

**Motor Claim Handling Process 車險理賠流程圖**

(Applicable to Accident involving Third Party in Guangdong Province Only 只適用於廣東省涉及第三者之意外)

**Avoid danger at the  
accident scene  
出險**

If your vehicle is involved in an accident, you should turn on the hazard warning flashlights immediately, you should also turn on the marker lights and rear tail lights during night time. If it is not possible to leave the accident scene, for your own safety and to prevent a further accident, a warning sign such as a reflective signage should be placed 50-100 meters (for highways, 150 meters) from your car to warn oncoming vehicles.

Reminder: Do not drive away, abandon your car nor flee the accident scene.

若閣下的車輛發生事故，應立即開啟危險報警閃光燈，夜間出險還應打開示廓燈和後尾燈。若閣下不能撤離現場，為個人安全及防止再次發生事故，閣下應當在來車方向50-100米處擺放反光牌等警告標誌（高速公路在150米以外）。

溫馨提示：發生事故後切忌不可駕車或棄車逃離現場。

**Claims Reporting  
報案**

If your vehicle is involved in an accident, please immediately call the customer service hotline +86 95500 of our claims services provider, China Pacific Property Insurance Co, Ltd. (“CPIC”), to report the accident. CPIC will then give you guidance on the subsequent claims handling procedures. CPIC provides country-wide claim support services.

If the accident is serious or involves bodily injury, please call the police at 110 and / or call 120 for medical assistance (as necessary).

若閣下的車輛發生事故，請及時撥打本公司的理賠服務提供商中國太平洋財產保險股份有限公司（“中國太保”）的全國統一客戶服務熱線 +86 95500 報案，並根據接報案人的提示進行後續理賠處理。中國太保在全國所有機構網點開通了車險全國通賠服務閣下。

若屬嚴重事故或涉及人身傷亡，請撥打交警110電話報警，並視傷者情況撥打120救助。

### On-site Handling 現場處理



After receiving your claim notification, the CPIC claim handler will assist you and give you guidance for on-site handling. They will also inform you of the required claims supporting documents which you must submit to CPIC as soon as practicable so as to enable them to further process your claim.

After ensuring your own safety, you may take photos of the accident scene with your mobile phone as evidence. Please ensure that you cooperate with CPIC's claim handler, the traffic police and/or ambulance crew upon their arrival at the accident scene.

接到報案後中國太保會及時安排查勘人員協助閣下進行現場處理。他們也會通知閣下所需提交的索賠資料。請閣下在事故發生後及時提交該索賠資料給中國太保以便他們繼續處理案件。

在保證安全的情況下，閣下可用手機拍攝現場環境情況，以備證據。當查勘員、交警、救護車到達現場後，請積極配合他們。

### Adjustment of Claim 確定損失



In the event your vehicle is involved in an accident, please do not admit liability or attempt to negotiate a settlement or pay any compensation to any third party.

若閣下的車輛發生事故，請不要向第三方承認責任或嘗試或企圖跟對方達成賠償協議或支付任何賠償費用。

### Claim Handling 索賠過程



As your claim is being processed, please follow the guidance of CPIC and obtain and submit all necessary supporting documents. If you have any questions, please call CPIC's customer service hotline +86 95500 for assistance.

進行事故處理時，請閣下根據中國太保的提示，收集齊全相應的索賠資料。在事故處理過程中若有疑問，請撥打中國太保 +86 95500 全國統一客戶服務熱線諮詢。

### Claim Assessment 審核賠償



After receiving all necessary claim information and documents from you, CPIC will process your claim as soon as possible and shall notify you of the result in a timely manner.

接到閣下提交所有必需的索賠資料後，中國太保將盡快完成審批工作，並將審批結果及時通知閣下。

### Claim on Own Damage 自損索賠



If you wish to claim own damage for your insured vehicle, please contact the claims division of Allied World Assurance Company, Ltd (Hong Kong Branch) at +852 2968 3221 during office hours (Mon-Fri 9 a.m. to 12:45 p.m.; 2:00 p.m. to 5:30 p.m.) for further assistance.

若因意外而導致閣下的車輛損毀而需要索賠，請於辦公時間內（星期一至五早上9時至下午12時45分，下午2時至5時30分）致電 Allied World Assurance Company, Ltd 世聯保險有限公司（香港分行）之索賠熱線 +852 2968 3221 以了解索賠流程。

Allied World Assurance Company, Ltd is incorporated in Bermuda with limited liability. Coverage will be underwritten by the Hong Kong branch office of Allied World Assurance Company, Ltd, which is regulated by the Insurance Authority. Coverage is only offered subject to local regulatory requirements. Actual coverage is subject to the terms, conditions and exclusions of the actual policy issued. © 2023 Allied World Assurance Company Holdings, Ltd. All rights reserved.

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