



中國太平保險(香港)有限公司
China Taiping Insurance (HK) Company Limited

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

General Enquiry Hotline : 3716 1699

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 E-mail to Claims Division of the Accident and Health Department of China Taiping Insurance (HK) 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's 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 Customer Service Hotline 3716 1699. For submission of claim documents and enquiries on individual report claim, please contact the following Correspondence Address and Contact E-mail:

China Taiping Insurance (HK) Company Limited
15/F., 18 King Wah Road
North Point, Hong Kong.
Attn : Health Service Division of the Accident and Health Department
E-mail :edbclaims@hk.ctaiping.com

For enquiries on individual reported cases, please contact the Accident Claims Team:

Contact : Health Service Division of the Accident and Health Department
Tel Number : 3716 1699
E-mail :edbclaims@hk.ctaiping.com