

## Greater Bay Area Travel Insurance Plan

### Claim Notes

Claim Form must be submitted to Bank of China Group Insurance Company Limited (“BOCG Insurance”) not later than 30 days after the expiry of the journey.

Address: Claims Department, 8/F., Wing On House, 71 Des Voeux Road Central, Hong Kong

### Claim Procedure

Please submit the required documents together with Travel Insurance Claim Form to BOCG Insurance.

Claim items	Claim documents
<b>Personal Accident/ Compassionate Death Cash Benefit</b>	Medical report, accident report, local police report, death certificate, etc. If the beneficiary is/are minors (persons aged under 18), please give particulars of the official administrator(s) and provide copies of the documentation authorizing that person to act in this capacity.
<b>Medical and Other Expenses</b>	Original hospital invoice(s) and medical expenses receipt(s) with diagnosis stated, treatment referral letter, medical report/laboratory report (if any).
<b>Baggage and Personal Effects</b>	Original local/HKSAR police report, purchase receipt(s), airline’s property irregularity report, photos of damaged property and repair quotation stating the cause of damage or repairer’s written confirmation of irreparable property.
<b>Travel Document and Travel Ticket</b>	Original local police report, travel document/travel ticket replacement receipts, original receipt for extra accommodation fee (if any).
<b>Personal Liability</b>	Local police report or statement to police (if any), demand correspondence of claim from the third party.
<b>Travel Delay</b>	Copy of boarding pass, air ticket or travel ticket, written confirmation from the public conveyances stating the reason and duration of delay, original pet boarding services receipt(s).

<b>Cancellation of Trip</b>	Copy of hospital invoice or death certificate; original doctor's confirmation, travel tickets, receipts and agreements relevant to the claim and documentary proof of trip cancellation or curtailment with non-refundable amount, and documents certifying the relationship, e.g. marriage certificate, birth certificate agents, etc.
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**Notes for making a claim (For more details, please refer to the provisions of the relevant policy)**

- In order to proceed with your claim, BOCG Insurance may request for additional documents if needed.
- 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 advise BOCG Insurance. The Policyholder or Insured Person shall not be entitled to admit liability on behalf of BOCG Insurance or to give any representations or other undertakings binding upon them except with BOCG Insurance's written consent.
- If medical attention is received due to bodily injury or sickness, the Policyholder or Insured Person should pay the expenses and obtain an official receipt issued by a medical practitioner together with a medical certificate showing the nature of the injury or sickness and send back to BOCG Insurance.
- For any loss or damage to baggage etc. whilst in the custody of carriers, a written notification must be immediately given to such carriers and an related report should be obtained.
- Any loss of property (including but not limited to travel document and travel ticket), burglary/theft/robbery or any other similar attempt, must be reported to the police at the place of loss within 24 hours of discovery and an related report should be obtained.
- Prior approval from BOCG Insurance must be obtained before any assistance is provided or the hospital admission deposit is guaranteed. The insured person or his/her representative should contact the "24-hour Emergency Assistance Services" hotline to provide the policy number, the name and HKID card or passport number of the insured person, as well as the nature and location of the emergency for verification.
- Bank of China Group Insurance Company Limited Customer Service Hotline: **(852) 3187 5100.**