

## Property/Home Appliances Warranty Insurance Claim Form

### 財物/家電保養保障賠償申請表

Please submit your claim with the below-listed documents within 30 days from the date of occurrence or discovery. If insufficient space is provided for your answers, please continue on a separate sheet. For Home Appliances Warranty claim, please complete Part I, Part II (1), (2), (3), (5) and Part III only.

請於發生意外或發現損失的 30 天內，提供以下列出的證明文件，並遞交理賠申請。如空位不足，請自備補充頁填寫。  
對於家用電器保養索賠，請僅填寫第 I 部分、第 II 部分 (1)、(2)、(3)、(5) 和第 III 部分。

#### PART I – General Information

##### 第一部份 – 一般資料

Name of Policyholder  
保單持有人姓名

Policy No.  
保單號碼

Are you the owner/ tenant of this property?

閣下是受保物業之業主/ 住戶？

☐ Owner 業主 ☐ Tenant 住戶 ☐ Other, please specify  
其他，請說明：

Bank Account Information Registered Under Policyholder's Name

保單持有人名下的銀行賬戶資料

Bank Name  
銀行名稱

Bank Account Holder's Name in English  
銀行賬戶持有人的英文姓名

Bank Account No.  
(Bank Code, Branch Code & Account No.)  
銀行賬戶號碼  
(銀行編號, 分行編號, 賬戶號碼)

Bank Code  
銀行編號

Branch Code  
分行編號

Account No.  
賬戶號碼

#### PART II – Details of Incident & Loss

##### 第二部份 – 意外發生或損失詳情

###### 1. Date, Time & Location of Incident

意外發生日期, 時間及地點

Date  
日期

Day 日

Month 月

Year 年

Time  
時間

Hour 時

Minute 分

Location of Incident/ Loss/  
Damage  
意外/損失/損毀發生地點

Description of Incident/  
Loss/ Damage  
意外/損失/損毀發生經過

2. Are you making any other insurance claim as a result of this incident?

閣下有否為是次意外於其他保險公司索賠？

☐ Yes 是 ☐ No 否, If yes please provide 如是，請提供以下資料：

Insurance Company 保險公司名稱	Policy Type & Number 保險類別及保單號碼	Name of Policyholder 保單持有人姓名

Has the said insurance company rejected this claim?

該保險公司有否拒絕閣下的索賠？

☐ Yes 是 ☐ No 否

If yes, please provide reason:

如是，請提供原因：

If no, please provide the amount and itemized details paid by the said insurance company and their claims statement

如否，請提供該保險公司的賠償金額、賠償明細及理賠報告

3. Can you identify any parties who may be responsible for the incident?

閣下是否認為任何人士須為是次意外負責？

☐ Yes 是 ☐ No 否, If yes please provide 如是，請提供以下資料：

Name 姓名	Phone No. 電話
Address 地址	
How he/she is related to the incident? 他/她如何與是次意外有關連？	

4. Have police and property management office been informed?

閣下有否向警方及物業管理處備案？

☐ Yes 是 ☐ No 否, If yes please provide 如是，請提供以下資料：

Name of Police Station/Person-In-Charge of Management Office 報案警署/物業管理處負責人名稱	Report Reference Number 案件編號		
Report Date 報案日期	Day 日 Month 月 Year 年	Reported Time 報案時間	Hour 時 Minute 分

5. Is this claim related to home appliances warranty? (Valid only if selected as per Policy Schedule, please fill in "Part III" as below)

是次索賠是否與家用電器保養有關？(此保障只適用於選擇購買此選項的保單，請填寫以下“第三部份”)

☐ Yes 是 ☐ No 否

6. Is this claim related to COVID-19 or pandemic declared by The World Health Organization causing school closure/ hospital cash due to Accident at Home?

(Valid only if selected as per Policy Schedule)

是次索賠是否與新冠疫情或任何由世界衛生組織宣布的全球大流行疾病導致的學校停課補償/ 因居家意外導致的住院現金有關？

(此保障只適用於選擇購買此選項的保單)

☐ Yes 是 ☐ No 否, If yes please choose the applicable 如是, 請選擇適用欄目：

☐ School Closure Compensation. Please provide dates of school's closure due to the said pandemic

學校停課補償 - 請提供學校因該疾病導致停課的日期

From 由	Day 日 □□	Month 月 □□	Year 年 □□□□	To 至	Day 日 □□	Month 月 □□	Year 年 □□□□
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☐ Hospital Cash. Please provide dates of your hospital Confinement:

住院現金補償 - 請提供住院日期

From 由	Day 日 □□	Month 月 □□	Year 年 □□□□	To 至	Day 日 □□	Month 月 □□	Year 年 □□□□
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7. Is this claim related to landlord protection? (Valid only if selected as per Policy Schedule)

是次索賠是否與出租保障有關？(此保障只適用於選擇購買此選項的保單)

☐ Yes 是 ☐ No 否

If yes, please provide dates of your loss of rent

如是, 請提供租金損失日期

From 由	Day 日 □□	Month 月 □□	Year 年 □□□□	To 至	Day 日 □□	Month 月 □□	Year 年 □□□□
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8. Is this claim related to malicious damage by tenant? (Valid only if selected as per Policy Schedule)

是次索賠是否與租客蓄意破壞有關？(此保障只適用於選擇購買此選項的保單)

☐ Yes 是 ☐ No 否

If yes, please provide with us the relevant legal documents proving that the tenant has been convicted of an offence under the Crimes Ordinance of the laws of Hong Kong.

如是, 請提供該租客根據香港法例刑事罪行條例被定罪的相關法律文件

9. Is this claim related to building structure? (Valid only if selected as per Policy Schedule)

是次索賠是否與樓宇結構保障有關？(此保障只適用於選擇購買此選項的保單)

☐ Yes 是 ☐ No 否

PART III – Details of Damaged/ Loss Property (For property damage/theft/burglary/robbery/home appliances warranty)

第三部份 – 損失/損毀財物詳情 (適用於財物損毀 / 盜竊 / 爆竊 / 搶劫/家用電器保養)

Full Description of Item (Brand name, model & serial no.) 受損物品的詳情 (牌子・型號及序列號)	Owner's Name 物主名稱	Date of Purchase 購買日期	Purchase Price 購買金額	Claimed/ Repair Amount (HKD) 索賠金額 (港幣)

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**Declaration & Authorization 授權及聲明**

I / We declare that all information given is accurate and true to the best of my knowledge.

本人/我們聲明本人/我們於索償申請書中的每一項答案為所知及所信之全部事實。

I/We confirm that I/We have read the Personal Information Collection Statement which is made available at <https://odhk.blob.core.windows.net/common/Personal-Information-Collection-Statement.pdf> and agreed to collection and use of personal information by OneDegree Hong Kong Limited (the “Company”).

本人/我們確認已閱讀有關個人資料收集聲明之詳情，並同意OneDegree Hong Kong Limited(「貴公司」)收集及使用個人資料。該個人資料收集聲明詳載於<https://odhk.blob.core.windows.net/common/Personal-Information-Collection-Statement.pdf>。

I/We hereby authorize any physician, medical practitioners, hospitals or clinics by whom or where I/we have been observed or treated to give full particulars about my/our health or provide the relevant report or document to the Company or its authorised representative, for the purpose of assessing my claim request(s).

本人/我們授權於任何曾替本人/我們作診療之醫生、醫務人員、醫院或診所提供有關本人/我們病歷之資料或提供有關的報告或文件予貴公司或其授權代表作評估索償申請之用途。

I/We hereby authorize any parties, including but not limited to police and government authorities, airlines, travel agents, insurance companies, etc. who are in possession of my/our insurance proposal information, claim information or any related information to release part or all of the information about me/us or related incidents of injury, loss or damage to the Company or its authorised representative.

本人/我們授權持有本人/我們投保資料，索償紀錄或任何有關資料之一方，包括但不限於警方及政府機構、航空公司、旅遊公司、保險公司等任何有關人士或組織，將部份或全部有關本人/我們是次受傷、損失或損毀的相關資料提供予貴公司或其授權代表。

A photocopy of this authorisation shall have the same effect as the original.

此授權書之正本及副本皆具同等效力。

Please sign here 請在此簽署：

Signature of Policyholder 保單持有人簽署

Day 日

Month 月

Year 年

Date signed 簽署日期

## PART IV – Document Checklist

### 第四部份 – 所需文件指引

For all claim submission - 所有索償申請

- Completed Claim Form 填妥賠償申請表
- Copy of Policyholder's HKID card 保單持有人的香港身份證副本
- Copy of Policyholder's ATM card or bank statement to confirm bank account number 保單持有人的銀行卡或月結單副本 (以確認賬戶號碼)

For Section 1.1 and 1.6 – Household Contents/ Building Structure 第1.1/1.6節 - 家居財物 /樓宇結構保障

- Pictures of damaged items and scene of incident 損毀物品或意外發生現場的照片
- Claimed item's purchase invoices/receipts and replacement invoices/receipts (if unrepairable) 索賠物品的購買發票/單據及重購發票/收據(如未能維修)
- Quotations/invoices/receipts from contractors 承包商發出的報價單/發票/收據
- Photo(s) of damage item(s) 損毀財物相片
- Police report/police statement/witness statement if applicable 警察報告/證人報告 (如適用)
- Building management office's incident report if applicable 物業管理處意外報告 (如適用)

For Section 1.3 – Home Appliances Warranty 第1.3節 - 家用電器保養

- Pictures of damaged items and scene of incident 損毀物品或意外發生現場的照片
- Claimed item's purchase invoices/receipts/warranties 索賠物品的購買發票/單據/保用證
- Quotations/invoices/receipts from authorized repairers 承包商發出的報價單/發票/收據

For Section 1.4 – School Closure Compensation due to pandemic declared by The World Health Organization and Hospital Cash due to Accident at Home 第1.4節 - 因任何由世界衛生組織宣布的全球大流行疾病導致的學校停課補償和因居家意外導致的住院現金補償

- Copy of hospital's receipt and hospital discharge summary if applicable 醫療收據及出院摘要副本 (如適用)
- Copy of school buses, meal and extra-curricular activities' receipts if applicable 校車費、餐費、及課外活動費用收據副本 (如適用)

For Section 1.5 - Landlord Protection

- Copy of tenancy agreement with stamped 已加蓋印花的租賃合約副本
- Copy of legal action taken to repossess the property at the insured address 收回位於受保地址的物業的法律文件副本
- Copy of Writ of Possession 法院發出收樓令狀副本

## Note

### 注意事項

- ***In the event of loss due to theft, burglary or robbery, report to the Police within 24 hours and retain a copy of the Police Report***  
因盜竊、爆竊或搶劫所導致的損失，需於 24 小時內報警及保留警察報告副本
- ***Do not dispose of any damaged items prior our inspection and approval. The disposal of damaged items without our authorization may result in rejection of your claim***  
在我們調查及許可之前，請勿棄置任何損毀物品。未經我們同意而棄置損毀物品可能會使閣下的索賠被拒絕
- ***No liability should be admitted or offered or promise of payment made to the third party without our prior approval***  
在我們許可之前，不應承認、提出或承諾支付第三者款項