

**EDUCATION BUREAU BLOCK INSURANCE POLICY  
PUBLIC LIABILITY INSURANCE CLAIM PROCEDURE**

**General Enquiry Hotline : 3187 5188**

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 following steps are taken:-

- (A) Take immediate actions, where applicable, as follows:
1. Take photographs 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 information and contact of the injured person(s) and/or property owner(s) and/or witness(es) and their written statements;
  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, if any. If the file size is too big (>10MB), please save it in compact disc.
- (B) Do not answer any letter, writ, summons received from third party(-ies). Please send a copy to Bank of China Group Insurance Co. Ltd. (hereinafter referred to as “the Insurance Company”) immediately upon receipt.
- (C) Do not negotiate, pay, settle, admit or repudiate any claim without the written consent of the Insurance Company.
- (D) Complete the Public Liability Insurance Incident Report 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, if any;
  2. Copy of the police statement and police report number, if any;
  3. Written statement made by the eye witness(es).

For general enquiries on claim procedure, please call the General Enquiry Hotline 31875188.

For submission of claim documents and enquiries on individual reported claim, please contact the below Claims Handler:

Claims Handler : Mr. Vic Chow

Telephone : 2236 6634

E-mail : [claimsedb\\_ins@bcgroup.com](mailto:claimsedb_ins@bcgroup.com) / [vic\\_wkchow@bcgroup.com](mailto:vic_wkchow@bcgroup.com)

Fax : 3906 9942