

(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 Suite 2201, 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2201室。

Tel 電話：+852 2968 3221 Fax 傳真：+852 2917 6179 Email 電郵：hk\_claims@awac.com

<b>Assured's Information 受保人資料</b>			
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	

<b>Circumstances of the Accident 意外詳情</b>				
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 \_\_\_\_\_

**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 \_\_\_\_\_ pieces. 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. \_\_\_\_\_ )

## **Personal Data Information Collection Statement (PICS)**

### **Purpose of Collection**

Allied World Assurance Company, Ltd (Hong Kong Branch) (collectively with the other subsidiaries of Allied World Assurance Company Holdings, Ltd, "Allied World") may collect and use your personal data for the purposes of conducting its insurance business, including:

so that we can provide you with and manage insurance products and services, including to consider and process your application; to vary, cancel or renew your insurance; to deal with and/or process any claims under your policy, including settlement, and to conduct necessary investigations; to complete due diligence and background checks that are either required by law or regulation or have been put in place by Allied World; to respond to your queries and administer your policy, including correspondence with you; to investigate fraud, misconduct or any unlawful act or omission in relation to your policy; so that we can comply with legal obligations; for research and statistical purposes; for marketing (including, where permitted by law, direct marketing) of other services provided by us; and/or any purpose directly related to the above.

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.

### **Potential Transferees**

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:

other insurers; reinsurers; intermediaries; insurance associations, federations or similar organisations; related companies; our advisers, service providers and agents; external claims data collectors and verifiers; parties that have an insurance scheme in place under which you purchased your policy; parties involved in claims investigation and management; government and statutory agencies; and/or as otherwise required or allowed by law, 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 will not use your personal data for direct marketing if you have indicated objection to such use by ticking the opt-out box on 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 contact information set out below.

### **Access Requests and Corrections**

You have the right, subject to applicable law, to request access to and correction of any personal data concerning yourself held by Allied World. Requests can be made to the Compliance Officer of Allied World Assurance Company, Ltd, by mail to Suite 2201, 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](mailto:hkcompliance@awac.com).

## **個人資料資訊收集聲明 ( PICS )**

### **收集目的**

Allied World Assurance Company, Ltd 世聯保險有限公司 ( 香港分行 ) ( 與 Allied World Assurance Company Holdings, Ltd 的其他子公司統稱「Allied World 世聯」) 為營運其保險業務之目的可能會收集和使用閣下的個人資料，包括：

以便本公司為閣下提供保險產品及服務並予以管理，包括考慮及處理閣下的保險申請；更改、取消或更新閣下的保險；應對及/或處理閣下保單的索賠，包括賠償及作出必要的調查；完成法律或法規要求或 Allied World 世聯實施的盡職審查和背景調查；回應閣下的查詢以及管理閣下的保單，包括與閣下通訊；調查與閣下保單相關的詐欺、不當行為或任何非法行為或不作為；以便本公司能遵守法律上的要求；用於研究和統計目的；用於營銷 ( 包括在法律允許的情況下直接促銷 ) 本公司提供的其他服務；及/或與上述直接有關的任何目的。

一般而言，向 Allied World 世聯提供個人資料屬自願性質。雖然如此，如閣下未能提供足夠資料，Allied World 世聯可能無法為閣下提供所需的保險服務。

### **潛在資料轉移**

Allied World 世聯會確保持有的個人資料保密，但本公司可能會基於上述目的將閣下的個人資料轉移予：

其他保險公司；再保公司；中介機構；保險業組織、聯會或類似組織；關連公司；本公司的顧問、服務提供者和代理人；本公司以外的索賠資料收集者及核查人員；閣下於已設有保險計劃購買保單時的各方；參與索賠調查以及管理的各方；政府和法定機構；及/或任何相關的法律或規則要求或允許的人士。以上各項適用於香港特別行政區境內及境外。

### **市場推廣**

閣下貴為 Allied World 世聯的尊貴客戶，本公司及其集團公司可能會透過閣下為直接促銷所提供的個人資料 ( 包括姓名及聯絡資料 )，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，以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。

若閣下已於投保書上選擇拒絕本公司利用閣下的個人資料進行直接促銷並表示不願接收任何市場推廣資料和最新消息，Allied World 世聯將不會使用閣下的個人資料作直接推廣用途。閣下亦可隨時透過下述聯絡方式通知本公司的合規主任並行使其選擇權拒絕本公司利用閣下的個人資料進行直接促銷。

### **查閱個人資料要求及更改個人資料**

在符合適用法律的情況下，閣下有權要求查閱及更改 Allied World 世聯所持有任何有關閣下的個人資料。有關申請可循下列途徑向本公司的合規主任提出：郵寄至香港鰂魚涌太古坊華蘭路 18 號港島東中心 22 樓 2201 室，或傳真至 +852 2968 5111，或電郵至 [hkcompliance@awac.com](mailto:hkcompliance@awac.com)。