

**中國太平保險(香港)有限公司**

China Taiping Insurance (HK) Company Limited

香港北角京華道18號15樓

15/F., 18 King Wah Road, North Point, 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  
PUBLIC LIABILITY INSURANCE CLAIM PROCEDURE**

**Enquiry Hotline: 3716 1699**

(A) Claim Procedure and Flow

In the event of any occurrence which may give rise to a claim involving third party bodily injury or death and/or property damage, please make sure the followings are done:-

1. Take photos of the accident scene and/or the injured person(s) and/or the damaged property.
2. Record the detail of the accident scene (in particular the floor condition), and contact information of the injured person(s) and/or property owner(s) and/or witness(es).
3. Record in detail the number of person(s) injured, and the nature and extent of injury.
4. Record in detail the property(-ies) damaged, and the nature and extent of damage.
5. Report to the police, especially for accidents resulting in bodily injury or death.
6. Make a copy of the CCTV record in compact disc regarding the occurrence, if any.

(B) Complete, sign the Public Liability Insurance Accident Report with school chop affixed thereon and submit together with the following documents as soon as possible:

1. Photographs showing the accident scene, and/or injured person(s) and/or damaged property and/or CCTV record in compact disc, if any;
2. Copy of the police statement and police report number, if any;
3. Written statement made by the eye witness(es).

(C) Do not answer any letter, writ, summons received from third party(-ies). Please send a copy to China Taiping Insurance (HK) Company Limited (hereinafter referred to as "the Company") immediately upon receipt.

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- (D) Do not negotiate, pay, settle, admit or repudiate any claim without the written consent of the Company.
  
- (E) For general enquiries on claim procedure, please call our General Enquiry Hotline 3716 1699. For submission of claim documents and enquiries on individual reported claim, please email to [edbclaims@hk.cntaiping.com](mailto:edbclaims@hk.cntaiping.com) or address to the following Correspondence Address and Contact Person:

China Taiping Insurance (HK) Company Limited  
15/F., 18 King Wah Road  
North Point  
Hong Kong  
Attn: Claims Department

Claims Handler : Mr. Philemon Lo  
Telephone : 3716 1615  
E-mail : [edbclaims@hk.cntaiping.com](mailto:edbclaims@hk.cntaiping.com)