

(Please complete in block letters 請用正楷填寫)

MAKING A CLAIM 索償須知

- NOTE:** 1. Please **READ** your policy and relevant documents to check if your claim is covered under the policy terms and conditions.
 2. Please complete this form in block letters and submit it together with all relevant documents to
 Claims Department at "Allied World Assurance Company, Ltd 22/F One Island East, Taikoo Place, 18 Westlands Road, Quarry Bay, Hong Kong".

- 注意事項:** 1. 請查閱保單細則及有關文件，確保該項索償已納入為承保範圍之內。
 2. 請用正楷填寫表格，連同有關證明文件，送交 Allied World Assurance Company, Ltd 世聯保險有限公司理賠部，
 地址為香港鰂魚涌太古坊華蘭路18號港島東中心22樓。
 Tel 電話：+852 2968 3221 Fax 傳真：+852 2917 6179 Email 電郵：hk_claims@awac.com

| Assured's Information 受保人資料 | | | |
|------------------------------------|--|-------------------------|--|
| Name of Assured 受保人姓名 | | Policy No. 保單編號 | |
| Correspondence Address 通訊地址 | | | |
| Daytime Contact No. 日間聯絡電話號碼 | | Email 電郵 | |
| Fax No. 傳真號碼 | | Certificate No. 証書號碼 | |

| Circumstances of the Accident 意外詳情 | | | | |
|---|-----------------------------------|----------|--|----------|
| Conveyance 船舶名稱及航班編號 | | | | |
| ETD 離港日期 | | ETA 到港日期 | | B/L 提單日期 |
| Voyage 航程 | From 啟航地點 | To 目的地 | | |
| Sum Insured 投保額 | | | | |
| Nature of Loss 損失性質 | | | | |
| Statement of Claim 索償清單 | <u>Model/Description</u> 貨品名稱/型號 | | | |
| | <u>Damaged/Loss Quantity</u> 破損數量 | | | |
| | <u>Unit Price</u> 單價 | | | |
| | <u>Total Amount of Loss</u> 損失總額 | | | |

Checklist of Supporting Documents 索償文件清單

Please put a ✓ in the appropriate box 請在適當格內加上✓號

We have attached the following Documents 已附上以下文件

- Commercial Invoice 銷售發票
- Packing List 裝箱單
- Original bill of lading/airway bill/ consignment note or legible copy with reverse side 提單/空運提單正本或清晰副本，連背頁托運條款
- Original Certificate of Insurance/ Marine Policy 水險保單正本
- Claused Delivery Receipt 已註明破損的簽收單
- Claused Container Release Form (If applicable) 爛櫃紙 (如適用)
- Letter against Common Carrier and respective correspondences (please see attached specimen) 致船公司的投訴信 (請見附頁樣本) 及其覆函
- Photos at the Time of Delivery/Devanning 客戶在提貨或卸貨時所拍的照片
- Original Survey Report with Photos and Debit Note 商檢報告正本，連照片及賬單
- Others (Please specify) 其他 (請註明) _____

Declarations 聲明

We declare to the best of our knowledge and belief that the information given is true in every respect. We agree that any concealment or incorrect statement in connection with this claim may result in legal liability and the policy shall become void. 本公司謹此聲明，根據本公司所知及所信，本索償表格上填報之資料均實屬無訛。本公司並同意，任何蓄意欺騙或隱瞞將構成法律責任並導致保單失效。

Insured's Signature with Company Chop
投保人簽署及公司蓋印

Date 日期 _____

Personal Information Collection Statement

Purpose of Collection

Allied World Assurance Company, Ltd (“Allied World”) may collect and use your personal data to enable it to carry on its insurance business and to serve the purposes of:

- Processing your insurance application;
- Arranging a contract of insurance with you and administering the policy issued;
- Claims handling, investigation and analysis;
- Designing products and/or services for customers;
- Promoting, improving and furthering the provision of products and/or services by Allied World and its group companies; and
- Complying with any legal or regulatory requirements applicable to Allied World.

In general it is voluntary for you to provide Allied World with your personal data. However, if you do not provide sufficient information, Allied World may not be able to provide insurance services to you.

Transferee

Data held by Allied World relating to you will be kept confidential but Allied World may, for the purposes set out above, transfer your personal data to:

- Allied World’s companies;
- Reinsurers;
- intermediaries including insurance brokers and insurance agents;
- claims investigators, loss adjusters and other professional advisors;
- Allied World’s other appointed service providers, including for the following services: telecommunications, information technology, administration, data processing, payment processing, emergency assistance, legal, and medical;
- any insurance industry association or federation and their respective members; and
- any other person necessary to comply with applicable legal or regulatory requirements, or orders of competent authorities,

in each case both within and outside of the Hong Kong Special Administrative Region.

Marketing and Promotion

Treating you as a valued customer, Allied World and its group companies may use the personal data, including name and contact details, collected from you for the purposes of direct marketing of Allied World and its group companies’ general insurance products, services or offers and for sending you the promotional materials or updates of such products, services or offers when they become available.

Allied World may not use your personal data for direct marketing if you have indicated objection to such use by ticking the box next to the statement above the proposer’s signature block in the proposal form. You may also, at any time, request Allied World to cease the use of your personal data for direct marketing purposes, by informing Allied World’s Compliance Officer at the contacts set out below.

Access Requests and Corrections

You have the right to obtain access to and to request correction of any personal information concerning yourself held by Allied World. Requests can be made to the Compliance Officer of Allied World Assurance Company, Ltd by mail to 22/F One Island East, Taikoo Place, 18 Westlands Road, Quarry Bay, Hong Kong or fax to +852 2968 5111, or email to hkcompliance@awac.com.

個人資料收集聲明

資料收集目的

Allied World Assurance Company, Ltd 世聯保險有限公司(「本公司」)可能收集並使用閣下的個人資料，作為營運其保險業務及下列目的之用：

- 處理閣下的保險申請；
- 安排保險合約及管理已發出的保單；
- 索償處理、調查及分析；
- 為客戶設計產品或服務；
- 推廣、改善及進一步提供本公司及其集團公司的產品、服務；及
- 遵守適用於本公司的法律或規則要求。

一般而言，閣下向本公司提供個人資料屬自願性質。如閣下未能給予足夠的資料，本公司可能無法提供所需保險服務。

資料轉移

本公司持有的客戶資料將予保密，但本公司可能會把閣下的個人資料提供給下列各方作上述用途：

- 本公司的集團公司；
- 再保險公司；
- 中介人包括保險代理人及保險經紀；
- 索償調查者、公證行及其他專業顧問；
- 本公司其他指定服務提供者，提供包括以下服務：電訊、資訊科技、行政、數據處理、付款處理、緊急援助、法律及醫療；
- 任何保險業組織或聯會及其成員；及
- 任何必要人士以符合任何相關的法律或規則要求，或監管機構之命令，

以上各項適用於香港特別行政區境內及境外。

市場推廣

貴為本公司的重要客戶，本公司及其集團公司可能會透過閣下所提供的個人資料如姓名及聯絡方法，向閣下推廣本公司及其集團公司的一般保險產品、服務或優惠，及為閣下提供該等產品、服務或優惠的市場推廣資料和最新消息。

如閣下已於投保書勾選位於投保人簽署上方的空格表示不願接收任何市場推廣資料和最新消息，本公司將不會使用閣下的個人資料作直接推廣用途。閣下亦可隨時要求本公司停止使用閣下的個人資料作直接推廣用途。屆時請按照下述聯絡方式通知本公司的條理事務主任。

資料查閱要求及更改

閣下有權要求查閱及更改本公司所持有的任何有關您之個人資料。有關申請可循下列途徑向本公司之條理事務主任提出：郵寄至香港鯉魚涌太古坊華蘭路18號港島東中心22樓，或傳真至+852 2968 5111，或電郵至hkcompliance@awac.com。

Specimen 樣本

To: ABC Shipping Company / ABC Freight Forwarder / ABC Airlines

Dear Sirs

Re.: B/L No./MAWB No./HAWB No. :
Container No. :
Vessel/Flight No. :
Voyage :
ETA :
Consignment :

Please be advised that _____ damage/shortage of _____ pcs. was found in the captioned consignment at the time of delivery. We reserve our rights to hold you as the carrier/freight forwarder fully liable for all our loss sustained.

We will send you a debit note once all the supporting documents are available. Kindly acknowledge receipt of this letter and let us have your position regarding this case.

SPECIMEN – FOR REFERENCE ONLY

Yours faithfully,

Authorized Signature

c.c. Allied World Assurance Company, Ltd (Policy No. _____)