

# Sompo Insurance (Hong Kong) Co., Ltd.

21/F Berkshire House, Taikoo Place, 25 Westlands Road, Quarry Bay, Hong Kong Tel: (852) 2831 9980 Fax: (852) 2573 2072 Website: www.sompo.com.hk

## Medical Insurance - Out-Patient Claim Form

## 療保險-門診索償申請書

#### Claim Notes 索償申請注意事項

- 致貴公司人事部或有關負責人(如適用)再轉遞日本財產保險(香港)有限公司意外及醫療保險部。 Please complete a separate claim form for each patient (i.e. the claimant) but the claimant may submit more than one medical receipts under the same claim form. 每份申請書只供一名病人(即索償人)填寫,但索償人可於同一申請書內遞交多於一張的醫療收據。
- Original bills & receipts and copy of laboratory test/medical reports (if any) must be submitted together with this claim form. Please submit certified true copy of bills & receipts and claims statement advice if the original copies are kept by other insurance company. Each bill & receipt must clearly show the following information: 所有建同本申請書遞交之收費單及收據必須為正本及化驗/檢驗報告副本(如有)・如正本已交與其他保險公司・請遞交收費單及收據核實副本和賠償結算通知書。每張收費單及收據必須清楚顯示下列資料:
  - Patient's full name 病人姓名
  - Consultation / Treatment date 診症 / 治療日期
  - ✓ Diagnosis 診斷之病症

- Breakdown amount of charges 每項醫療收費金額
- Signature and official stamp of attending doctor and / or authorized person of the medical institute 主診醫生及/或有關醫療機構授權人之簽署及蓋章
- 4. For claim of Chinese Medicine Practitioner, please submit the original receipts together with Chinese Medicine prescription.
- 若屬中醫診症治療索償申請・收據正本及中醫處方箋(中藥藥方)須一併遞交。
  For out-patient consultation in government hospital /clinic, please submit the original receipts together with a copy of Attendance Certificate or Medical Certificate with specified diagnosis indicated. Medical illness / surgical condition is not specific diagnosis and is insufficient to assess the claim. 
  若於醫院管理局管理之公立醫院或診所就診・收據正本及附有病症名稱的到診證明書或醫療證明書副本須一併遞交。醫療疾病/外科病況屬不明確之病症名稱・不足以作理賠評估。
- For claim of diagnostic X-Ray and Laboratory Test, Specialist Consultation, Physiotherapy or Chiropractor Treatment, referral letter from the attending doctor must be supported unless otherwise specified in the policy. The letter should contain the suspected / provisional diagnosis and the reason of such referral or the types of investigation tests recommended. 除保單內另有說明豁免遞交轉介信外,所有診斷性 x 光檢查及化驗、專科醫生診治、物理治療或脊醫治療之素償申請,必須遞交由主診西醫簽發附有其診斷之病症的轉介信。轉介信內容應包括診斷之疑似/臨時病症以及有關轉介的理由或推介檢驗類型、名稱。
- For claim in respect of the purchase of prescribed medicines & drugs outside clinic, please submit both attending doctor's prescription and original receipts from pharmacy. Name of patient, date of issue, diagnosis, name of the medicine prescribed, dosage and duration must be clearly stated on the prescription letter. 若屬密虹以外購買藥物費用之索償申請,必須連同主診西醫之處方信正本及收據正本一併遞交。處方上須清楚列明病人姓名、處方日期、診斷之病症、藥物之名稱、劑量

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Policyholder and Claimant Information 保單持有人及索償人資料 (Must be provided 必須填寫)									
Policy No. 保單號碼		Name of	Name of Policyholder (Employer) 保單持有人(僱主)名稱					Telephone No. (Optional) 電話號碼	
-	_								
Employee's HKID Card 身份證號碼	港 Name of	Name of Employee (Surname followed by Given Name) 僱員姓名 (先填姓氏 · 後寫名)					Staff No. (if applicable) 僱員編號 (如適用)		
Patient's HKID Card No 份證號碼	身 Name of	Name of Patient (Surname followed by Given Name) 病人姓名 (先填姓氏 · 後寫名)					Certificate No. 保險證書編號 Employee 僱員 Dependent 家屬		
-    X X( X)									
Claim Information 索償資料 (Please fill in the claim information where applicable 請在相應項目填寫索償資料)									
Date of Consultation/ Treatment 診症/治療日期 (DD日/MM月/YY年)		Nature o	f Claim (Pleas	se select and put a "⊌ 選擇適當項目並於方格 I	" in the appro	opriate box)	Amount on receipts Date of the symptoms		
		Chinese Herbalist/ Bonesetter# 中醫/跌打#	Specialist* 專科醫生*	Diagnostic X-Ray & Lab tests* 診斷性 x 光及化驗*	Out-Patient Surgical Fee 門診手術	(e.g. Dental, Physiotherapy* Routine Check-up) 其他 [請註明] (例如: 牙科、物理治療*、 常規健康檢查)	(please specify currency) 收據金額 (請列明貨幣)	first appear 首次出現有關症狀 之時間 (DD 日/MM 月/YY 年)	
/  /									
<u>                                     </u>									
/  /								<u>                                    </u>	
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* Doctor's referral letter is required unless it is waived 除已獲豁免外,必須連同西醫轉介信遞交 # Chinese Medicine prescription is required 必須連同中醫處方箋遞交									
Pre ∕ Post hospitalization follow-up visit 入院前 ∕ 出院後之跟進覆診 □No否 □Yes是 Date of Hospitalization 住院日期 (DD日 / MM月 / YY年)									
If this claim has been / will be filed with other insurance company, please specify below: 如是次治療已/將透過其他保險公司索償・請列明如下: Name of Insurance Company 保險公司名稱 Policy No. 保單號碼									
Please put a "✓" in this box for request of return receipt(s) for other insurance claims 如需退回收據以作申請其他保檢賠償・請於方格內填上「✔」									
Declaration & Authorization  聲明及授權書									
I hereby declare that the above information given is true and correct.									
本人現聲明上述所填報的資料正確無訛。									
I further authorize any hospital, physician, insurance company or organization that have records or knowledge of me or my health, to furnish to Sompo Insurance (Hong									

Kong) Co., Ltd. or its authorized representative, any and all information with respect to any illness or injury, medical history, consultation, prescriptions or treatment and copies of all hospital or medical records. A photostat copy of this authorization shall be considered as effective and valid as the original. 本人基按權持有本人健康或任何資料之關院、醫性、保險公司或機構,可以將部份或全部有關本人的任何疾病或受傷、病歷、診斷報告、處方或治療及所有醫院或醫療記錄副本等資料給予日本財產保險(香港)有限公司或其代理人。此授權書之影印本與正本具同等效力。

#### Personal Information Collection Statement ("PICS") 個人資料收集聲明 (v022019)

- Purpose: Sompo Insurance (Hong Kong) Co., Ltd. (the "Company") is committed to protecting the personal data of our customers. The Company is also committed to the implementation of the data protection principles set out in Schedule 1 of Personal Data (Privacy) Ordinance ("the PDPO")(Chapter 486 of the laws of Hong Kong). From time to time it is necessary for you to supply the Company personal data of you, insured and beneficiary under the insurance policy which may be used, stored, processed, transferred, disclosed or shared by the Company for the following

  - investigating and evaluating your application or request for and any alterations, variations, cancellation, renewals and reinstatements of any insurance products and / or services offered by the Company;
    administering your insurance policy and providing services in relation to your insurance policy;
    any purposes in connection with any claims made by or against or otherwise involving you in respect of any products and / or services provided by the Company, including processing and / or investigating any claims and detect / prevent fraud;
    invoicing and collecting premiums and / or outstanding amounts from you;
    exercising any right of subrogation, if applicable;
    conducting statistical analysis;
    contacting you for any of the above purposes;
    meeting the requirements to make disclosure (i) under any law binding on the Company; or (ii) under any applicable rules, regulations, codes or guidelines or to assist in law enforcement purposes, investigation by police or other government or regulatory authorities; or (iii) for complying with any requirements, policies or measures for using data and information within Sompo Holdings Group (\*the Group\*) in accordance with any Group-wide programmes from time to time for compliance with sanctions or prevention or detection of money laundering, terrorist financing or other unlawful activities / misconducts;
    other purposes directly related to any of the above purposes.

    Using the personal data provided by you for promotional / marketing purposes please refer to the section titled "Use of Personal Data in Direct Merketing"

For using the personal data provided by you for promotional / marketing purposes, please refer to the section titled "Use of Personal Data in Direct Marketing".

The failure of providing the Personal Data by you may result in the Company being unable to provide products and services, assess your policy application, process claims under insurance policies issued by us, or process any other requests, enquiries, or complaints from you, or any of the purposes listed above.

- Transfer: The Company may disclose your personal data to the following transferees in Hong Kong or overseas, including transferring into and out of the European Economic Area, for the above
  - oses:
    third party agents, contractors and advisors who provide administrative, communications, computer, payment, security or other services which assist the Company to carry out the above purposes (including medical service providers, hospitals, emergency assistance service providers, mailing houses, IT service providers and data processors); in the event of a claims, loss adjusters, claims investigators and medical advisors; in the event of default, debt collectors and recovery agents; insurance reference bureaus or credit reference bureaus; reinsurers and reinsurance brokers;
    reinsurers and reinsurance brokers;

  - formations and remaindance to motions, including your insurance agents, intermediaries or products and services provided by the Company including your insurance agents, intermediaries or

  - infancial services intermedianes that are authorized by the Company for the distribution of products and services provided by the Company including your insurance agents, intermedianes or brokers, if applicable; legal and professional advisors of the Company;
    The Group and any associated companies of the Company;
    the policyholder, when none of the insured person(s) of that policy is the policyholder, for the purpose of policy application, administration, renewal and / or claims administration (if applicable);
    relevant industry association and federation that exists or is formed from time to time;
    the fraud prevention database or registers (and the operators) and any participating parties of the database including other insurance companies and service providers handling claims for them:

  - governments and authorities within or outside HKSAR as required or permitted by law. The Company may also use and disclose your personal data otherwise with your consent; any third party in connection with a transfer or potential transfer of all or part of the business of the Company that some of the transferees may be located within or outside of HKSAR.
- Access: You have the right to ascertain what type of personal data the Company holds, whether the Company holds your personal data and, if so, the right to request access to and to request correction of any personal data concerning you held by the Company. Such request can be made to the Data Protection Officer, Sompo Insurance (Hong Kong) Co., Ltd, 21/F Berkshire House, Taikoo Place, 25 Westlands Road, Quarry Bay, Hong Kong. The Company reserves the right to charge a reasonable fee for processing a request to access your personal data access request.

Use of Personal Data in Direct Marketing
Apart from the aforementioned purpose, the Company may also use your name, contact details, demographic information, policy details, products and services portfolio information, transaction pattern and behavior, and financial background held by the Company to contact you with direct marketing communications regarding financial and insurance products by mail, email, telephone, facsimile or SMS. The Company may also provide your name, contact details, demographic information, policy details, products and services portfolio information, transaction pattern and behavior, and financial background held by the Company to the following transferees: (1) third party financial institutions, insurers, banks, credit card companies, securities and investment services providers; (II) third party reward, loyalty, privileges programme providers or merchants; and (III) charitable or non-profit making organizations for gain who may send you direct marketing communications regarding (1) insurance, banking, credit card, financial, provident fund scheme and related products and services; (2) reward, loyalty or privileges programmes and related products and services; and (3) donations and contributions for charitable and / or non-profit making purposes by mail, email, telephone, facsimile or SMS.

Before using your personal data for contacting you with direct marketing communications, the Company must obtain your written consent, and only after having obtained written such consent, the Company may use your personal data for any direct marketing purpose.

You may in future withdraw your consent to the use of your personal data for direct marketing purposes by the Company or the transferees and thereafter the Company sh all, without charge to you, cease to use such data for direct marketing purposes. If you wish to withdraw your consent, please inform the Company by writing to the Data Protection Officer, Sompo Insurance (Hong Kong) Co., Ltd, 21/F Berkshire House, Taikoo Place, 25 Westlands Road, Quarry Bay, Hong Kong.

The Company reserves the right at anytime, with or without notice, amends this PICS which will be found in our website or in writing to notify you how the Company will collect, use and transfers your personal data. Should there be any amendment to this PICS in the future, such amendment will become effective with immediate effect.

I acknowledge and confirm that I have read and understood the PICS. It use it use, such amendment will become effective with immediate effect.

I acknowledge and confirm that I have read and understood the PICS. It confirm that I have been advised to read carefully the PICS, and I have read it carefully about its effect and impact in respect of my personal data collected or held by Sompo Insurance (Hong Kong) Co., Ltd. I hereby give my acknowledgement and agree to the use and transfer of my personal data by Sompo Insurance (Hong Kong) Co., Ltd in accordance with the PICS, including the use and provision of my personal data for the purpose of direct marketing. [Important: If you do not agree to the use and provision of your personal data for direct marketing as set out in the PICS, please tick the box below and we will not use your personal data for the purpose of direct marketing.]

- Please tick if you do not consent to receive direct marketing communications from us.
- Please tick if you do not consent to receive direct marketing communications from any transferees specified in the PICS.
- :日本財產保險(香港)有限公司("本公司")致力於保障本公司顧客的個人資料。本公司亦致力遵守(個人資料(私隱)條例)("《條例》")(香港法律第 486 章)附表 1 列明的保障原則。關下可能因下列各項目的需要不時向本公司提供關下、保單受保人及保單受益人的個人資料而供本公司使用、儲存、處理、轉移、披露或共享該等個人資料:處理和評估 關下就本公司所提供的產品及/或服務的申請或要求,或作任何更改、變更、取消、續期和復效; 數行關下保單的行政工作及提供與 關下保單相關的服務; 與就本公司提供的任何產品及/或服務而由 閣下或針對,關下提出的或者其他涉及 閣下的任何索價任何目的,包括處理及/或索償調查及何查/防止欺詐行為; 發出繳交保費通知及向 閣下收取保費及/或欠款; 行使任何代位權·如適用; 進行統計分析; 就以上用途聯絡 閣下; 1.

  - (c)

  - が終え上げる場所 製根據()對本公司有約束力的任何法律的規定;或 (ii) 作出任何適用規則、規例、守則或指引所要求的披露或協助警方或其他政府或監管機構執法及進行調查;或 (iii) 為遵守根據集團方案於 Sompo Holdings Group ( "集團") 内使用資料及資訊的任何要求、政策或措施・而該集團方案乃為符合制裁或預防或偵測清洗黑銭、恐怖分子融資或其他非法活動 / 不當行為的目的而不
  - 與上述任何目的直接有關的其他目的。

就本公司使用 閣下提供的個人資料作宣傳或市場推廣用途·請參閱「使用個人資料作直接促銷用途」一節。

未能提供所需的個人資料可能導致本公司無法為 閣下提供產品及服務、評估 閣下的保單申請、處理保單索價、或處理任何 閣下提出的要求、查詢或投訴、或任何上述用途。

- 未能提供所需的個人資料可能導致本公司無法為 閣下提供產品及服務、評估 閣下的保單申請、處理保單索價、或處理任何 閣下提出的要求、查詢或投訴、或任何上述用途。 轉移: 本公司亦可因應上述用途接露 閣下的個人資料予下列位於香港或海外地方的受讓人・包括轉入及轉出歐洲經濟區:
  (a) 就上述用途、向本公司提供行政、通訊、電腦、付款、保安及其它服務的第三方代理、承包商及顧問(包括:醫療服務供應商、醫院、緊急救援服務供應商、郵寄服務商、資訊科技服務供應商及數據處理服務商」, (b) 處理素價額密的理能師、理賠調查員及醫療顧問; (c) 建立公司政事價代理; (d) 保險資料服務公司及信貨資料服務公司; (e) 再保公司及再保經紀; (f) 獲本公司改建及專業顧問; (f) 獲本公司改建及專業顧問; (f) 保單持有人(而該保單的所有受保人均非保單持有人)・以執行該保單的投保、行政、續期及/或處理索賠(如適用); (f) 保單持有人(而該保單的所有受保人均非保單持有人)・以執行該保單的投保、行政、續期及/或處理索賠(如適用); (f) 保單持有人(而該保單的所有受保人均非保單持有人)・以執行該保單的投保、行政、續期及/或處理索賠(如適用); (f) 規立不時成立的相關行業協會及聯會; (k) 上觀往傾查/防止敗詐的數據庫或登記冊(及其營運者)及參與的第三方公司包括其他保險公司及為其處理索價個案的第三方代理; (f) 法例要求或許可的政府機關。經 閣下向應、本公司可能會以其它方式使用及披露 閣下的個人資料; (f) 法例要求或許可的政府機關。經 閣下向應、本公司可能會以其它方式使用及披露 閣下的個人資料; (f) 法例要求或許可的政府機關。經 閣下會應,本公司可能會以其它方式使用及披露 閣下的個人資料;如持有。 電房 是一方企工。 **查閱**:閣下有權查明本公司持有個人資料的類別、本公司是否持有閣下的個人資料、如持有、閣下有權要求查閱本公司持有涉及閣下的個人資料以及要求對該等資料作出更正。閣下可向本公司的資料保障主任提出要求、地址為香港劇魚涌華蘭路25號太古坊柘克大厦21樓。本公司有權為處理閣下的個人資料查閱要求而收取合理費用。

### 使用個人資料作直接促銷用途

| ICHIMO人質科TF-且接延納用透|
| 除上述提及的使用用途・本公司可能將本公司持有 閣下的姓名、聯絡資料、人口統計資料、保單資料、産品及服務組合資料、交易模式及行為、及財務背景通過書信、電郵、電話、傳真或短訊與閣下 | 聯絡・提供金融及保険産品的直接促銷通訊。此外・本公司可能將本公司持有 閣下的姓名、聯絡資料、人口統計資料、保單資料、産品及服務組合資料、交易模式及行為、及財務背景通過書信、電郵、電話、傳真或短訊與閣下 | (1) 第三者金融機構、承保商、銀行、信用卡公司、證券及投資服務供應商;(II) 第三方獎賞、長期客戶或優惠計劃供應商或商號;(III) 及慈善或非牟利機構。受讓人可以通過書信、電郵、電話、傳真或 短訊與閣下聯絡・提供(1)保險、銀行、信用卡、財務、公積金計劃及相關的産品及服務;(2) 獎賞、長期客戶或優惠計劃及相關的産品及服務;及(3) 為慈善及/或非牟利用途的捐款及捐贈的直接促銷通訊。

就直接促銷用途向上述受譲人提供閣下的個人資料前・我們必先取得 閣下的書面同意・並僅會在取得有關書面同意後方可使用 閣下的個人資料作直接促銷用途。

閣下將來可以撤回 閣下對個人資料作本公司及第三方直接促銷用途的同意書;此後·本公司會在不收取任何費用的情況下停止使用該等資料作直接促銷之用。如 閣下欲撤回以上同意·閣下可向本公司的資料保障主任提出要求·地址為香港鰂魚涌華蘭路25號太古坊栢克大廈21樓。

### 個人資料收集聲明的修訂("聲明")

本人確認本人已閱讀並明白本聲明。本人確認本人已被通知本人須詳細閱讀本聲明·而本人已詳細閱讀本聲明對日本財產保險(香港)有限公司所收集或持有之本人的個人資料的影響。本人特此確認並同意日本財產保險(香港)有限公司根據本聲明使用及轉移本人的個人資料·包括在直接促銷中使用及將本人個人資料提供予上述的受讓人。 [重要通知:如 閣下不同意根據本聲明使用和轉移 閣下的個人資料作直接促銷用途,請在下列方格內填上剔號("√"),本公司將不會使用 閣下的個人資料作為直接促銷用途。]

- 若 閣下反對接收本公司的直接促銷通訊,請在方格內填上「√」。
- 若 閣下反對接收本聲明中提及的受讓人的直接促銷通訊,請在方格內填上「√」。