



Policy Number 保單編號:

The "Company" or "AXA"  
"本公司"、"貴公司"或"AXA 安盛":AXA China Region Insurance Company (Hong Kong) Limited  
安盛金融保險(香港)有限公司☎ 0800-184  
@ axa.ge@axa.com.hk

## Medical Claim Form (Out Patient)

(Applicable to GlobalReach Medical Insurance Plan/  
Global Elite II Health Plan/ Global Elite Health Plan/  
AXA Executive Health Medical Plan)

### 門診索償申請表

(適用於臻尚環球醫療保障 / 寰宇特選 II 醫療計劃 /  
寰宇特選醫療計劃 / AXA 卓宇醫療保障計劃)**To be Completed by Insured / Policyowner**  
必須由被保人 / 保單持有人填寫**Important Note :**

1. This form is to be filled by the Insured/Policyowner. Please do not sign on blank form and use the same signature as policy record.
2. No fees, commission or charges of whatever nature are payable to financial consultant or employees of the Company in respect of this claim.
3. To enable us to process your claim promptly, please answer all questions in this form as fully and accurate as you can.

**重要事項:**

1. 此申請表格應由被保人 / 保單持有人填寫。請勿在空白申請表格上簽署，而簽名式樣須與保單的記錄相符。
2. 有關本索償，客戶無需支付任何手續費、佣金或其他任何性質的費用予本公司的理財顧問或其他僱員。
3. 請正確回答此表格上的所有問題，以供我們批核閣下的索償申請。

Financial Consultant's Code 理財顧問編號	Financial Consultant's Name 理財顧問姓名	Financial Consultant's Contact Number 理財顧問聯絡號碼

### 1. Details of Insured 被保人資料

Policy Number 保單號碼	Full Name of Insured 被保人姓名	Contact Number 聯絡電話	Email Address 電郵地址
Current Residing Address and Country 目前居住地址和國家			

### 2. Settlement Method 付款方式\*

<input type="checkbox"/> By Cheque 支票
<input type="checkbox"/> HKD 港幣 <input type="checkbox"/> Policy Currency 保單貨幣

\* Note: The settlement amount will be in HKD, unless specified.  
注意：除非另行說明，賠償金額會以港幣支付。

### 3. Guideline for Document Submission 遞交索償申請所須文件指引

Please tick against the documents you have submitted together with this claim form. We will notify you or your financial consultant if we need to obtain extra information from you or from other parties to assess your claim. As the time required for obtaining the information varies, the processing time of your claim will likely take longer time.

請於連同索償表格遞交文件之方格內加上剔號。如需要閣下或其他機構提供進一步資料作閣下之索償申請，本公司會通知閣下或閣下之理財顧問。由於收集有關之資料時間有異，閣下之索償申請時間有可能因此而延長。

1. Completed Claim Form (original)  
已填妥的索償申請表 (正本)
2. Itemized Detailed Bill with Cost Breakdown (original/certified copy)  
詳細分項列明的費用明細 (正本/核證副本)
3. Result of the Diagnostic Test (Laboratory Result, X-Ray / MRI etc. - original/certified copy) (where applicable)  
診斷測試結果 (化驗結果、X光、磁力共振造影等正本/核證副本) (如適用)
4. Prescription (original/certified copy) (where applicable)  
處方 (正本/核證副本) (如適用)
5. Medical Reports Associated to the Existing Medical Condition (where applicable)  
任何有關聯的醫療報告 (如適用)
6. Copies of the Identification Document of the Policyowner and the Insured (unless submitted before)  
保單持有人及被保人的身份證明文件副本 (除非早前已提交)

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).

正本文件包括收據並不會退還。如欲索取正本文件的核實副本，請在空格內填上「✓」號。

### 4. Benefit Type of Out-Patient Claims 門診索償類別

Consultation Date (dd/mm/yyyy) 求診日期 (日/月/年)	Onset Date (dd/mm/yyyy) 病徵出現日期 (日/月/年)	Diagnosis/ Symptoms Presented 診斷/ 出現的病徵	Type of Claims (Please tick "✓" the Appropriate Box) 索賠類型 (請在適當的空格內填上 "✓")				Similar Condition/ Symptoms in the Past 5 Years? 過去5年曾否 患有同類病況?	Congenital Condition 先天性疾病	Amount Claimed 索償金額
			GP / SP Medicine 普通科醫生/ 專科醫生藥物	Laboratory Test / MRI / CT / PET / Ultrasound 化驗測試/ 磁力共振/ 電腦掃描/ 超聲波	Chinese Practitioner / Acupuncture / Homeopath 中醫 / 針灸/ 顺势療法	Physiotherapy / Chiropractor / Osteopath *Referral Letter is Required 物理治療 / 脊醫 / 整骨醫生 *需提供轉介信			
1							<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
2							<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
3							<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
4							<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
5			Vaccination / Health Screen / Optical Care 接種疫苗 / 健康檢查 / 例行眼部護理						

### 5. Declaration and Autorisation 聲明及授權

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

I/WE 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 and/or Company's designated service provider for pre-authorisation and claims purpose 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 pre-authorisation or 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/WE ACKNOWLEDGE AND CONFIRM that I/we have read and understood the Personal Information Collection Statement ("PICS") stated on page 3 and page 4. 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 AXA China Region Insurance Company (Hong Kong) Limited / AXA China Region Insurance Company Limited in accordance with the PICS.

In the event of any inconsistency between the English version and the Chinese version, the English version shall prevail.

本人/我們謹此代表本人及其他在此申請表提及之人士聲明及同意上述一切陳述及問題的所有答案，就本人/我們所知所信，均為事實全部並確實無訛；本人/我們謹此代表相關人士授權 (1) 任何僱主、註冊西醫、醫院、診所、保險公司、銀行、政府機構、或其他組織、機構或人士，凡知道或持有任何有關本人/我們之記錄，均應貴公司要求將該等資料提供給貴公司及/或貴公司指定的服務供應商作預先批核及理賠之用；(2) 貴公司或任何其指定之驗身醫生、醫療人員或化驗所，可就此申請或任何與此有關之預先批核或賠償申請替本人/或任何與此有關之預先批核或索償申請替本人/我們進行所需之醫療評估及測試，作為審核本人/我們之健康狀況。此授權對相關人士之繼承人及受讓人具有約束力；即使相關人士死亡或無行為能力時，此授權仍具效力。此授權書的影印本與正本均有同等效力。

本人/我們確認本人/我們已閱讀並明白於第三頁及第四頁的收集個人資料的聲明《該聲明》。本人/我們確認本人/我們已被通知本人/我們須詳細閱讀《該聲明》，而本人/我們已詳細閱讀《該聲明》對貴公司所收集或持有之本人/我們的個人資料的影響（不論是否此表格所載或從其他途徑所取得）。根據以上所述，本人/我們特此確認並同意安盛金融保險（香港）有限公司/安盛金融有限公司根據《該聲明》使用及轉移本人/我們的個人資料。

如中英文版本的條款有任何分歧，請以英文版本為準。

## 6. Personal Information Collection Statement 收集個人資料的聲明

The Company recognises its responsibilities in relation to the collection, holding, processing, use and/or transfer of personal data under the regulations in relation to personal data protection. 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 Macau 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 Macau or elsewhere and in this regard you consent to the transfer of your data outside of Macau;
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 Macau 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 Macau 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 organisation 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.

**Access and correction of personal data:** Under the regulations, 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:

Data Privacy Officer

AXA China Region Insurance Company (Hong Kong) Limited

Avenida do Infante D. Henrique No.43-53A, 20 Andar, The Macau Square, Macau

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

本公司明白其就個人資料保護相關法例收集、持有、處理、使用和/或轉移個人資料所負有的責任。本公司僅將為合法和相關的目的收集個人資料，並將採取一切切實可行的步驟，確保本公司所持個人資料的準確性。本公司將採取一切切實可行的步驟，確保個人資料的安全性，及避免發生未經授權或者因意外而擅自取得、刪除或另行使用個人資料的情況。

敬請注意，如果閣下不向本公司提供閣下的個人資料，我們可能無法提供閣下所需的資料、產品或服務，或無法處理閣下的要求。

**目的：**本公司不時有必要收集閣下的個人資料（包括信用資料和以往申索紀錄），並可能因下列各項目的（“**有關目的**”）而供本公司使用、存儲、處理、轉移、披露或共享該等個人資料：

1. 向閣下推介、提供和營銷本公司、安盛集團的其他公司（“**安盛關聯方**”）或本公司的商業合作夥伴（參閱下文“**在直接促銷中使用及將其個人資料提供予其他人士**”部份）之產品/服務，以及提供、維持、管理和操作該等產品/服務；
2. 處理和評估閣下就本公司及安盛關聯方所提供之產品/服務提出的任何申請或要求；
3. 向閣下提供後續服務，包括但不限於執行/管理已發出的保單；
4. 與就本公司和/或安盛關聯方提供的任何產品/服務而由閣下或針對閣下提出的或者其他涉及閣下的任何索賠相關的任何目的，包括索賠調查；
5. 偵測和防止欺詐行為（無論是否與就由本公司及/或安盛關聯方提供的產品/服務有關）；
6. 評估閣下的財務需求；
7. 為客戶設計產品/服務；
8. 為統計或其他目的進行市場研究；
9. 不時就本條款所列的任何目的核對所持有的與閣下有關的任何資料；
10. 作出任何適用法律、規則、規例、實務守則或指引所要求的披露或協助在澳門或澳門以外其他地方的警方或其他政府或監管機構執法及進行調查；
11. 進行身份和/或信用核查和/或債務追收；
12. 遵守任何適用的司法管轄區的法律；
13. 開展與本公司業務經營有關的其他服務；及
14. 與上述任何目的直接有關的其他目的。

**個人資料的轉移：**個人資料將予以保密，但在遵守任何適用法律條文的前提下，可提供給：

1. 位於澳門或澳門以外其他地方的任何安盛關聯方、本公司的任何相關聯人士、任何再保險公司、索賠調查公司、閣下之保險經紀、行業協會或聯會、基金管理公司或金融機構，以及就此方面而言，閣下同意將閣下的資料轉移至澳門境外；
2. 與就本公司和/或安盛關聯方提供的任何產品/服務而由閣下或針對閣下提出的或者其他涉及閣下的任何索賠相關的任何人士（包括私家偵探）；
3. 在澳門或澳門以外其他地方本公司和/或安盛關聯方提供行政、技術或其他服務（包括直接促銷服務）並對個人資料負有保密義務的任何代理、承包商或第三方；
4. 信貸資料機構或（在出現拖欠還款的情況下）追討欠款公司；
5. 本公司權利或業務的任何實際或建議的承讓人、受讓方、參與者或次參與者；
6. 在澳門或澳門以外其他地方的任何政府部門或其他適當的政府或監管機關；及
7. 在有合理需要履行任何上述有關目的段落2, 3, 4及5之情況下，以下人士：保險理算人、代理和經紀、僱主、醫護專業人士、醫院、會計師、財務顧問、律師、整合保險業申訴和承保資料的組織、防欺詐組織、其他保險公司（無論是直接地，或是通過防欺詐組織或本段中指名的其他人士）、警察、和保險業就現有資料而對所提供的資料作出分析和檢查的數據庫或登記冊（及其運營者）。

如欲了解本公司為促銷目的使用閣下的個人資料的政策，請參閱下文“**在直接促銷中使用及將其個人資料提供予其他人士**”部份。

閣下的個人資料將僅為上文中規定的一個或多個有關目的而被轉移。

#### **在直接促銷中使用及將其個人資料提供予其他人士：**

本公司有意：

1. 使用本公司不時持有的閣下的姓名、聯絡資料、產品及服務的組合資料、交易模式及行為、財政背景及人口統計數據以進行直接促銷；
2. 就本公司，安盛關聯方，本公司合作品牌夥伴及商業合作夥伴可能提供關於下列類別的服務及產品而進行直接促銷（包括但不限於提供獎賞、客戶或會員或優惠計劃）：
  - a) 保險、銀行、公積金或公積金計劃、金融服務、證券和相關產品及服務；
  - b) 健康、保健及醫療、餐飲、體育運動及會員服務、娛樂、健身浴或類似的休閒活動、旅遊及交通、家居、服裝、教育、社交網絡、媒體的產品及服務及高級消費類產品；
3. 以上服務及產品將會由本公司及/或以下機構提供：
  - a) 任何安盛關聯方；
  - b) 第三方金融機構；
  - c) 提供上文2. 所列之服務及產品之本公司及/或安盛關聯方的商業合作夥伴或合作品牌夥伴；
  - d) 向本公司或任何以上所列機構提供支援的第三方獎賞、客戶或會員或優惠計劃提供者；
4. 除由本公司促銷上述服務及產品外，本公司亦有意將上文1. 段部份所述的資料提供予上文3. 段部份所述的全部或任何人士，以供該等人士在促銷該等服務及產品中使用，而本公司為此目的須獲得客戶書面同意（包括表示不反對）。

在使用閣下的個人資料作上文所述的目的或提供予上文所述的人士之前，本公司須獲得閣下的書面同意，及只在獲得閣下的書面同意後方可使用閣下的個人資料及提供予其他人士作任何推廣及促銷用途。

閣下日後可撤回閣下給予本公司有關使用閣下的個人資料及提供予其他人士作任何促銷用途的同意。

閣下如欲撤回閣下給予本公司的同意，請發信至下文“**個人資料的查閱和更正**”部份所列的地址通知本公司。本公司會在不收取任何費用的情況下確保不會將閣下納入日後的直接促銷活動中。

**個人資料的查閱和更正：**根據相關法例，閣下有權查明本公司是否持有閣下的個人資料，獲取該資料的副本，以及更正任何不準確的資料。閣下還可以要求本公司告知閣下本公司所持個人資料的種類。

查閱和更正的要求，或有關獲取政策、常規及本公司所持的資料種類的資料，均應以書面形式發送至：

澳門殷皇子大馬路43-53A號澳門廣場20樓

安盛金融保險（香港）有限公司

個人資料保護主任

本公司可能會向閣下收取合理的費用，以抵銷本公司為執行閣下的資料查閱要求而引致的行政和實際費用。

**Medical Claim Form (Out Patient) 門診索償申請表**

Name of Claimant* 索償人姓名*	Signature of Claimant* 索償人簽署*	Signature Date (dd/mm/yyyy) 簽署日期 (日/月/年)
Macau ID Card / Passport Number 澳門身份證 / 護照號碼	Relationship to Insured 與被保人關係	
Name of Insured 被保人姓名	Signature of Insured** 被保人簽署**	Signature Date (dd/mm/yyyy) 簽署日期 (日/月/年)
Macau ID Card / Passport Number of Insured 被保人澳門身份證 / 護照號碼		
Name of Financial Consultant / Witness 理財顧問/見証人姓名	Signature of Financial Consultant / Witness 理財顧問 / 見証人簽署	Signature Date (dd/mm/yyyy) 簽署日期 (日/月/年)

\* Note : Claimant refers to Insured or Policyowner or the person who filed a claim against the Company

\* 注意 : 索償人指被保人或保單持有人或 向公司索償的人士

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

\*\* 若被保人並非保單持有人，而被保人已年滿18歲，被保人必須於以下簽署

If you have any questions regarding this form or any other aspects of the coverage, please contact our Customer Service at 0800-184 quoting your policy numbers. Claims must be submitted along with all supporting documents within 90 days from date of service. Send this claim form together with all supporting documents to Avenida do Infante D, Henrique, No. 43-53A, 20 Andar, The Macau Square, Macau

若閣下對本申請表格或其他保單相關事宜有任何疑問，請致電 0800-184 聯絡我們的客戶服務，並提供閣下的保單編號。

索償申請須於接受診治後 90 天內，連同所有證明文件一併呈交。請將此申請表與所有證明文件發送至澳門殷皇子大馬路 43-53A 號澳門廣場 20 字樓