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Policy Number

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AXA China Region Insurance Company (Hong Kong) Limited

AXA China Region Insurance Company Limited

AXA Wealth Management (HK) Limited

Customer Service Centre

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# CRITICAL ILLNESS/DISABILITY/ ACCIDENT CLAIM FORM I

## Simple steps for your claim submission :

- (1) Complete this form. Please do not sign blank form,
- (2) Prepare the relevant documents listed on page 5,
- (3) Prepare the **Insured/Policy Owner ID copy** (if not provided before), and
- (4) Submit the form with above documents to your Financial Consultant or AXA Customer Service Centre or through Emma by AXA mobile app

## 1. POLICY OWNER INFORMATION

Full Name												
HKID Card/Passport No.					Nationality							
Place of Birth	Country		City/Town									
Mobile No.												
* Country code					Country Code						Mobile No.	
Hong Kong: 852 /China: 86 / Other: please specify												
Email Address												
<p>AXA will use the mobile no. and/or email address filled out in this form to contact you regarding this claim and update your policy record. The mobile no./email address provided will be used to apply for eStatements/eAdvices. Please make sure the mobile no./email address provided is correct.</p> <p>Please go to the Company website (<a href="http://www.axa.com.hk">www.axa.com.hk</a>) to activate your Emma by AXA account. Email/SMS eAlert will be sent to you when your new eStatements/eAdvices are ready. You can view and download copies of the eStatements/eAdvices from your Emma by AXA account. Paper copies of relevant documents of this policy will no longer be sent to you. Terms and conditions of "eStatement/eAdvice Service" apply. Please refer to the Company website for details. The Company reserves the right to revise the relevant terms and conditions from time to time.</p> <p><input type="checkbox"/> To opt-out "eStatement/eAdvice Service", please mark ✓ in the box on the left.</p> <p><b>Noted: eStatement/eAdvice is not applicable for policies with policy number starting with "9"</b></p>												

## 2. INSURED INFORMATION (IF INSURED IS NOT POLICY OWNER)

Full Name												
HKID Card/Passport No.					Nationality							
Place of Birth	Country		City/Town									
Mobile No.												
Correspondence Address (if different from Policy Owner address)												
Residential Address (if different)												
Permanent Address (if different)												

## 3. TYPE OF CLAIMED BENEFIT

<input type="checkbox"/> Major/Minor/Early Stage Illness/ Surgical Procedure Benefit	<input type="checkbox"/> Accident Benefit	<input type="checkbox"/> Disability Income Benefit (DI)/ Waiver of Premium Benefit (WP)
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**4. ABOUT CURRENT CLAIM**

First consultation	Date (dd/mm/yyyy)		
	Name and address of the doctor		
If caused by accident	Accident place		Date (dd/mm/yyyy)
	Cause of incident		
	Part of body injury and type of injury		
General information	Name and address of usual doctors		
	Electronic Health Record Sharing System (eHealth) user		<input type="checkbox"/> Yes <input type="checkbox"/> No

**5. SUPPLEMENTARY DETAILS FOR DI/WP/ACCIDENT CLAIMS ONLY**

Employer's name and address			
Occupation prior to disability/accident			Main duties prior to disability/accident
Date of Absence from work (dd/mm/yyyy)			Date of Return to work (dd/mm/yyyy)

**6. SUPPLEMENTARY DETAILS FOR MAJOR/MINOR/EARLY STAGE ILLNESS BENEFIT CLAIMS ONLY**

Have any immediate family members suffered from a similar illness?	<input type="checkbox"/> Yes	Date of diagnosis (dd/mm/yyyy)	
		Relationship with Insured	
		Nature of illness	
	<input type="checkbox"/> No		

**7. SETTLEMENT METHOD**

By Autopay (Autopay is applicable to Disability Income Benefit, Waiver of Premium Benefit, Accident Benefit.)	Bank No. <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td><td> </td><td> </td></tr></table> - <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td><td> </td><td> </td></tr></table> - <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td><td> </td></tr></table>																			Branch No.	Account No.
	Notes: 1. Bank account holder name must be same as Claimant's name 2. Please provide Claimant's bank account proof with account holder name and account number 3. Autopay is only applicable to banks in Hong Kong and the payment will be paid in Hong Kong Dollar																				
By Cheque payment (Cheque payment is applicable to Major/Minor/Early Stage Illness Benefit.)	<input type="checkbox"/> Collect by Financial Consultant at <input type="checkbox"/> Collect by Claimant at		Collect Cheque from one of the Service Centres: <input type="checkbox"/> Causeway Bay – Times Square <input type="checkbox"/> Kwun Tong – AXA Tower <input type="checkbox"/> Tsim Sha Tsui – China Hong Kong City																		
By Telegraphic Transfer (Applicable to all benefits)	<input type="checkbox"/> Please submit Telegraphic Transfer Request Letter and bank account proof																				

**8. SELF-CERTIFICATION OF TAX RESIDENCY (FOREIGN ACCOUNT TAX COMPLIANCE ACT (FATCA) AND COMMON REPORTING STANDARD (CRS) FOR MAJOR/MINOR/EARLY STAGE ILLNESS BENEFIT CLAIMS ONLY)**

Tax regulations require the Company to collect information about the tax residence(s) of our customers. Depending on your tax residence, the Company may be obliged to pass on information on this form and information related to the policy to the relevant tax authorities.

If you have any questions about how to determine your tax residency status you should consult your tax adviser. Please note that it may be an offence under the laws of the jurisdiction(s) where the Company is regulated, for a person who makes a statement that is misleading, false or incorrect in a particular material, and such person may be liable to penalties.

**8a. FATCA Declaration of U.S. Tax Residency**

**[Applicable to Individual as Claimant]**

Is Claimant a US citizen or US tax resident?  Yes     No

If Yes, please submit "Supplement – Tax Residency Self-Certification for Individual (For Claims)".

If No, you must notify us if you become a US citizen or US tax resident immediately (and in any event within 30 days of you becoming a US citizen or US tax resident).

**[Applicable to Non-Individual as Claimant]**

Is Claimant an entity or trust?  Yes     No

If Yes, please submit "Supplement – Tax Residency Self-Certification for Non-Individual (For Claims)", and provide (a) IRS Form W-8 (for Entities) if you are a non-US entity or trust; or (b) IRS Form W-9 if you are a US entity or trust.

For information on the definition of US citizen, US tax resident, US entity or US trust, please refer to US Internal Revenue Service website [www.irs.gov](http://www.irs.gov). If you are in any doubt, you should consult your personal professional adviser.

Please declare all your other tax residency in the following section 6b.

**8b. CRS Declaration of Non-U.S. Tax Residency (Including Hong Kong and/or Macau)**

Regulations based on the Organisation for Economic Co-operation and Development (“OECD”) Common Reporting Standard (“CRS”) require financial institutions to collect and report certain required information based on an account holder’s tax residence. Each jurisdiction has its own rules for defining tax residence. In general, tax residence is the country in which you live. Special circumstances (such as studying abroad, working overseas, or extended travel) may cause you to be resident elsewhere or resident in more than one country at the same time (multiple residency). The country(ies)/jurisdiction(s) in which you pay income tax are likely to be your country(ies)/jurisdiction(s) of tax residence. For more information on tax residence, please consult your tax adviser or the information at the following OECD Automatic Exchange of Financial Account Information (“AEOI”) link: <http://www.oecd.org/tax/automatic-exchange/crs-implementation-and-assistance/>

The Company must comply with the following requirements of the Inland Revenue Ordinance to facilitate the Inland Revenue Department of Hong Kong automatically exchanging certain financial account information as provided for thereunder:

(i) to identify certain accounts as “non-excluded financial accounts” (“NEFAs”); (ii) to identify the jurisdiction(s) in which NEFA-holding individuals and certain NEFA-holding entities reside for tax purposes; (iii) to determine the status of certain NEFA-holding entities as “passive NFEs” and identify the jurisdiction(s) in which their “controlling persons” reside for tax purposes; (iv) to collect certain information on NEFAs (“Required Information”); and (v) to furnish certain Required Information to the Inland Revenue Department of Hong Kong (collectively, the “AEOI requirements”).

The Claimant agrees to comply with requests made by the Company to comply with the AEOI requirements

**[Applicable to Individual as Claimant]**

Please indicate your country/jurisdiction of tax residence (please list all countries of tax residence, including Hong Kong and/or Macau, associated taxpayer identification numbers (“TIN”)). Please refer to the OECD AEOI Portal for more information on tax residency and TIN.

If a TIN is unavailable, please provide the appropriate reason A or B where indicated below:

- Reason A - The country/jurisdiction where you are resident in does not issue TINs to its residents
- Reason B - You are otherwise unable to obtain a TIN or equivalent number

Country/Jurisdiction of Tax Residency		TIN or equivalent number (Please write “N/A” if TIN is not available)	If no TIN is available, enter Reason A or B	
1.*			<input type="checkbox"/> Reason A	<input type="checkbox"/> Reason B
2.			<input type="checkbox"/> Reason A	<input type="checkbox"/> Reason B
3.			<input type="checkbox"/> Reason A	<input type="checkbox"/> Reason B
4.			<input type="checkbox"/> Reason A	<input type="checkbox"/> Reason B

\*Please put “NIL” in the first box if you have no tax residency other than US.

Please explain in the following boxes why you are unable to obtain a TIN if you selected **Reason B** above.

1.	
2.	
3.	
4.	

I/We undertake to advise the Company and provide a duly updated “Supplement – Tax Residency Self-Certification for Individual” within 30 days of the occurrence of any change in circumstance which causes any of the information contained in this form to be incorrect.

**[Applicable to Non-Individual as Claimant]**

Please complete and submit “Supplement – Tax Residency Self-Certification for Non-Individual (For Claims)”.

**9. REQUEST FOR CERTIFIED TRUE COPY OF SUPPORTING DOCUMENT(S)**

- The original supporting document(s) including receipt(s) will not be returned. Please “✓” this box if you want a certified true copy of original supporting document(s). “Certified True Copy” is accepted by insurance company in Hong Kong as an original document.
  - Delivery through Financial Consultant
  - Direct mailing
  - Delivery by courier to customers outside Hong Kong

## 10. PERSONAL INFORMATION COLLECTION STATEMENT

AXA China Region Insurance Company (Hong Kong) Limited / AXA China Region Insurance Company Limited / AXA General Insurance Hong Kong Limited (referred to hereinafter as the "Company") recognises its responsibilities in relation to the collection, holding, processing, use and/or transfer of personal data under the Personal Data (Privacy) Ordinance (Cap. 486) ("PDPO"). Personal data will be collected only for lawful and relevant purposes and all practicable steps will be taken to ensure that personal data held by the Company is accurate. The Company will take all practicable steps to ensure security of the personal data and to avoid unauthorised or accidental access, erasure or other use.

Please note that if you do not provide us with your personal data, we may not be able to provide the information, products or services you need or process your request.

**Purpose:** From time to time it is necessary for the Company to collect your personal data (including credit information and claims history) which may be used, stored, processed, transferred, disclosed or shared by us for purposes ("Purposes"), including:

1. offering, providing and marketing to you the products/services of the Company, other companies of the AXA Group ("our affiliates") or our business partners (see "**Use and provision of personal data in direct marketing**" below), and administering, maintaining, managing and operating such products/services;
2. processing and evaluating any applications or requests made by you for products/services offered by the Company and our affiliates;
3. providing subsequent services to you, including but not limited to administering the policies issued;
4. any purposes in connection with any claims made by or against or otherwise involving you in respect of any products/services provided by the Company and/or our affiliates, including investigation of claims;
5. detecting and preventing fraud (whether or not relating to the products/services provided by the Company and/or our affiliates);
6. evaluating your financial needs;
7. designing products/services for customers;
8. conducting market research for statistical or other purposes;
9. matching any data held which relates to you from time to time for any of the purposes listed herein;
10. making disclosure as required by any applicable law, rules, regulations, codes of practice or guidelines or to assist in law enforcement purposes, investigations by police or other government or regulatory authorities in Hong Kong or elsewhere;
11. conducting identity and/or credit checks and/or debt collection;
12. complying with the laws of any applicable jurisdiction;
13. carrying out other services in connection with the operation of the Company's business; and
14. other purposes directly relating to any of the above

**Transfer of personal data:** Personal data will be kept confidential but, subject to the provisions of any applicable law, may be provided to:

1. any of our affiliates, any person associated with the Company, any reinsurance company, claims investigation company, your broker, industry association or federation, fund management company or financial institution in Hong Kong or elsewhere and in this regard you consent to the transfer of your data outside of Hong Kong;
2. any person (including private investigators) in connection with any claims made by or against or otherwise involving you in respect of any products/services provided by the Company and/or our affiliates;
3. any agent, contractor or third party who provides administrative, technology or other services (including direct marketing services) to the Company and/or our affiliates in Hong Kong or elsewhere and who has a duty of confidentiality to the same;
4. credit reference agencies or, in the event of default, debt collection agencies;
5. any actual or proposed assignee, transferee, participant or sub-participant of our rights or business;
6. any government department or other appropriate governmental or regulatory authority in Hong Kong or elsewhere; and.
7. the following persons who may collect and use the data only as reasonably necessary to carry out any of the purposes described in paragraphs nos. 2, 3, 4 and 5 of the Purposes specified above: insurance adjusters, agents and brokers, employers, health care professionals, hospitals, accountants, financial advisors, solicitors, organisations that consolidate claims and underwriting information for the insurance industry, fraud prevention organisations, other insurance companies (whether directly or through fraud prevention organisations or other persons named in this paragraph), the police and databases or registers (and their operators) used by the insurance industry to analyse and check data provided against existing data.

For our policy on using your personal data for marketing purposes, please see the section below "Use and provision of personal data in direct marketing".

Transfer of your personal data will only be made for one or more of the Purposes specified above.

**Use and provision of personal data in direct marketing:** The Company intends to:

1. use your name, contact details, products and services portfolio information, transaction pattern and behaviour, financial background and demographic data held by the Company from time to time for direct marketing;
2. conduct direct marketing (including but not limited to providing reward, loyalty or privileges programmes) in relation to the following classes of products and services that the Company, our affiliates, our co-branding partners and our business partners may offer:
  - a) insurance, banking, provident fund or scheme, financial services, securities and related products and services;
  - b) products and services on health, wellness and medical, food and beverage, sporting activities and membership, entertainment, spa and similar relaxation activities, travel and transportation, household, apparel, education, social networking, media and high-end consumer products;
3. the above products and services may be provided by the Company and/or:
  - a) any of our affiliates;
  - b) third party financial institutions;
  - c) the business partners or co-branding partners of the Company and/or affiliates providing the products and services set out in (2) above;
  - d) third party reward, loyalty or privileges programme providers supporting the Company or any of the above listed entities
4. in addition to marketing the above products and services, the Company also intends to provide the data described in (1) above to all or any of the persons described in (3) above for use by them in marketing those products and services, and the Company requires your written consent (which includes an indication of no objection) for that purpose;

Before using your personal data for the purposes and providing to the transferees set out above, the Company must obtain your written consent, and only after having obtained such written consent, may use and provide your personal data for any promotional or marketing purpose.

You may in future withdraw your consent to the use and provision of your personal data for direct marketing.

If you wish to withdraw your consent, please inform us in writing to the address in the section on **“Access and correction of personal data”**. The Company shall, without charge to you, ensure that you are not included in future direct marketing activities.

**Important:** If you do not agree to the use and provision of your personal data for direct marketing as set out in the section **“Use and provision of personal data in direct marketing”**, please indicate your request by ticking the box below. Once your opt-out instruction is recorded, we will not use your personal data for direct marketing.

**I/WE ACKNOWLEDGE AND CONFIRM** that I/We have read and understood the Personal Information Collection Statement (“**PICS**”). I/We confirm that I/We have been advised to read carefully the PICS, and I/We have read it carefully its effect and impact in respect of my/Our personal data collected or held by the Company (whether contained in this application or otherwise). Based on the foregoing, I/We hereby give my/Our acknowledgement and agree to the use and transfer of my/Our personal data by the Company in accordance with the PICS, including the use and provision of my/Our personal data for the purpose of direct marketing.

I/We do not agree with the use and provision of my/Our personal data for direct marketing purposes as set out above in the **Personal Information Collection Statement** (see **“Use and provision of personal data in direct marketing”**) and do not wish to receive any promotional and direct marketing materials.

**Access and correction of personal data:** Under the PDPO, you have the right to ascertain whether the Company holds your personal data, to obtain a copy of the data, and to correct any data that is inaccurate. You may also request the Company to inform you of the type of personal data held by it.

Requests for access and correction or for information regarding policies and practices and kinds of data held by the Company should be addressed in writing to:

Life Insurance Data Privacy Officer  
AXA China Region Insurance Company (Hong Kong) Limited /  
AXA China Region Insurance Company Limited  
Customer Service Centre Suite 2001, 20/F, Tower Two, Times Square, 1 Matheson Street, Causeway Bay, Hong Kong

A reasonable fee may be charged to offset the Company's administrative and actual costs incurred in complying with your data access requests.

## 11. DECLARATION AND AUTHORISATION

I HEREBY DECLARE AND AGREE on behalf of myself and other person referred to this form that all statements and answers to all questions are to the best of my /our knowledge and belief complete and true.

I HEREBY AUTHORISE that (1) any employer, registered medical practitioner, hospital, clinic, insurance company, bank, government institution, or other organisation, institution or person, that has any records or knowledge of me/us to disclose such information to the Company as the Company may request; (2) the Company or any of its appointed medical examiners, paramedical examiners or laboratories to perform the necessary medical assessment and tests to evaluate the health status of myself/ourselves in relation to this application and any claim arising therefrom. This authorisation shall bind the successors and assignees of the Relevant Persons and remains valid notwithstanding death or incapacity. A photocopy of this authorisation shall be as valid as the original.

I HEREBY DECLARE that I understand that the Company may deduct any outstanding amount applicable from the payout and/or sum received by the Company under the policy according to the applicable statutory and/or regulatory requirement(s), including levy collected by the Insurance Authority.

Print Name of Policy Owner	Signature of Policy Owner	HKID Card/Passport No. of Policy Owner	Date (dd/mm/yyyy)

\*\*If Insured is not Policy Owner and Insured is over 18 years old, Insured needs to sign below:

Print Name of Insured	Signature of Insured	HKID Card/Passport No. of Insured	Date (dd/mm/yyyy)

### Financial Consultant Details

Full Name	Code	Mobile No.

**12. DOCUMENT CHECKLIST**

Below is a list of minimum documents required to proceed your claim. In certain circumstances, more information may be required to substantiate the claim.

CI OTH	CI OTH
Basic	<input type="checkbox"/> Claim Form I <input type="checkbox"/> Claim Form II completed by attending doctor <input type="checkbox"/> Copy of China hospital discharge summary, admission record and frontpage (Claim Form II can be replaced) <input type="checkbox"/> Copy of ID or passport of the Insured/Policy Owner (If not provided before) <input type="checkbox"/> Copy of <b>Laboratory/x-ray/CT Scan/MRI report/Pathology report</b>
	<input type="checkbox"/> Copy of Sick leave certificate/Police report/Traffic accident report <input type="checkbox"/> <b>Original</b> medical expenses receipt(s), hospital receipt(s) and Statement of charges <input type="checkbox"/> Copy of Physiotherapy/Occupational therapy report
Settlement has been arranged by other insurer	<input type="checkbox"/> Copy of Claims settlement advice from other insurer
Autopay	<input type="checkbox"/> Claimant's bank account proof with account holder name and account number (e.g. copy of bank book, copy of debit card/EPS)
Special Notes	1) Claimant should be Insured if policy no. is in format 123-XXXXXXX (exclude Waiver of Premium (WP) and Child Accident Protector (CAP) Claim). If Insured age under 18 years old, Claimant should be Policy Owner. 2) Claimant should be Policy Owner if policy no. is in format 123XXXX or 123XXXX-XX or Waiver of Premium (WP) or Child Accident Protector (CAP) Claim.

**13. TRACK YOUR CLAIM STATUS**

Once your claim is registered, you will be updated through SMS or Post. If you have any query on your claim status and result, please reach your Financial Consultant or our customer service via the contact details provided on the first page of this claim form or login Emma by AXA mobile app for more information.

AXA is committed to making your insurance claim process as easy and stress-free as possible.

Thank you for insuring with us. We are always glad to be of service.