

**中國太平保險(香港)有限公司**

China Taiping Insurance (HK) Company Limited

香港銅鑼灣新寧道8號中國太平大廈19字樓

19/F, China Taiping Tower, 8 Sunning Road, Causeway Bay, Hong Kong

Tel: (852) 2815 1551 Fax: (852) 2541 6567 E-mail: info@hk.cntaiping.com Website: www.hk.cntaiping.com Customer Service Hotline: (852) 3716 1616

**EDUCATION BUREAU BLOCK INSURANCE POLICY  
EMPLOYEES' COMPENSATION INSURANCE CLAIM PROCEDURE**

**Enquiry Hotline : 2852 8373**

**(A) Notification of accident**

Employee who sustains injury as a result of an accident arising out of and in the course of employment or contracts occupational disease prescribed in the Employees' Compensation Ordinance ("the Ordinance") should notify the employer as soon as possible in order to avoid the delay of employees' compensation. On receipt of the notification, the employer must notify the Commissioner for Labour and China Taiping Insurance (HK) Company Limited ("the Insurance Company") of any work accident leading to injury/death or prescribed occupational disease in the following manners:-

	<b>Resulting in</b>	<b>Notice Period</b>	<b>Form</b>
Work injury	Incapacity for a period not exceeding 3 days	Within 14 days	Form 2B
	Incapacity for a period exceeding 3 days	Within 14 days	Form 2
	Death	Within 7 days	
Occupational disease	Incapacity	Within 14 days	Form 2A
	Death	Within 7 days	

The aforementioned Forms can be obtained from the Employees' Compensation Division of the Labour Department or at the website of the Labour Department <http://www.info.gov.hk/labour>. Completed forms should be sent by mail to the Property and Liability Department of the Insurance Company.

**(B) Methods of Compensation**

1. Direct settlement between employer and employee:  
For the work injury with a period of temporary incapacity not exceeding 7 days and with no permanent incapacity involved, the employer may directly settle with the employee as to the compensation payable under the Ordinance, either in writing or oral agreement. The employer should pay the periodical payment (i.e. wages during the sick leave period) and the medical expenses concerned on or before the day which wages would have been payable to the employee. The employer shall send the original copy of the Employees' Compensation Confirmation or the original copy of Agreement Pursuant to Section 16CA of the Employees' Compensation Ordinance (Compensation acknowledgment includes the medical expenses), original medical certificates issued by registered medical practitioners / registered Chinese medicine practitioners / registered dentists, original copy of medical receipts and copy of the employee's identity card to the Insurance Company by mail within 14 days.

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2. "Certificate of Compensation Assessment" issued by the Commissioner for Labour.

For cases where "direct settlement between employer and employee" is not applicable or where the accident results in injury with a period of temporary incapacity for more than 7 days or results in permanent incapacity or where other circumstances upon determination of the Commissioner for Labour, the Employees' Compensation Assessment Board ("the Assessment Board") of the Labour Department will issue to the employer and employee a Certificate of Compensation Assessment (i.e. Form 5) stating the amount of compensation payable. If the employee only suffers from temporary incapacity, the certificate will be issued after sick leave clearance. If the injury is likely to result in permanent incapacity, the certificate will be issued after the Certificate of Assessment (i.e. Form 7 or 9) is issued by the Assessment Board.

Any objection to the assessment result by either party must be submitted in writing to the Commissioner for Labour within 14 days after the issue of the Certificate, with a copy of the objection notice sent to the other party and the Insurance Company. On receipt of the objection notice, the Commissioner for Labour will review its assessment and issue a Certificate of Review of Compensation Assessment (i.e. Form 6) to the employer and employee.

The employer should pay the employee within 21 days from the date of issue of the Certificate the amount of compensation or any outstanding amount, stated in the Certificate. The employer should also pay the medical expenses concerned.

Upon receipt of the above documents from the Labour Department, the Insured should send them to the Insurance Company within 14 days together with the Assessment Certificate issued by the Employees' Compensation (Ordinary Assessment) Board (Form 5, 7, 6 or 9), original copy of all medical certificates (or copy of death certificate), medical receipts, Employees' Compensation Confirmation or the original copy of Agreement Pursuant to Section 16CA of the Employees' Compensation Ordinance (Compensation acknowledgement shall also include the medical expenses concerned) and copy of the employee's identity card for handling of the claim.

For compensation over HK\$60,000.00, the Insured should provide the Employees' Compensation Confirmation signed by the injured employee. If the settlement is payable to The Incorporated Management Committee instead of the school, the Insurance Company should be informed of the name of payee in writing as soon as possible.

### (C) Points to Note

Upon knowledge of any prosecution, court proceedings or death inquiry in relation to any work-related accident, the employer shall as soon as possible give notice thereof to the Insurance Company. Upon receipt of any correspondence, demand letter, summons or pleadings, the employer shall immediately inform the Insurance Company in writing and send the same document(s) to the Insurance Company. The employer shall not handle the matter without prior consent of the Insurance Company.

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(D) Documents to be submitted

For incapacity from 1 to 7 days, the following documents are required to be submitted:

<b>1 to 3 day(s)</b>	<b>4 to 7 days</b>
Form 2B	Form 2
<ol style="list-style-type: none"> <li>1. Original medical certificate(s)</li> <li>2. Copy of identity card</li> <li>3. Original Employees' Compensation Confirmation or Agreement Pursuant to Section 16CA of the Employees' Compensation Ordinance</li> <li>4. Original medical receipt(s) (if any), e.g. Receipts of X-ray, physiotherapy or chiropractic treatment with relevant referral letter issued by registered medical practitioner</li> </ol>	

For incapacity of **more than 7 days**, the following documents are required to be submitted:-

<ol style="list-style-type: none"> <li>1. Form 2</li> <li>2. Original medical certificate(s)</li> <li>3. Form 5 / Form 6 (original)</li> <li>4. Form 7 / Form 9 (original)</li> <li>5. Original medical receipt(s) (if any), e.g. Receipts of X-ray, physiotherapy or chiropractic treatment with relevant referral letter issued by registered medical practitioner.</li> <li>6. If the employee raises objection to the assessment result, copy of the objection notice should be produced. If amendment to information is needed, please submit the amended Form 2 or complete the Information Amendment Notice.</li> <li>7. If the amount of compensation is over HK\$60,000, Employees' Compensation Confirmation must be produced. If the Confirmation is not available, the Insured should submit a written request for the settlement cheque payable to the injured employee.</li> </ol>
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If the accident arising out of and in the course of employment results in employee's death, the Insured should give notice to the Commissioner for Labour and the Insurance Company within 7 days.

(E) Correspondence address

China Taiping Insurance (HK) Company Limited  
19/F, China Taiping Tower,  
8 Sunning Road,  
Causeway Bay, Hong Kong.  
Attn: Claims Department

Claims Handler : Miss. Phyllis Lam  
Telephone : 2852 7412  
E-mail : phyllis.lam@hk.cntaiping.com  
Fax : 2915 0878

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**Claim Forms (please refer to the EDB website) :**

1. Form 2, 2A and 2B (can also be obtained from the website of the Labour Department)
2. Agreement Pursuant to Section 16CA of the Employees' Compensation Ordinance (applicable for incapacity for a period within 7 days)
3. Employees' Compensation Confirmation (applicable for compensation over HK\$60,000)