

## 財產保險索償申請表

### PROPERTY INSURANCE CLAIM FORM

如未能即時提供任何索償文件，受保人亦必須根據保單條款內列明的索償通知要求將此索償申請表於事發/發現後呈遞給本公司。  
This Claim Form must be submitted to us following the date of accident/discovery in accordance with the claim notification requirement stated in the policy conditions, even if any of the claim documents is not readily available.

1. 保單號碼: Policy Number:	
2. 受保人姓名: Name of the Insured:	
3. 聯絡人姓名，電郵地址及電話號碼: Name of the contact person, email address and telephone number:	
4. 事發日期、時間和地點: Date, Time and Location of the accident:	
5. 意外在何時及由何人報告? When, and by whom, was the accident reported to you?	
6. 事發過程 (包括事發原因) 請提供管業處之意外報告副本、索償財物於事發前的購買發票/室內裝修發票、正本彩色相片及維修或重置報價單副本。 Details of accident (including cause of the accident). Please give us the copy of the incident report from the building management, copy of purchase invoice / previous decoration invoice of claimed item(s), original colour photos and the copy of the repair/replacement quotation.	
7. <b>(僅適用於爆竊索償)</b> 受保處所是否有任何被人強行進入或離開之可見痕跡? 如有，請提供詳情及相片。 <b>(For Burglary Claim Only)</b> Is there any sign of forcible entry or exit at the insured unit? If so, please give details and colour photos.	
8. 有否向警方報案? 如有，請提供警方報告或口供副本。 Has the accident been reported to Police? If so, please give us the copy of the police report or police statement.	
9. 如有證人，請提供證人資料包括姓名、地址、聯絡電話及與受保人關係。 Witness details including name, address, contact no. and the relationship to the insured, if any.	
10. 是次意外有否向其他保險公司索償? 如有，請提供詳情。 Have you filed the claim to other insurance companies? If so, please give details.	
11. 以往有否遇過類似情況? 如有，請提供詳情。 Have you encountered similar nature of accident? If so, please give details.	

12. (僅適用於包含責任保險保障的保單)  
有否收到第三者要求索償？如有，請填寫責任保險索償申請表並即時呈遞本公司。  
注意：如收到任何第三者的信件，請立即交予本公司處理，並請勿私下回覆及承認責任。  
**(Only applicable for policy containing Liability Insurance cover)**  
Have you received any claim from third party(ies)? If so, please complete the Liability Insurance Claim Form and send it to us immediately.  
Note: Should you receive any correspondence from any third party(ies), please forward us immediately with unanswered and ensure no admission to liability.

13. 損失列表 Schedule of Loss

物品損失/損毀之詳細資料 Full description of lost/damaged item(s)	購置日期 Date purchased	原價 Original Cost	預計維修/重置費用 Estimated Repair/ Replacement Cost	索償金額(港幣) Amount Claimed (HKD)

本人 / 吾等聲明上述資料完整及正確無誤。本人 / 吾等並沒有隱瞞任何重要資料。本人 / 吾等明白本公司可要求更多資料。本人 / 吾等確認本人 / 吾等已閱讀並明白創興保險有限公司的收集個人資料聲明（「該聲明」）並知悉及同意有關於本人 / 吾等於是次申請由本人 / 吾等提供的所有個人資料及其他資料將可能被持有、使用、處理或披露予有關各方面以用作該聲明上所載的用途上。

I/We declare that the above information is true and complete to the best of my/our knowledge and belief. I/we have not withheld any material information connected with this claim. I/We understand that the Company can request for more information. I/We confirm that I/We have read the Chong Hing Insurance Company Limited Personal Information Collection Statement ("PICS") and acknowledge and agree that all personal data and information with respect to me/us which are provided by me/us in relation to this application may be held, used, processed or disclosed to such parties for such purposes as set out in the PICS.

.....  
簽署日期  
Date of Signature

.....  
受保人簽署 / 公司蓋印  
Insured Signature / Company chop

## 收集個人資料聲明

創興保險有限公司（“本公司”）依據個人資料（私隱）條例

致 客戶及其他人士通知書

1. 本公司明白其就《個人資料（私隱）條例》（香港法例第 486 章）（“條例”）收集、持有、披露、處理、使用及轉移個人資料所負有的責任。本公司僅將為合法和相關的目的收集個人資料，並將採取一切切實可行的步驟，確保本公司所持個人資料的準確性及安全性，及避免發生未經授權或者意外取得、刪除或另行使用個人資料的情況。

本公司會在一般日常業務運作過程中，例如，當客戶及/或個人（統稱「資料當事人」）申請或使用本公司之產品及/或服務，或以其他方式進行作為本公司所提供部分產品及/或服務時，不時向資料當事人收集個人資料。本公司亦會向第三方（包括客戶因本公司產品及/或服務的推廣以及申請本公司產品及/或服務而接觸的第三方服務供應商）收集與資料當事人有關的個人資料。

（以上包括從獲核准加入多家個人信貸資料服務機構模式的信貸資料服務機構（以下簡稱「信貸資料服務機構」）接收個人資料）。

如果 閣下不向本公司提供所需 閣下的個人資料，本公司可能無法提供 閣下所需的資料、產品或服務，或無法處理 閣下的要求。

2. 目的：本公司不時有必要收集 閣下的個人資料，並可能因下列各項目的（“有關目的”）而供本公司使用、儲存、保留、處理、轉移、披露或共享該等個人資料：
- (a) 向 閣下推介、提供和營銷本公司、創興銀行集團成員或本公司合作品牌夥伴及商業合作夥伴（參閱下文“在直接促銷中使用資料”部份）之產品及/或服務；
  - (b) 處理和評估 閣下就本公司及創興銀行集團成員所提供之產品及/或服務提出的任何申請或要求；
  - (c) 向 閣下提供後續服務，包括但不限於管理已發出的保單；
  - (d) 與就本公司或創興銀行集團成員提供的任何產品及/或服務而由 閣下或針對 閣下提出的或者其他涉及 閣下的任何索賠相關的任何目的，包括索賠調查；
  - (e) 評估 閣下的財務需求；
  - (f) 為資料當事人設計產品及/或服務；
  - (g) 為統計或其他目的進行市場研究；
  - (h) 不時為本聲明所列的任何目的而核對由本公司或任何創興銀行集團成員所持有的與 閣下有關的任何資料；
  - (i) 履行根據下列在中華人民共和國香港特別行政區管轄權以內或以外適用於本公司或任何創興銀行集團成員的關於披露及使用資料的任何規定：
    - (i) 任何法律；
    - (ii) 任何由具有管轄權的法院或審裁處所作出之任何命令/判決；
    - (iii) 何本地或外地法律、監管、稅務、政府、執法或其他機關，或金融服務供應者的自律監管或行業組織或協會的任何指引；或
    - (iv) 由本地或外地法律、監管、稅務、政府、執法或其他機關，或金融服務供應者的自律監管或行業組織或協會所訂立的任何合約或其他承諾；
  - (j) 執行身份確認；
  - (k) 協助其他在香港獲核准加入多家個人信貸資料服務機構模式的信貸提供者（以下簡稱「信貸提供者」）進行信用檢查及追討欠債；
  - (l) 促使本公司的實際或擬定承讓人、或本公司對資料當事人所擁有之權利的參與人或附屬參與人評估擬成為轉讓、參與或附屬參與對象的交易；
  - (m) 遵守在創興銀行集團內部針對符合制裁、阻止、偵查、調查或檢控香港特別行政區管轄權以內或以外清洗黑錢、恐怖分子融資活動或其他非法活動的任何方案而訂定有關共用、保留、披露或使用資料的任何規定、政策、程序、措施或安排；
  - (n) 與任何創興銀行集團成員共用或轉移資料，而該等資料亦可能與可獲取的其他資料組合或被使用，以經營與任何創興銀行集團成員主要業務所經營的金融、保險及證券相關服務；
  - (o) 進行與本公司業務經營有關的其他服務；及
  - (p) 與上述任何目的直接有關及附帶的其他目的。
3. 個人資料的轉移：個人資料將予以保密，但在遵守任何適用法律條文的前提下，可提供給下述在香港特別行政區管轄權以內或以外的各類人士或實體作任何有關目的：
- (a) 任何創興銀行集團成員（「創興銀行集團」一併及分別地指創興銀行有限公司、本公司其任何控股公司及任何該等控股公司的子公司、其控權人（該詞釋義見香港法例第 155 章銀行業條例）、其子公司及其任何分行及辦事處，而「創興銀行集團成員」具有相同涵義），而該等個人資料可能與創興銀行集團任何成員可獲取的其他資料組合；
  - (b) 本公司的任何相關聯人士、任何再保險公司、索賠調查公司、閣下之保險經紀、行業組織或協會、基金管理公司或金融機構，以及就此方面而言，閣下同意將 閣下的資料轉移至香港境外；
  - (c) 根據在香港特別行政區管轄權以內或以外不時適用於本公司或任何創興銀行集團成員的任何法律、任何法庭/審裁處所做出之命令或裁決或任何本地或外地的法律、監管、稅務、政府、執法或其他機關，或金融服務供應者的自律監管或行業組織或協會的任何指引或其訂立的任何合約或其他承諾而本公司或任何創興銀行集團成員被規定或被期望需向其作出披露的任何人士；

- (d) 與就本公司及/或任何創興銀行集團成員提供的任何產品及/或服務而由閣下或針對閣下提出的或者其他涉及閣下的任何索賠相關的任何人士(包括私家偵探)；
- (e) 向本公司及/或相關的創興銀行集團成員提供行政、電訊、電腦、付款、技術、證券結算、索賠處理或其他服務(包括直接促銷服務)並對上述相關的創興銀行集團成員負有保密義務的任何代理人、承辦商或第三方服務提供者；
- (f) 信貸資料服務機構(包括信貸資料服務機構所使用的任何中央資料庫之經營者)，及在信貸違約時，提供予收賬代理機構；
- (g) 本公司之權利或業務的任何實際或擬定承讓人、受讓方、參與人或附屬參與人；
- (h) 任何政府部門或其他適當的政府或監管機關；及
- (i) 資料當事人因申請本公司產品及/或服務而選擇接觸的第三方服務供應商；

如欲了解本公司為促銷目的使用閣下的個人資料的政策，請參閱下文“在直接促銷中使用資料”部份。

閣下的個人資料將僅為上文中規定的一個或多個有關目的而被轉移。

#### 4. 在直接促銷中使用資料：

本公司有意在直接促銷中使用資料當事人的資料，惟本公司須獲得資料當事人的同意(包括表示不反對)，方可使用資料當事人的資料作前述用途。就此而言，請注意：

- (a) 本公司不時持有資料當事人的姓名、聯絡資料、產品及服務組合資料、交易模式及行為、財務背景及人口統計數據可能用於直接促銷；
- (b) 本公司、任何創興銀行集團成員、本公司合作品牌夥伴及商業合作夥伴可能提供關於下列類別的服務及產品而進行直接促銷(包括但不限於提供獎賞、會員或優惠計劃)：
  - (i) 保險、銀行、信用卡、公積金計劃、金融服務、證券和相關產品及服務；
  - (ii) 健康、保健及醫療餐飲、體育運動及會員服務、娛樂、水療或類似的休閒活動、旅遊及交通、家居、服裝、教育、社交網絡、媒體的產品及服務及/或高端消費類產品；
- (c) 以上服務產品將會由本公司及/或以下機構提供：
  - (i) 任何創興銀行集團成員；
  - (ii) 第三方金融機構；
  - (iii) 本公司或任何創興集團成員的合作品牌夥伴或商業合作夥伴；
  - (iv) 向本公司或任何以上所列機構提供支援的第三方獎賞、忠誠、品牌合作或優惠計劃提供者；
  - (v) 慈善或非牟利機構；
- (d) 除促銷上述產品及/或服務外，本公司亦有意將上文(a)段部份所述的資料提供予上文(c)段部份所述的全部或任何人士，以供該等人士在促銷該等產品及/或服務時使用，而本公司為此目的須獲得閣下的書面同意(包括表示不反對)，否則不得如此使用該資料。

在使用閣下的個人資料作有關目的和提供予上文所述的受讓人士之前，本公司須獲得閣下的書面同意(包括表示不反對)，及只在獲得上述閣下的書面同意後，方可使用閣下的個人資料及提供閣下的個人資料予其他人士作任何推廣及促銷用途。

如閣下不希望本公司使用或將閣下之個人資料提供予其他人士作上述直接促銷用途，閣下可隨時通知本公司的資料保障主任，以行使閣下之選擇拒絕促銷之權利，此安排並不收取任何費用，本公司其後將停止使用及/或提供閣下之個人資料給第三方作直接促銷。

#### 5. 使用本公司應用程式介面(「API」)向資料當事人的第三方服務供應商轉移個人資料：

本公司可根據資料當事人向本公司或資料當事人使用之第三方服務供應商所發出的指示，使用本公司的API向第三方服務供應商轉移資料當事人的資料，以作本公司或第三方服務供應商所通知資料當事人的用途及/或資料當事人根據條例所同意的用途。

#### 6. 個人資料的查閱和更正：資料當事人如欲查閱或更正資料，或索取關於本公司的政策及實務及所持有資料種類的要求，應向下列本公司資料保障主任提出：

九龍九龍灣宏照道38號企業廣場5期二座辦公大樓L25  
創興保險有限公司  
資料保障主任  
電話：(852) 3768 9288 / 傳真熱線：(852) 3768 9292 / 電郵：hq@chins.com.hk

#### 7. 根據條例的條款，本公司有權就處理任何查閱資料的要求收取合理費用。

#### 8. 本收集個人資料聲明不會限制資料當事人在條例下所享有的權利。

二零二二年十二月

(如本中文本與英文本在文義上有歧異者，概以英文本為準。)

**Personal Information Collection Statement**  
Chong Hing Insurance Company Limited (the “Company”)  
Notice to Customers and Other Persons relating to the Personal Data (Privacy) Ordinance

1. The Company recognises its responsibilities in relation to the collection, holding, retaining, processing, use disclosure and transfer of personal data under the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong) ( the “Ordinance”). Personal data will be collected only for lawful and relevant purposes and all practicable steps will be taken to ensure that personal data held by the Company is accurate. The Company will take all practicable steps to ensure security of the personal data and to avoid unauthorized or accidental access, erasure or other use.

Personal data are collected from customers and/or individuals (collectively “data subjects”) from time to time in the ordinary course of the Company's daily operation, for example, when data subjects apply for or use the Company's products and/or services, or otherwise carry out as part of the Company's products and/or services. The Company will also collect personal data relating to data subjects from third parties, including third party service providers with whom data subjects interact for marketing the Company's products and/or services and in connection with the applications by the data subjects for the Company's products and/or services. (The above Includes receiving personal data from credit reference agencies approved for participation in the Multiple Credit Reference Agencies Model (hereinafter referred to as “credit reference agencies”).

If you do not provide the Company with your personal data as required, the Company may not be able to provide the information, products or services you need or process your request.

2. Purposes:

From time to time, it is necessary for the Company to collect your personal data which may be used, stored, retained, processed, transferred, disclosed or shared by us for the following purposes (“Purposes”):

- (a) offering, providing and marketing to you the products and/or services of the Company, members of Chong Hing Bank Group, our co-branding partners or business partners (see “Use of Data in Direct Marketing” below);
- (b) processing and evaluating any applications or requests made by you for products and/or services offered by the Company and members of Chong Hing Bank Group;
- (c) providing subsequent services to you, including but not limited to administering the policies issued;
- (d) any purposes in connection with any claims made by or against or otherwise involving you in respect of any products and/or services provided by the Company or members of Chong Hing Bank Group, including investigation of claims;
- (e) evaluating your financial needs;
- (f) designing products and/or services for data subjects;
- (g) conducting market research for statistical or other purposes;
- (h) matching any data held by the Company or any member of Chong Hing Bank Group which relates to you from time to time for any of the purposes listed herein;
- (i) complying with any requirements for disclosure and use of data that are applicable to the Company, or any member of Chong Hing Bank Group within or outside the jurisdiction of the Hong Kong Special Administrative Region of the People's Republic of China (“HKSAR”) according to:
  - (i) any law;
  - (ii) any order/judgment made by a competent court or tribunal;
  - (iii) any guidelines of any local or foreign legal, regulatory, tax, governmental, law enforcement, or other authorities, or self-regulatory or industrial bodies or associations of financial services providers; or
  - (iv) any contractual or other commitment with any local or foreign legal, regulatory, tax, governmental, law enforcement, or other authorities or self-regulatory or industrial bodies or associations of financial services providers;
- (j) conducting identity;
- (k) in assisting other credit providers in Hong Kong approved for participation in the Multiple Credit Reference Agencies Model (“hereinafter referred to as “credit providers”) to conduct credit checks and collect debts;
- (l) in enabling an actual or proposed assignee of the Company or participant or sub-participant of the Company's rights in respect of the data subjects to evaluate the transaction intended to be the subject of assignment, participation or sub-participation;
- (m) complying with any requirements, policies, procedures, measures or arrangements for sharing, retaining, disclosing or using data in accordance with any programmes within Chong Hing Bank Group for compliance with sanctions, prevention, detection, investigation or prosecution of money laundering, terrorist financing or other unlawful activities within or outside the jurisdiction of the HKSAR;
- (n) in sharing with, or transferring to, any member of the Chong Hing Bank Group, data which may be combined with other information available to, or used for carrying out financial, insurance and securities related services in connection with operation of major businesses of any member of the Chong Hing Bank Group;
- (o) carrying out other services in connection with the operation of the Company's business; and
- (p) other purposes directly relating and incidental to any of the above.

3. Transfer of Personal Data:

Personal data will be kept confidential but, subject to the provisions of any applicable law, may be provided to the following classes of persons/entities within or outside the jurisdiction of the HKSAR for any of the Purposes:

- (a) any member of Chong Hing Bank Group (“Chong Hing Bank Group” means Chong Hing Bank Limited, the Company, any of their holding companies, subsidiary of any such holding companies, their controllers (as such terms are defined in the Banking Ordinance (Chapter 155 of the Laws of Hong Kong)), their subsidiary companies and their branches and offices (together or individually) and “member of Chong Hing Bank Group” has the same meaning) which may be combined with other information available to any such member of Chong Hing Bank Group;
- (b) any person associated with the Company, any reinsurance company, claims investigation company, your broker, industry bodies or associations fund management company or financial institution and in this regard you consent to the transfer of your data outside of Hong Kong;

- (c) any person to whom the Company or any member of Chong Hing Bank Group is required or expected to make disclosure under any law, pursuant to any Court/Tribunal Order or Judgement, or pursuant to any guidelines of or any contractual or other commitment with any local or foreign legal, regulatory, tax, governmental, law enforcement or other authorities, or self-regulatory or industrial bodies or associations of financial services providers which are applicable to the Company or any member of the Chong Hing Bank Group from time to time within and/or outside the jurisdiction of the HKSAR;
- (d) any person (including private investigators) in connection with any claims made by or against or otherwise involving you in respect of any products and/or services provided by the Company and/or any member of Chong Hing Bank Group;
- (e) any agent, contractor or third party service provider who provides administrative, telecommunications, computer, payment, technology, securities clearing, claims handling, or other services (including direct marketing services) to the Company and/or our relevant members of Chong Hing Bank Group who has a duty of confidentiality to such relevant member;
- (f) credit reference agencies (including the operator of any centralized database used by credit reference agencies), and, in the event of default, to debit collection agencies;
- (g) any actual or proposed assignee, transferee, participant or sub-participant of the Company's rights or businesses;
- (h) any government department or other appropriate governmental or regulatory authority; and
- (i) third party service providers with whom data subjects have chosen to interact in connection with the applications of the data subjects for the Company's products and/or services;

For our policy on using your personal data for marketing purposes, please see the section below "Use of Data in Direct Marketing". Transfer of your personal data will only be made for one or more of the Purposes specified above.

4. Use of Data in Direct Marketing:

The Company intends to use a data subject's data in direct marketing and may not so use the data unless it has received the data subject's consent (which includes an indication of no objection) to the intended use. In this connection, please note that:

- (a) The name, contact details, products and services portfolio information, transaction pattern and behavior, financial background and demographic data of a data subject held by the Company may be used from time to time in direct marketing;
- (b) Direct marketing (including but not limited to providing reward, loyalty or privileges programmes) may be conducted in relation to the following classes of products and services that the Company, any member of Chong Hing Bank Group, our co-branding partners and our business partners may offer:
  - (i) insurance, banking, credit card, provident fund scheme, financial services, securities and related products and services;
  - (ii) products and/or services on health, wellness and medical, food and beverage, sporting activities and membership, entertainment, spa and similar relaxation activities, travel and transportation, household, apparel, education, social networking, media and high-end consumer products;
- (c) the above products and/or services may be provided by the Company and/or:
  - (i) any member of Chong Hing Bank Group;
  - (ii) third party financial institutions;
  - (iii) Co-branding partners or the business partners of the Company and any member of Chong Hing Bank Group;
  - (iv) third party reward, loyalty, co-branding or privileges programme providers supporting the Company or any of the above listed entities;
  - (v) charitable or non-profit making organizations;
- (d) in addition to marketing the above products and/or services, the Company also intends to provide the data described in (a) above to all or any of the persons described in (c) above for use by them in marketing those products and/or services, and the Company requires your written consent (which includes an indication of no objection) for that purpose otherwise the Company may not so use the data.

Before using your personal data for the Purposes and providing to the transferees sets out above, the Company must obtain your written consent (which includes an indication of no objection), and only after having obtained such written consent, may use and provide your personal data for any promotional or marketing purpose.

If you do not wish the Company to use or provide to other parties your personal data for use in direct marketing as described above, you may, at any time and without charge, exercise your opt-out right by notifying the Data Protection Officer of the Company after which the Company shall cease to use and/or provide to other parties your personal data in direct marketing.

- 5. Transfer of personal data to data subject's third party service providers using the company's application programming Interfaces ("API"): The Company may, in accordance with the data subject's instructions to the Company or third party service providers engaged by the data subject, transfer the data subject's data to third party service providers using the Company's API for the purposes notified to the data subject by the Company or third party service providers and/or as consented to by the data subject in accordance with the Ordinance.
- 6. Access and correction of personal data: A data subject who requests access to data or correction of data or for information regarding policies and practices and kinds of data held should contact the following Data Protection Officer of the Company:  
The Data Protection Officer  
Chong Hing Insurance Company Limited  
L25, Tower Two, Enterprise Square Five, 38 Wang Chiu Road, Kowloon Bay, Kowloon  
Hotline : 852 3768 9288 / Direct Fax : 852 3768 9292 / Email : hq@chins.com.hk
- 7. In accordance with the terms of the Ordinance, the Company has the right to charge a reasonable fee for the processing of any data access request.
- 8. Nothing in this Personal Information Collection Statement shall limit the rights of data subjects under the Ordinance.

[Version : Dec 2022]

(In case of any inconsistencies between English and Chinese versions of this Personal Information Collection Statement, the English version shall prevail.)