

Claims Procedure

1. Any occurrence of an accidental loss, which may give rise to a third party claim, the Policyholder should immediately complete a Travel Insurance claim form and advised Bank of China Group Insurance Company Limited (the Company). The Policyholder or Insured Person shall not be entitled to admit liability on behalf of the Company or to give any representations or other undertakings binding upon them except with the Company's written consent.
2. If medical attention is received for Bodily Injury or Sickness the Policyholder or Insured Person should pay and obtain an official receipt issued by a Medical Practitioner together with a Medical Certificate showing the nature of the injury or Sickness and sent back to the Company.
3. For any loss or damage to baggage etc. whilst in the custody of carriers (airline, bus company, etc) notification must be given immediately in writing to such carriers and a report should be obtained.
4. Any loss of money or property must be reported to the police at the place of loss within 24 hours of discovery and a report must be obtained.
5. In no event should a claim be notified later than thirty (30) days after the expiry of the Journey. The Policyholder or Insured Person should render his full co-operation during the course of investigation or assessment of the claim.

Bank Of China Group Insurance Company Limited Enquiry Hotline: (852) 3187 5100