中銀集團保險有限公司
BANK OF CHINA GROUP INSURANCE COMPANY LIMITED

Claim No. (for office use):
索償編號（公司專用）:_____

Easy eClaims Service for Hospitalization and Surgical benefits has been launched. Please scan the QR code for details:
簡易住院及手術電子理賠服務經已推出，詳情請掃瞄二維碼:

香港中環德輔道中71號永安集團大廈九樓9/F., Wing On House, 71 Des Voeux Road Central, Hong Kong. 客戶服務熱線Customer Service Hotline：3187 5100 傳真Fax：3906 9906

HOSPITALISATION & SURGICAL CLAIM FORM 住院及手術索賠申請書

This form is applicable to hospitalization & outpatient surgery claim 本表格適用於住院及門診手術索賠

Please complete and sign this claim form and ensure all required documents in Part III - Claims Document Checklist are attached.
Note: ORIGINAL DOCUMENTS submitted would be retained by our company. You are advised to keep a copy for reference.
請填妥本申請書及簽署後連同第三部份 - 索償文件清單所列之有關文件一併遞交。注意：所遞交之正本文件將會存留於本公司，請自備副本參考。

Part I – Insured (patient) Details (To be completed by the insured / policyholder)
第一部份 – 受保人(病人)資料 (由受保人 / 投保人填寫)

Individual Policy No. 個人保單號碼	Policyholder Name 投保人姓名

Must Complete The Following 以下部份 • 必須填寫

Patient Name (in full) 病人姓名	Patient's HKID / Passport No. (個人保單適用 for individual only) 病人香港身分證/護照號碼	Patient's Age 病人年齡

1. Has the patient been treated by other doctor(s) for similar or related illness in the past?
病人曾否因同一或有關之病症向其他醫生求診? ☐ No 否

☐ Yes, please specify: prior treatment date 有，請註明：曾經接受治療日期	Name & address of the doctor(s)/Hospital(s) 診治醫生姓名及地址/醫院名稱

2. If Hospitalization was due to Accident 若住院原因屬意外引致 :
a) Please state when, where, and how did it happen 請提供意外發生之時間、地點及經過
b) Did the patient report to the Police? 病人有否報警要求協助? ☐ No 無 ☐ Yes 有
If "yes", please advise the name and address of the police station and their reference number and attach a copy of the police report to claims submission.
若「有」，請提供警局名稱, 地址及檔案副本

3. a) Has the patient submitted this case to any other insurance company(s)? If yes, please provide name of other insurance company(s), policy number(s), certified true copy of medical receipt(s) issued by other insurance company(s) along with their settlement breakdown (if applicable).
病人有否就是次住院申請**曾向**其他保險公司提出索償?若「有」,請提供該保險公司名稱、保單號碼、由該保險公司出具的收據核實副本(代替正本收據)及賠償明細表(如適用)。
☐ No 無 ☐ Yes 有, _____
b) Will the patient submit this case to any other insurance company(s)? If yes, please provide name of other insurance company(s) and policy number(s).
病人是否**將會**就是次住院申請向其他保險公司提出索償? 若「是」,請提供該保險公司名稱和保單號碼。
☐ No 否 ☐ Yes 是, _____
c) ☐ "✓" the box for returning certified true copy of medical receipt(s) after claim processing (Remarks: The arrangement for returning receipts will be processed according to the policy terms and conditions. Please note certified true copy of medical receipt(s) will not be returned if the claims are fully reimbursed.)
如欲索回收據核實副本, 請在方格內填上「✓」號 (註: 退回收據安排將按保單條款處理。如申請已獲全數賠償，收據核實副本將不獲退回)。
d) If patient would like to claim the same loss under another policy with us (when applicable), please provide the policy number and "✓" the box.
若病人在本公司也有其他保單並且要求一併索償, 請提供該保單號碼並在下方空格內畫上「✓」號。
☐ Policy number 保單號碼: _____

4. Please provide name and address of family doctor 請提供閣下家庭醫生之姓名及診所之地址

5. Please provide policyholder's bank autopay account number in Hong Kong (Do not accept joint account) and email address for claim settlement purpose. Unless otherwise specify, the designated account number and email address shall be applied to all future claim settlements.
請提供投保人的香港銀行自動轉帳戶口號碼(不接受聯名戶口)及電郵地址作理賠賠款之用。指定之銀行自動轉帳戶口號碼及電郵地址將適用於以後的理賠，特別註明除外。

Bank Account Holder 戶口持有人	Bank and Branch Code 銀行及分行編號				Bank Autopay Account Number 自動轉帳戶口號碼											Email Address 電郵地址
Policyholder 投保人				--				--								

Authorization
I act on behalf of myself and my dependents hereby authorize any medical practitioner, hospital, clinic, insurance company to disclose to the ***Bank of China Group Insurance Co., Ltd.*** *all information concerning the above disability and any prior medical history for the purpose of proceeding the medical claim. A photostat of this authorization shall be as valid as the original.*

Declaration
1. I hereby declare that the above statement and answers are true and correct. I understand that any misrepresentation of the above statement and answers will cause my/our claim invalid.
2. I understand that the information provided by me to Bank of China Group Insurance Company Limited ("BOCG Insurance") is collected to enable BOCG Insurance to carry on insurance business and may be used for the purpose of:
(i) processing and evaluating my insurance application and any future insurance application I may make; (ii) administering my insurance policy and providing services in relation to my insurance policy; (iii) analysis or investigating, processing and paying claims made under my insurance policy; (iv) invoicing and collecting premiums and outstanding amounts from me; (v) any alterations, variations, cancellation or renewal of any insurance related product or service; (vi) contacting me for any of the above purposes; (vii) exercising any right of subrogation by BOCG Insurance; (viii) other ancillary purposes which are directly related to the above purposes; and (ix) complying with applicable laws, regulations or any industry codes or guidelines.

BOCG Insurance may disclose my and/or the Insured Person(s)'s personal data for the above purposes to the following classes of transferees (whether within or outside the Hong Kong Special Administrative Region):
(a) third party agents, contractors and advisors who provide administrative, communications, computer, payment, security or other services which assist BOCG Insurance to carry out the above purposes (including medical service providers, emergency assistance service providers, telemarketers, mailing houses, IT service providers and data processors); (b) in the event of a claim, loss adjudicators, claims investigators and medical advisors; (c) in the event of default, debt collectors and recovery agents; (d) insurance reference bureaus or credit reference bureaus; (e) reinsurers and reinsurance brokers; (f) my insurance broker (if any); (g) BOCG Insurance's legal and professional advisors; (h) BOCG Insurance's related companies (as that term is defined in the Companies Ordinance); (i) any association, federation or similar organization of insurance companies ("Federation") and its members that exists or is formed from time to time for any of the above or related purposes or to enable the Federation to carry out its regulatory functions or such other functions that may be assigned to the Federation from time to time and are reasonably required in the interest of the insurance industry or any member(s) of the Federation; (j) any member(s) of the "Federation" by the "Federation" for any of the above or related purposes; (k) any related company or any other company carrying on insurance or reinsurance related business or an intermediary or a claims or investigation or other service provider providing services relevant to insurance business for any of the above or related purposes; (l) any industry or regulatory bodies responsible for handling insurance related complaints and/or disputes; and (m) government agencies and authorities as required or permitted by law.
BOCG Insurance is hereby authorized to obtain access to and/or to verify any of my and/or the Insured Person(s)'s data with the information collected by the Federation from the insurance industry.
Moreover, BOCG Insurance may also use and disclose my and/or the Insured Person(s)'s personal data otherwise with my consent.
*I have the right to obtain access to and to request correction of any personal information concerning myself and/or the Insured Person(s) held by BOCG Insurance. Requests for such access can be made to BOCG Insurance's Legal and Compliance Department (*Address: 9/F., Wing On House, 71 Des Voeux Road Central, Hong Kong*)*

授權
本人現授權任何西醫、醫院、診所、保險公司及其他人士，均可向**中銀集團保險有限公司**提供本人或本人家屬之健康情況、傷病資料及病歷記錄，作為審核有關醫療保險索賠之用。本授權書之影印本與正本有同等效力。

聲明
1、本人聲明上述所填報之資料均屬真實無訛，本人清楚明白如上述資料有誤或不實，可能導致本人或本人家屬的保障無效。
2、本人明白本人提供予中銀集團保險有限公司("中銀集團保險")的資料，為中銀集團保險提供保險業務所需，並可能使用於下列目的:
(i) 處理及審批本人的保險申請或本人將來提交的保險申請；(ii) 執行本人保單的行政工作及提供與本人保單相關的服務；(iii) 分析或調查、處理及支付本人保單有關的索償；(iv) 發出繳交保費通知及向本人收取保費及欠款；(v) 任何與保險有關的產品或服務的任何更改、變更、取消或續期；(vi) 就以上用途聯絡本人；(vii) 中銀集團保險行使任何代位權；(viii) 其它與上述用途有直接關係的附帶用途；及(ix) 遵循適用法律，條列及業內守則及指引。
中銀集團保險亦可因應上述用途將本人及/或受保人的個人資料移轉予下列各方 (不論在香港特別行政區境內或境外)：
(a) 就上述用途，向中銀集團保險提供行政、通訊、電腦、付款、保安及其它服務的第三方代理、承包商及顧問（包括：醫療服務供應商、緊急救援服務供應商、電話促銷商、郵寄及印刷服務商、資訊科技服務供應商及數據處理服務商）；
(b) 處理索賠個案的理賠師、理賠調查員及醫療顧問； (c) 追討欠款的收數公司或索償代理；(d) 保險資料服務公司及信貸資料服務公司；(e) 再保公司及再保經紀；(f) 本人的保險經紀（若有）；(g) 中銀集團保險的法律及專業業務顧問；(h)中銀集團保險的關連公司(以《公司條例》內的定義為準)；(i) 現存或不時成立的任何保險公司協會或聯會或類同組織(「聯會」)及其會員，以達到任何上述或有關目的，或以便「聯會」執行其監管職能，或其他基於保險業或任何「聯會」會員的利益而不時在合理要求下賦予「聯會」的職能；(j) 透過「聯會」移轉予任何「聯會」的會員，以達到任何上述或有關目的；(k) 任何有關的公司，或任何其他從事與保險或再保險業務有關的公司，或與保險業務有關的中介人或索償或調查或其他服務提供者，以達到任何上述或有關目的；(l) 任何負責處理保險相關投訴及/或爭議之行業或監管機構；及(m) 法例要求或許可的政府機關。
本人在此授權中銀集團保險可向「聯會」從保險業內收集的資料中查閱及/或核對本人及/或受保人的任何資料。
此外，經本人同意，中銀集團保險可能會以其它方式使用及披露本人及/或受保人的個人資料。
本人有權查閱及要求更正由中銀集團保險持有有關本人及/或受保人的個人資料。如有需要，可向中銀集團保險法律與合規部提出 (地址: 香港中環德輔道中 71 號永安集團大廈 9 樓)。

Signature of Patient 病人簽署	Name of Patient (in BLOCK LETTERS) 病人姓名 (請以正楷書寫)	I.D. no. of Patient 病人身份證號碼	Date (DD/MM/YY) 日期（日／月／年）
Signature of Guardian if patient aged under 18 十八歲以下病人需有監護人簽署	Name of Guardian (in BLOCK LETTERS) 監護人姓名 (請以正楷書寫)	I.D. no. of Guardian 監護人身份證號碼	Contact No. (if applicable) 聯絡電話 (如適用)

Part II – Attending Physician's Statement (To be completed by attending physician at the patient / policyholder's own expenses)
第二部份 – 主診醫生證明書 (由主診醫生填寫，所需費用由病人 / 投保人承擔)

If the patient is confined in Hong Kong public hospital (managed by Hospital Authority, ward level), discharge summary with diagnosis would replace the completion of claim form Part II (Remarks: BOCG Insurance reserves the right to request claim form Part II).
如病人入住香港醫院管理局轄下公立醫院之普通病房，列明病因的出院撮要可替代填寫索賠申請書之第二部份 (註:本公司保留要求填寫索賠申請書第二部份之權利)。

Patient Name (in full) 病人姓名	Date of Admission (DD/MM/YY) 入院日期(日/月/年)	Date of Discharge (DD/MM/YY) 出院日期(日/月/年)

1. Clinical history of this patient : 門診病歷

a) Date on which the patient first consulted you related to this medical condition(s) / injury 病人首次就上述病況或有關疾病或受傷之求診日期

Symptoms and complaints for this hospitalization/treatment 病人是次主要因何癥狀或不適入院

b) Underlying cause(s) of this hospitalization 引致是次住院之主要原因

c) According to the medical history given by the patient, how long had he/she been experiencing these symptoms before the 1st consultation 病人初次求診時，該病癥已出現多久？

How long, in your opinion, has the patient been suffering from this illness? 您認為病人患有該疾病多久？

2. Hospitalization History of this patient : 住院病歷

a) Final Diagnosis
診斷結果

Date of Operation
手術日期

b) Operational procedure(s) performed
手術名稱

If you have consulted other doctor during this hospitalization, please provide the following 於住院期間，如曾將病者轉介往其他醫生，請提供下列有關資料:

Consulted Doctor's Name:
醫生姓名

Reason :
轉介原因

What treatment had the doctor performed (e.g. name of diagnostic tests, prescriptions, etc.)
治療名稱 (如診斷性檢查、處方等)

c) Please give brief discharge summary (including onset and duration of signs and symptoms/disease, etiology, types and results of major examinations, treatment, complications and follow up plan)
出院撮要 :(請列出有關疾病及病徵的病發日期、病因、檢驗性質及結果、有關治療、併發症及跟進計劃。)

d) Has the patient taken any home leave during this hospitalization ? if "yes", please state the date, time and reason
於住院期間，病者有否請假外出？如"有"，請列明日期、時間及原因

e) Please provide reason(s) for hospitalization if this type of cases can be managed on day care / out-patient basis.
如是次住院可在日間病房進行, 請提供住院原因

3. Professional comment 專業意見:

a) In your opinion, was the hospitalized illness a recurrent episode or a chronic illness or related to previous complaint/diagnosis. If "yes", please provide date of the first episode and details.
就閣下意見，是次病況是否為復發性病症或慢性病症？如"是"，請提供首次復發日期。

b) Has the patient even had the same symptoms before/has the patient been treated or hospitalized for the same symptoms before? 病者以前曾否患有同類病況？
If "yes", please state, to the best of your knowledge, on a separate sheet when and describe details (including a brief summary describing theonset date, duration of signs and symptoms,/disease, etiology types and results of major examinations, treatments, complications and follow-up plan.) 如"是"，請說明日期及詳情 (請另頁書寫並簽署作實)

c) Was the condition due to or associated with the following (Please circle the right answers) 上述情況是否因下列問題所致？(請圈出有關項目)
Accidental bodily injury, abuse of drugs or alcohol, AIDS/HIV related illness, venereal disease or sexually transmitted disease, pregnancy, infertility or sterilization, refractive error, cosmetic or plastic surgery, mental or nervous disorder, congenital condition, hereditary condition, developmental condition, self-inflicted injury, general check up or none of the above. 身體意外受傷／濫用藥物或酒精／後天免疫力缺乏症（愛滋病）／與人類免疫力缺乏病毒（HIV）、性病或因性接觸感染之疾病／懷孕、不育或絕育／視力不正常／美容或整容手術／精神病／先天性症狀或疾病／遺傳性症狀或疾病／發育期狀況／自我傷害／一般身體檢查或防疫注射／以上全不適用

d) If the condition is due to pregnancy, please advise the date of the LMP :
如上述情況由懷孕引致，請說明最後經期日期

4. Others : 其他

If you are referred by another doctor, please provide the referring doctor's name and address :
如閣下乃由其他醫生轉介，請提供該醫生姓名及地址：

I hereby certify that all information given above is accurate and true to the best of my knowledge 本人謹此聲明，以上所填報之資料，均屬真實無訛。

Signature of attending doctor/Surgeon with Practice/Hospital Stamp
主診／外科醫生簽署／醫院蓋章

Address and Telephone No.
地址及電話

Name of attending doctor/Surgeon
主診／外科醫生姓名

Date (DD/MM/YY)
日期（日／月／年）

Part III - Claims Document Checklist (Please "✓"as appropriate)
第三部份 - 索償文件清單 (請在適當空格填上「✓」號)

To avoid delay of process, please follow this checklist and ensure that all required documents are attached. BOCG Insurance may request for additional documents.
為免賠償延誤，請依據本部指引，提交所需之理賠文件。本公司可能要求提供額外相關索償文件。

Basic documents 基本文件		
☐	Claim Form 索賠申請書	• Claim Form Part I completed by the insured / policyholder 索賠申請書第一部份 - 由受保人或投保人填寫 • Claim Form Part II completed by attending physician 索賠申請書第二部份 - 由主診醫生填寫
☐	Medical receipts 醫療收據	• **Original** receipts (including medical receipt, deposit receipt) 正本收據(包括醫療收據, 按金收據) • **Original** Statement of Charges, Doctor's professional fee slip, breakdown of charges etc. 正本收費單, 醫生專業收費單, 費用明細等 • **Original** bill or invoice (if applicable) 正本賬單或發票 (如適用)
☐	All report(s) 所有報告	• Including but not limited to Laboratory test / X-ray / Ultrasound / ECG / Endoscopic / Imaging (e.g. MRI / CT Scan / PET Scan) & Histopathology report, etc. 包括但不限於化驗 / X光 / 超聲波 / 心電圖 / 內窺鏡 / 影像 (例如: 磁力共振造影 / 電腦掃瞄 / 正電子電腦掃瞄) 和病理學報告等 • Discharge summary 出院撮要
Additional documents (Applicable for / when) 附加文件 (適用於)		
☐	Claims paid by other insurance company 已獲其他保險公司支付賠償	• Certified true copy of medical receipt(s) from other insurance company 其他保險公司發出之收據核實副本 • Settlement breakdown from other insurance company 其他保險公司發出之賠償明細表 • Shortfall settlement proof from other insurance company 其他保險公司發出之差額繳付證明
☐	Hospitalized in Hong Kong Public Hospital (Applicable to Ward Room only) 入住香港公立醫院(只適用於普通病房)	• Discharge summary with diagnosis 列明病因的出院撮要 • Discharge slip (patient's copy) with diagnosis 列明病因的出院紙(病人備本) • Medical certificate (also known as sick leave certificate) with concrete diagnosis 列明診斷結果的醫生證明書(俗稱病假紙) • Attendance certificate 到診證明書
☐	Hospitalized in Mainland China Hospital 入住中國內地醫院	• Medical record 病情紀錄 • Admission record 入院紀錄 • Discharge summary 出院撮要 • Outpatient booklet 門診病歷
☐	Overseas Medical Receipt 海外醫療收據	• If the claim document is in neither Chinese nor English, kindly request an English translation from the doctor or medical facility. 如果索償文件並非用中文或英文填寫，請要求醫生或醫療機構提供英文翻譯本
☐	Traffic accident involved 涉及交通意外	• Police report / traffic accident report / police statement 警察報告 / 交通意外報告 / 警察口供紙副本
☐	Others 其他	• Please specify: 請列明: