

**EDUCATION BUREAU BLOCK INSURANCE POLICY  
GROUP PERSONAL ACCIDENT INSURANCE CLAIM PROCEDURE**

**General Enquiry Hotline : 3187 5188 / 9485 1952**

The Claim Form consists of two Sections:

1. Section 1 – Incident Report
  - a) If any Student sustains accidental permanent disability or fatal injury, please complete Section 1 of the Group Personal Accident Claim Form and submit by Fax or by E-mail to Claims Department II of Bank of China Group Insurance Co Ltd. (hereinafter referred to as “the Insurance Company”) as soon as possible.
  - b) The Incident Report should be completed, signed and stamped with School Chop by the School.
2. Section 2 – For a formal claim
  - a) Part A of Section 2 is to be completed and signed by the Injured Student/Parent or Legal Guardian;
  - b) Part B of Section 2 is to be completed by the attending physician;Please submit the Section 2 of the Claim form by mail to the Insurance Company together with the following document (if applicable):
  - i) copy of the claimant’s ID Card;
  - ii) copy of the student Birth Certificate;
  - iii) copy of documentary proof of permanent disability, e.g. medical report;
  - iv) copies of all police report(s), police statement(s), if the accident was reported to the Police;
  - v) copy of Death Certificate.

\*Please note that the claimant should bear the costs and expenses incurred for obtaining the above documents.

For general enquiries on claim procedure, please call our General Enquiry Hotline 3187 5188 or 9485 1952. For submission of claim documents and enquiries on individual reported claim, please contact the following Correspondence Address and Contact Person:

Bank of China Group Insurance Co. Ltd.  
8/F., Wing On House  
71 Des Voeux Road Central  
Hong Kong  
Attn.: Claims Department II

Claim Handler : Mr. Eddy Tsui  
Telephone : 2236 6635  
E-mail : [claimsedb\\_ins@bocgroup.com](mailto:claimsedb_ins@bocgroup.com) / [tsui\\_chiyiu@bocgroup.com](mailto:tsui_chiyiu@bocgroup.com)  
Fax : 3906 9942