Statement, please do not hesitate to contact our Customer Service Hotline at (852) 2232 2888.
- (8) Nothing in this Statement shall limit the rights of the customers under the Ordinance.
- (9) The Company retains the right to change this Statement.

May 2020  
Issued by Falcon Insurance Company (Hong Kong) Limited

## 個人資料(私隱)條例 — 個人資料收集聲明(「本聲明」)

為依從個人資料(私隱)條例(「條例」)，富勤保險(香港)有限公司(「本公司」)特此通知閣下以下事項：

(1) 在申請及接受保險產品及服務時，及當本公司提供與保險產品及服務相關之其他服務時，閣下有需要不時向本公司提供個人資料。若閣下未能提供該等資料，可能會令本公司無法處理閣下的保險申請或向閣下提供或繼續提供保險產品及服務及/或其他相關服務。本公司亦可能會在日常業務運作的過程中向閣下收集資料，例如當閣下向本公司提出保險索償或當在一般情況下以口頭或書面形式與本公司溝通。

### (2) 個人資料收集目的

本公司所存下或收集的關於閣下的個人資料(包括但不限於信用資料和以往申索紀錄)可能會用作下列用途：

- (i) 處理保險產品及服務的申請；
- (ii) 為閣下提供保險產品及服務及處理閣下就本公司的保險產品及服務提出的要求，包括但不限於要求增加、更改或刪除保障項目或受保成員，訂立直接付款安排及保單取消、更新或復效申請；
- (iii) 處理、判定、結清保險索償及就索償抗辯，包括進行任何附帶調查，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)；
- (iv) 執行與所提供的保險產品及服務相關的功能及活動，如核實身份、資料核對及再保險之安排；
- (v) 行使本公司因不時向閣下提供保險產品及服務而享有的權利，例如向閣下追討欠款；
- (vi) 設計保險產品及服務以提升本公司的服務質素；
- (vii) 製作數據及進行研究；
- (viii) 履行根據下列對本公司具有約束力或適用或期望其遵守的就披露及使用資料的義務、規定及/或安排：
  - (a) 不論於香港特別行政區(「香港」)境內或境外及不論目前或將來存在的對其具法律約束力或適用的任何法律；或
  - (b) 不論於香港境內或境外及不論目前或將來存在的任何法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會所作出或發出的任何指引或指導；或
  - (c) 本公司因其位於或跟相關本地或外地的法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會的司法管轄區有關的金融、商業、業務或其他利益或活動，而向該等本地或外地的法律、監管、政府、稅務、執法或其他機關，或有關的自律監管或行業組織或協會承擔或被彼等施加的任何目前或將來的合約或其他承諾；
- (ix) 符合制裁或預防或偵測清洗黑錢、恐怖分子融資活動或其他非法活動；
- (x) 允許本公司的權益或業務的實際或建議承讓人、受讓人、參與人或附屬參與人，就擬涉及的轉讓、出讓、參與或附屬參與的交易進行評估；及
- (xi) 與上述有關的其他用途。

### (3) 個人資料的轉移

存於本公司的個人資料將會保密，但本公司可能會向以下各方透露該等資料作本聲明第(2)段所列出的用途：

- (i) 任何代理人、承包人或就本公司之業務運作，包括行政、電訊、電腦、付款、資料處理、儲存、調查和收數服務，或就與保險產品及服務相關之其他服務，向本公司提供服務的第三方服務供應者(如保險理算人、理賠調查員、收數公司、資料處理公司及專業顧問)；
- (ii) 與本公司有或將有商業往來的再保險公司；
- (iii) 本公司為遵守任何法律規定，或根據法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會所作出或發出對本公司具有約束力或適用或期望其遵守的規則、規例、實務守則、指引或指導，或根據本公司向本地或外地的法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會的任何合約或其他承諾(以上不論於香港境內或境外及不論目前或將來存在的)，而有義務或以其他方式被要求向其作出披露的任何人士或機構；
- (iv) 本公司的權益或業務的任何實際或建議承讓人、受讓人、參與人或附屬參與人；及

- (v) 為履行任何本聲明第(2)(i)-(2)(iii)段所列明的用途的以下人士：保險理算人、代理和經紀；僱主；醫護專業人士；醫院；會計師；財務顧問；律師；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)。

該等資料可能被轉移至香港境外。

### (4) 查閱及改正資料權利

根據條例規定，閣下有權查詢本公司是否持有閣下的個人資料及要求索取該等資料的複本(查閱資料要求)，並要求本公司就不準確的資料作出改正。閣下如欲行使有關權利，請以書面經以下聯絡方法向本公司的資料保護主任提出：

資料保護主任  
富勤保險(香港)有限公司  
香港太古城  
太古灣道12號  
3樓7-11室  
電郵：[info@falconinsurance.com.hk](mailto:info@falconinsurance.com.hk)  
傳真：(852) 2232 2899

根據條例，本公司有權就辦理任何查閱資料要求收取合理費用。

- (5) 閣下亦有權根據本聲明第(4)段所提供的聯絡方法向本公司的資料保護主任索取本公司有關個人資料私隱的政策及實務，並獲告知本公司持有的個人資料的種類。
- (6) 本公司只會根據上述任何用途上的合理需要或適用法例或規例規定的期間保存閣下的個人資料。
- (7) 如閣下對本聲明有任何疑問，請致電本公司的客戶服務熱線(852) 2232 2888。
- (8) 本聲明不會限制客戶在條例下所享有的權利。
- (9) 本公司保留修改本聲明的權利。

2020年5月  
由富勤保險(香港)有限公司發出