

此欄由本公司填寫 Internal Use Only	產品名稱 Product	索償編號 Claim No.	開立日期 Open Date
<b>1. 索償人資料 Claimant Information</b>			
索償人姓名 Name of Claimant		性別 Gender	身份證號碼 ID Card No.
地址 Address		保險憑證編號 Certificate No.	
		電話號碼 Phone No.	
<b>2. 行李延誤 / 遺失行李、財物或證件 Baggage Delay / Loss of Baggage, Belongings or Identification Documents</b>			
發生日期、時間及地點 Date, Time & Place of Incident			
事件詳細經過 Details of Incident			
失物清單 Items Lost		購入時之價值 Original Cost	購入日期 Date of Purchase
索償金額 Amount Claimed			
上述項目是否受其他保險保障（如信用卡購物保障、家居保險等）？ Any other insurance policy covering the above items? <input type="checkbox"/> 是（請提供以下資料） Yes (Please provide the following information) <input type="checkbox"/> 否 No			
保險公司名稱 Name of Insurer		保單類別及號碼 Policy Type & No.	
備註：請提交證明事件經過及損失金額之正本文件（如航空公司報告、警方報告、購物收據等）。 Remarks: Please submit original documents proving the occurrence of the incident and the amount of loss (e.g. airlines irregularity report, police report, purchase receipts, etc.)			
<b>3. 旅程延誤 Travel Delay</b>			
原定行程 Original Schedule	航班編號 Voyage No.	日期 Date	出發時間 Departure Time
延誤後行程 Delayed Schedule	航班編號 Voyage No.	日期 Date	出發時間 Departure Time
延誤原因 Cause of Delay			延誤時數 Hours Delayed
上述項目是否受其他保險保障？ Any other insurance policy covering the above items? <input type="checkbox"/> 是（請提供以下資料） Yes (Please provide the following information) <input type="checkbox"/> 否 No			
保險公司名稱 Name of Insurer		保單類別及號碼 Policy Type & No.	
備註：請提交證明延誤原因及時間之文件（如登機證及機票副本、航空公司或旅行社證明等）。 Remarks: Please submit documents proving the cause and duration of delay (e.g. copy of boarding pass and flight ticket, confirmation from airlines or travel agent, etc.)			

#### 4. 取消 / 縮短旅程 Cancellation / Curtailment of Trip

索償原因  
Cause of Claim

旅行社名稱及地址  
Name & Address of Travel Agent

聯絡人姓名及電話號碼  
Contact Person & Phone No.

索償金額  
Amount Claimed

上述項目是否受其他保險保障？  是（請提供以下資料）  否  
Any other insurance policy covering the above items? Yes (Please provide the following information) No

保險公司名稱  
Name of Insurer

保單類別及號碼  
Policy Type & No.

備註： 請提交證明索償原因及不能退還款項之正本文件（如醫療報告、死亡證、付款收據等）。  
Remarks: Please submit original documents proving the cause of the claim and the unrecoverable amounts (e.g. medical report, death certificate, payment receipts, etc.)

#### 5. 醫療費用 Medical Expenses

發生日期、時間及地點  
Date, Time & Place of Incident

事件詳細經過  
Details of Incident

索償金額  
Amount Claimed

上述項目是否受其他保險保障？  是（請提供以下資料）  否  
Any other insurance policy covering the above items? Yes (Please provide the following information) No

保險公司名稱  
Name of Insurer

保單類別及號碼  
Policy Type & No.

備註： 請提交證明索償金額之正本文件（如醫療報告、付款收據等）。  
Remarks: Please submit original documents proving the amount claimed (e.g. medical report, payment receipts, etc.)

#### 6. 人身意外 Personal Accident

發生日期、時間及地點  
Date, Time & Place of Incident

事件詳細經過  
Details of Incident

直系親屬姓名 Name of Next of Kin

年齡 Age

身份證號碼 ID Card No.

關係 Relation

地址 Address

備註： 請提交有關證明文件（如意外報告、警方報告、死亡證等）。如受益人未滿十八歲，請提交其代理人資料及授權代理之證明。  
Remarks: Please provide relevant supporting documents (e.g. accident report, police report, death certificate, etc.) For next of kin(s) under 18 years of age, please provide particulars of the official administrator(s) and documents proving such authorized capacity.

## 7. 家居物品 Household Contents

發生日期、時間及地點  
Date, Time & Place of Incident

事件詳細經過  
Details of Incident

損失詳情  
Details of loss

索償金額  
Amount Claimed

上述項目是否受其他保險保障？  
Any other insurance policy covering the above items?

是 (請提供以下資料)  
Yes (Please provide the following information)

否  
No

保險公司名稱  
Name of Insurer

保單類別及號碼  
Policy Type & No.

備註： 請提交證明事件經過及損失金額之正本文件（如警方報告、相關單據等）。  
Remarks: Please submit original documents proving the occurrence of the incident and the amount of loss (e.g. police report, related receipts, etc.)

## 8. 個人責任 Personal Liability

發生日期、時間及地點  
Date, Time & Place of Incident

事件詳細經過  
Details of Incident

第三者索償人姓名及地址  
Name & Address of  
Third Party Claimant

您對第三者受傷或損失程度、金額和責任誰屬的意見  
Your View on Extent, Amount  
and Responsibility of Third Party  
Claimant's Injury/Damage

備註： 請提交所有相關文件（如意外報告、警方報告等）。如收到第三者之索償文件，請不要回覆，並盡快交予本公司處理。  
Remarks: Please provide all relevant documents (e.g. accident report, police report, etc.) Please do not answer any correspondence from third party claimant. Forward all such correspondence to us for follow up.

**個人資料收集聲明 Personal Information Collection Statement ("PICS")**此欄由本公司填寫  
Internal use only保單編號  
Policy No.:索償編號  
Claim No.:**A. 目的：**澳門保險股份有限公司(以下簡稱「本公司」)為以下目的收集閣下之個人資料：**Purpose:** Your personal data are collected by Macau Insurance Company Limited ("the Company") for the purpose of:

- (i) 處理、管理、落實及實行閣下不時提交予本公司的索償申請書或任何其他文件中所表明的申請； processing, administering, implementing and effecting the requests indicated in claim form or any documents that you may submit to the Company from time to time;
- (ii) 提供與索償申請書(和有關保單)相關的一切服務，包括(但不限於)改善本公司或其子公司及聯屬公司提供的有關該申請的服務或相關服務； providing all services related to the claim form (and the relevant insurance policy), including (but without limitation) improving such services or related services provided by the Company or its subsidiaries and affiliates;
- (iii) 就本公司之營運及向閣下提供之產品及服務而發送給為本公司提供相關行政、電訊、電腦、付款、數據處理或其他服務的任何人士(包括代理商、承包商或第三方服務提供者)； transferring to any person (including agent, contractor or third-party service provider) who provides administrative, telecommunication, computer, payment, data processing or other services in connection with the operation of the Company's business and provision of products and services to you;
- (iv) 就行政目的與閣下聯絡； communicating with you in relation to administrative purposes;
- (v) 調查、處理及繳付閣下保單的索償申請； investigating, processing and paying claims made under your insurance policy;
- (vi) 履行根據澳門特別行政區(「澳門」)任何法律、監管、政府、稅務、執法或其他機關，或監管機構或行業組織的要求，配合調查及遵守作出披露及/或使用資料的義務、規定或安排； co-operating with any investigation and complying with the obligations, requirements, or arrangements for disclosing and/or using data imposed by any legal, regulatory, governmental, tax, law enforcement or other authorities, or regulatory or industry bodies in the Macau SAR ("Macau");
- (vii) 遵守大新金融集團有限公司(「大新金融」)(一家香港公司和本公司的母公司的集團公司)為(1) 符合由任何澳門的法律、法規、政府、稅務、執法或其他機構、或自我監管或行業機構或金融服務供應商組織不時發出的適用法律及/或監管要求；(2) 符合制裁；或(3) 預防或偵測清洗黑錢、恐怖分子融資活動或其他非法活動的任何方案就於大新金融的集團公司內共用資料及資訊及/或資料及資訊的任何其他使用而指定的任何義務、要求、政策、程序、措施或安排； complying with any obligations, requirements, policies, procedures, measures or arrangements for sharing data and information within the group companies of Dah Sing Financial Holdings Limited ("DSFH") (a Hong Kong company and the parent company of the Company) and/or any other use of data and information in accordance with any groupwide programmes for (1) compliance with applicable legal and/or regulatory requirements issued from time to time by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of financial service providers in Macau; (2) compliance with sanctions; or (3) prevention or detection of money laundering, terrorist financing or other unlawful activities;
- (viii) 將閣下的個人資料發送給澳門保險公會及/或任何保險公司聯會及/或類似組織(以下簡稱「聯會」)以及/或聯會的任何成員，以供其履行其監管職能； transferring your personal data to Macau Insurers' Association and/or any federation or similar organization of insurance companies ("Federation") and/or any members of the Federation to carry out its regulatory functions;
- (ix) 統計或精算研究；及 statistical or actuarial research; and
- (x) 其他直接或間接與以上目的相關的目的。 other ancillary purposes which are directly or indirectly related to the purposes set out above.

閣下提供的個人資料將允許本公司在符合《個人資料保護法》的基礎上評估閣下的保單申請、為閣下提供產品及服務、處理本公司發出之保單之索償、或處理任何由閣下提出的要求、查詢或投訴。 The personal data provided by you will allow the Company to assess your policy application, provide products and services to you, process claims under insurance policies issued by the Company, or process any other requests, enquiries, or complaints from you in compliance with the Personal Data Protection Act.

**B. 轉移：**閣下提供的個人資料將保密處理，惟或會因以上所述之目的被轉移給以下屬於澳門、香港、中國及美國司法管轄範圍內之人士：**Transfer:** Personal data provided by you to the Company will be kept confidential but it may be transferred to the parties mentioned below, located within the jurisdiction of Macau, Hong Kong, China and the United States, for the aforementioned purposes:

- (i) 本公司的任何關連公司，包括母公司及/或分公司及/或附屬公司及/或聯屬公司以符合任何澳門境內或境外的法律、監管、自我監管、行業監管及/或資訊共享需要； any related company(ies), including parents and/or branches and/or subsidiaries and/or affiliates of the Company for compliance with any legal, regulatory, self-regulatory, industry regulatory and/or information sharing needs within or outside Macau;
- (ii) 任何其他從事審計、精算、評級機構、退休基金、保險、金融服務中介團體或再保險或共同保險相關業務的非本公司關連公司； any other unrelated company engaging in the business of audit, actuary, credit rating agency, pension fund, insurance, financial services intermediaries or reinsurance or coinsurance;
- (iii) 獲本公司授權以分銷本公司所提供之產品及服務的金融服務中介團體； financial service intermediaries that are authorized by the Company for the distribution of products and services provided by the Company;
- (iv) 提供與閣下的保單有關的索償、調查或其他服務的提供者； claims, investigation or other services provider providing services relevant to your insurance policies with the Company;
- (v) 現有或不時成立的相關行業協會及/或聯會； relevant industry association and/or Federation that exist or are formed from time to time;
- (vi) 於澳門境內或境外任何法律、監管、政府、稅務、執法或其他機關，或監管機構或行業組織； any legal, regulatory, governmental, tax, law enforcement or other authorities, or regulatory or industry bodies within or outside Macau;
- (vii) 與本公司業務(全部或部份)轉讓或擬轉讓有關的任何第三方，當中部分受讓方或位於澳門境內或境外；及 any third-party in connection with a transfer or a potential transfer of all or part of the business of the Company and some of the transferees may be located within or outside Macau; and
- (viii) 閣下的保險代理人、中介人或介紹人。 your insurance agents, intermediaries or referrer.

如閣下不希望本公司就上述目的轉移閣下的個人資料，請於下列方格內劃上「✓」。 If you do not wish the Company to make the above transfer, please "✓" the box below.

 本人/吾等不希望貴公司轉移本人/吾等之個人資料。

I/We do not want the Company to transfer my/our personal data for the above purposes.

**C. 查閱及更正：**閣下有權查明本公司是否持有閣下的個人資料，以及本公司持有的個人資料類別。我們可能要求閣下就此出示身份證明。收悉該等要求後，我們會盡快回覆閣下。閣下亦有權要求我們修改任何不正確的個人資料或要求更新資料。如閣下對我們收集及使用閣下資料的方式有任何憂慮，請聯絡我們，我們將盡力協助。閣下可向本公司的資料保障主任提出有關要求，其地址為澳門南灣大馬路594號澳門商業銀行大廈11樓。本公司有權處理閣下因查閱個人資料的要求而收取合理費用。

**Access and Rectification:** You have the right to ascertain whether the Company holds your personal data and what type of personal data the Company holds. We may ask for proof of your identity in such relations. On receipt of such request, we will endeavor to respond to you as soon as possible. You have also the right to request that we amend any personal data which is incorrect or requires updating. If you are concerned about the manner in which we have collected and used your data, please contact us and we will do the best to help. Your requests can be made to the Data Protection Officer of the Company at Avenida da Praia Grande No. 594, Edf. BCM, 11/F, Macau. The Company has the right to charge a reasonable fee for processing a request to access your personal data.

**D. 直接促銷：**除了以上所述的用途，本公司亦擬把閣下的個人資料作直接促銷用途，而本公司為該用途須獲得閣下同意(包括表示不反對)。就此，請注意：

**Direct Marketing:** Apart from the aforementioned purposes, the Company intends to use your personal data in direct marketing and the Company requires your consent (which includes an indication of no objection) for that purpose. In this connection, please note that:

- (i) 本公司可能不時把本公司持有的閣下姓名、聯絡資料、產品及服務組合資料、交易模式及行爲、財務背景及人口統計數據作直接促銷用途； your name, contact details, products and services portfolio information, transaction pattern and behaviour, financial background and demographic data held by the Company may from time to time be used by the Company in direct marketing;
- (ii) 以下類別的服務、產品及促銷標的可能被促銷； the following classes of services, products and subjects may be marketed:
  - (1) 財務、保險、退休基金、信用卡、銀行及相關服務及產品； financial, insurance, pension fund, credit card, banking and related services and products;
  - (2) 獎賞、客戶或會員或優惠計劃及相關服務及產品； reward, loyalty or privileges programmes and related services and products;
  - (3) 本公司的聯營合作夥伴提供之服務及產品(該等聯營合作夥伴的名稱載於相關服務及產品(視乎情況而定)的申請書及/或宣傳單張/海報中)；及 services and products offered by the Company's co-branding partners (the names of such co-branding partners can be found in the application form(s) and/or advertising leaflet(s) / poster(s) for the relevant services and products, as the case may be); and
  - (4) 為慈善及/或非牟利用途的捐款及捐贈； donations and contributions for charitable and/or non-profit making purposes;

- (iii) 上述服務、產品及促銷標的，可能由本公司及/或下列各方提供或(就捐款及捐贈而言)徵求： the above services, products and subjects may be provided or (in the case of donations and contributions) solicited by the Company and/or:
- (1) 大新金融的集團公司： group companies of DSFH;
  - (2) 第三方金融機構、保險商、退休基金公司、信用卡公司、證券及投資服務供應商； third party financial institutions, insurers, pension fund companies, credit card companies, securities and investment services providers;
  - (3) 第三方回贈、客戶獎勵、聯營夥伴或優惠計劃供應商； third party reward, loyalty, co-branding or privileges programme providers;
  - (4) 本公司及大新金融的集團公司的聯營合作夥伴(該等聯營合作夥伴的名稱載於相關服務及產品(視乎情況而定)的申請書及/或宣傳單張/海報中)；及 co-branding partners of the Company and the group companies of DSFH (the names of such co-branding partners can be found in the application form(s) and/or advertising leaflet(s) / poster(s) for the relevant services and products, as the case may be); and
  - (5) 慈善或非牟利機構； charitable or non-profit making organisations;
- (iv) 除由本公司推廣上述服務、產品及促銷標的以外，本公司亦擬將以上 (D)(i) 段所述的資料提供予以上 (D)(iii) 段所述的全部或任何人士，以供該等人士在推廣該等服務、產品及促銷標的中使用，而本公司為此用途須獲得閣下同意(包括表示不反對)； in addition to marketing the above services, products and subjects by the Company, the Company also intends to provide the data described in paragraph (D)(i) above to all or any of the persons described in paragraph (D)(iii) above for use by them or any of those persons in marketing those services, products and subjects, and the Company requires your consent (which includes an indication of no objection) for that purpose;
- (v) 本公司可能因將資料提供予以上 (D)(iv) 段所述的其他人士而獲得金錢或其他財產的回報。如本公司會因提供資料予其他人士而獲得任何金錢或其他財產的回報，本公司會於以上 (D)(iv) 段所述徵求閣下同意或不反對時如是通知閣下。 The Company may receive money or other property in return for providing the data to the other persons in paragraph (D)(iv) above and, when requesting your consent or no objection as described in paragraph (D)(iv) above, the Company will inform you if it will receive any money or other property in return for providing the data to the other persons.

如閣下不希望本公司如上述使用閣下資料或將閣下資料提供予其他人士作直接促銷用途，閣下可通知本公司以行使閣下拒絕推廣之權利。請於下列適當方格內劃上「✓」。 If you do not wish the Company to use or provide to other persons your data for their use in direct marketing as described above, you may exercise your opt-out right by notifying the Company. Please "✓" the appropriate box(es) below.

- 本人/吾等不希望貴公司使用本人/吾等之個人資料作直接促銷用途。  
I/We do not want the Company to use my/our personal data in direct marketing.
- 本人/吾等不希望貴公司將本人/吾等的個人資料提供予任何其他人士作直接促銷用途，不論該等人士是否大新金融的集團公司。  
I/We do not want the Company to provide my/our personal data to any other persons for their use in direct marketing and, whether or not such persons are the group companies of DSFH.

閣下將來可以撤回閣下對個人資料作本公司及第三方直接促銷用途的同意書。這項要求可向本公司的資料保障主任提出，其地址為澳門南灣大馬路 594 號澳門商業銀行大廈 11 樓。此後，本公司須停止使用閣下的個人資料作直接促銷用途。 You may, in future, withdraw your consent to the use of your personal data by the Company and/or any third parties in direct marketing. Such request can be made to the Data Protection Officer of the Company at Avenida da Praia Grande No. 594, Edf. BCM, 11/F, Macau and the Company shall cease to use your personal data in direct marketing.

#### E. 個人資料收集聲明的修訂 Amendment to the PICS

在法律允許的範圍內，本公司保留權利可隨時且在有或沒有通知的情況下通過在本公司的網站上發布修訂本個人資料收集聲明。然而，除上述發布方式外，本公司亦可能(但沒有義務)以書面形式知會閣下相關修訂。任何有關個人資料收集聲明的修訂將在刊登後即時生效。 To the extent permitted by law, the Company reserves the right to, at any time with or without notice, amend the PICS by publishing such amendments on the website of the Company. However, the Company may (but is not obliged to), in addition to the aforesaid, notify you in writing of such amendments. Should there be any amendment to the PICS, such amendment will become effective with immediate effect.

#### F. 任何本公司提供的服務/產品均不是以歐盟人士為目標。 Any service/ product provided by the Company is not targeted at customers in the European Union.

如本文件的中文及英文版之間有任何差異，概以中文版為準。 In the event of any discrepancy between the Chinese and English versions of this document, the Chinese version shall prevail.

#### 聲明 Declaration

本人/吾等謹此聲明：I/We hereby declare:

- a) 本人/吾等已細閱並同意受個人資料收集聲明的約束。 I/We have read and agree to be bound by the PICS.
- b) 本人/吾等明白並同意提供索償申請書上要求的個人資料是必需的，本人/吾等未能提供所需資料可導致貴公司不能處理本人/吾等的申請。 I/We understand and agree that the provision of the personal data requested in the claim form is mandatory, and my/our failure to provide all data requested may mean the Company is unable to process my/our application.
- c) 本人/吾等同意如本人/吾等提供予本公司的任何個人資料因任何理由變得準確、不完整或需要作出更新，本人/吾等須儘快將任何變更通知貴公司。 I/We agree that should any of my/our personal data provided to the Company, for whatever reason, become inaccurate, incomplete, or not up-to-date, I/we shall inform the Company of any such changes at the earliest opportunity.
- d) 保單持有人 / 受保人 / 索償人僅在繳付保險費後，方獲得保險提供之保障及賠償 / 補償；The insurance coverage and indemnity/compensation shall be provided to the policyholder / insured person / claimant insured on payment of the premium.
- e) 本人/吾等授權任何法定的監督或管理機構、警方、消防處、保險公司、任何醫院、醫療專業人士、內外科醫生向 貴公司或其代表提供任何一切本人/吾等於上述意外及/或本人/吾等於上述損失有關的資料記錄。本人/吾等亦授權 貴公司或其代表可就評估本人/吾等索償的事宜而使用上述資料。本授權書的副本跟正本具有同等法律效力。 I/We authorise any regulator or authority as required or permitted by law, police, Fire Services Department, insurance companies, any hospitals, physicians, medical practitioners to disclose to the Company or its representative any and all information with respect to the accident and/or my/our loss. I/We also authorise the Company or its representative to utilise such information and the like for the purpose of assessing my/our claim. A photocopy of this authorisation shall have the same legal effect as the original;
- f) 本人/吾等明白此索償申請書之發出及填寫並不代表 貴公司承認責任或保證賠償。I/we understand the issuance or completion of this Claim Form does not constitute admission of liability or guarantee payment of the claim on behalf of the Company.

保單持有人簽署及公司蓋印(如適用)

Signature of Policyholder with Company Chop (If Applicable)

保單持有人姓名 Name of Policyholder: \_\_\_\_\_

澳門居民身份證號碼

Macau ID No.: \_\_\_\_\_

日期

Date: \_\_\_\_\_ 日 dd / \_\_\_\_\_ 月 mm / \_\_\_\_\_ 年 yyyy

受保人簽署及公司蓋印(如適用)

Signature of Insured Person with Company Chop (If Applicable)

受保人姓名 Name of Insured Person: \_\_\_\_\_

澳門居民身份證號碼

Macau ID No.: \_\_\_\_\_

日期

Date: \_\_\_\_\_ 日 dd / \_\_\_\_\_ 月 mm / \_\_\_\_\_ 年 yyyy

索償人簽署及公司蓋印(如適用)

Signature of Claimant with Company Chop (If Applicable)

索償人姓名 Name of Claimant: \_\_\_\_\_

澳門居民身份證號碼

Macau ID No.: \_\_\_\_\_

日期

Date: \_\_\_\_\_ 日 dd / \_\_\_\_\_ 月 mm / \_\_\_\_\_ 年 yyyy