

# Death Claim Form

## 人壽保險索償表格

(適用於：人壽保險索償或個人意外身故索償)(For life or accidental death claim)

如有關於任何索償事項查詢，請致電客戶服務熱線 (852) 2560 1990。(請於選擇語言後按“4”以聯絡專責索償團隊)

For any claims related enquiry, please contact our Customer Service Hotline at (852) 2560 1990. (Please press "4" after language selection to contact the dedicated claim team)



16/F, 348 Kwun Tong Road,  
Kwun Tong, Kowloon, Hong Kong

Tel: 2560 1990 Fax: 2560 3605  
www.cigna.com.hk

### 代理人/經紀資料 (適用於由保險代理/經紀遞交之索償申請，如由保單持有人/受保人遞交，並不需要填寫) Broker/Financial Consultant Information (Applicable to the claim submitted by Broker/Financial Consultant, no need to complete if submitted claim by Policyholder /Insured)

保險代理人名稱 Insurance Broker Name	經紀名稱 Financial Consultant Name	經紀編號 Financial Consultant code	聯絡電話 Contact Phone no.
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### 請填寫下列各項 Please fully complete the below information:

#### 保單資料 Policy Particulars

保單持有人姓名 Name of Policyholder  
英文 姓 名 中文 保單編號  
In English Family Name Given Name In Chinese Policy No.

受保人姓名 Person Insured  
英文 姓 名 中文 受保人香港身份證號碼  
In English Family Name Given Name In Chinese HKID Card No. of Person Insured

出生日期 日 月 年 年齡 性別 男 女  
Date of Birth DD MM YY Age Sex  Male  Female

受保人最後住址  
Person Insured's Last Residential Address

受保人最後之僱主及公司地址  
Name & Address of Person Insured's Last Employer

受保人生前職業  
Occupation of Person Insured

受保人生前在其他保險公司之投保紀錄 Insurance policy that the Person Insured ever held with other insurer during his/her lifetime?  
保險公司名稱 投保種類 保單編號 保單生效日期  
Name of Insurer Type of Insurance Policy Number Policy Effective Date

#### 有關死亡之詳情及過往病歷 Details of Death & Health History

死亡日期 日 月 年 死亡地點及國家  
Date of Death DD MM YY Place & Country of Death

請詳述死亡原因及經過 To the best of your knowledge, what is the cause & course of death?

事件有否交由警方處理? 如有, 請列明所辦理之警署名稱、檔案編號、其聯絡電話及負責之警官姓名。  
Was the death reported to the Police? If so, please provide name and address of the police station, the case reference number, police contact telephone number and the officer in charge.

警署名稱 檔案編號  
Name of Police Station Police Case Reference Number

負責警官名稱 聯絡電話  
Name of Officer in Charge Contact Telephone Number

有否進行死因聆訊或解剖  
Was an inquest or post-mortem examination held?  Yes  No

請列出過往5年內死者曾求診之所有醫生姓名及地址  
Name and address of all physicians who treated the deceased during the past 5 years preceding death.

醫生姓名及地址 Name & Address of Physician 求診日期/時間 Date/Period of Consultation

#### 索償人資料 Claimant Particulars

索償人姓名 Name of Claimant  
英文 姓 名 中文 出生日期  
In English Family Name Given Name In Chinese Date of Birth

香港身份證號碼/護照號碼 國籍  
HK Identity Card No./Passport No. Nationality

住宅地址 聯絡電話  
Residential Address Contact Tel. No.

永久地址 (如與住宅地址不同)  
Permanent Address (if different from the residential address)

通訊地址 (如與住宅地址不同)  
Correspondence Address (if different from the residential address)

如中文譯本之文意與英文有異，則以英文版本為準。

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Cigna Worldwide Life Insurance Company Limited 信諾環球人壽保險有限公司 Cigna Worldwide General Insurance Company Limited 信諾環球保險有限公司

## 個人資料收集聲明 Personal Information Collection Statement

信諾環球人壽保險有限公司及信諾環球保險有限公司(「信諾」)

Cigna Worldwide Life Insurance Company Limited and Cigna Worldwide General Insurance Company Limited ("Cigna")

信諾關注保障個人資料私隱。我們尊重個人資料，並且全力執行及遵守保障資料原則，以及《個人資料(私隱)條例》(“私隱條例”)的各項有關規定。

The protection of privacy in relation to personal information is the concern of Cigna. We respect personal information and are committed to fully implementing and complying with the Data Protection Principles and all relevant provisions of the Personal Data (Privacy) Ordinance ("the Ordinance").

### 1) 我們收集及/或持有的個人資料的範圍 Personal Information We Collect and/or Hold

我們收集及/或持有的個人資料，包括閣下之個人識別資料、聯絡資料、保單詳情、交易記錄、財務背景、醫療及健康事項。

The personal information that we collect and/or hold includes your personal identification information, contact information, policy details, transaction records, financial background and medical and health affairs.

### 2) 收集個人資料的重要性 Importance of Information Collection

閣下需要不時向信諾提供有關的個人資料。倘若閣下未能向信諾提供被要求的資料，信諾可能無法簽發保單、處理索償申請或提供產品或服務。

From time to time, it is necessary for you to supply Cigna with personal information. Cigna may not be able to issue policies, process claim applications or provide products or services to you if you fail to supply your information as requested by Cigna.

### 3) 收集個人資料的目的及用途 Purposes of Information Collection and Usage

信諾所持有閣下的資料可能會被用於下列用途：

Your personal information held by Cigna may be used for the following purposes: –

- i) 處理及評估閣下就產品或服務提出的任何申請或要求；  
processing and evaluating any applications or requests made by you for products or services;
- ii) 處理保險或財務或投資相關產品或服務之日常運作，包括其更改、變動、取消或續期；  
administration of insurance or financial or investment related products or services, including alterations, variations, cancellation or renewal of such products or services;
- iii) 處理、調查或分析就產品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償申請；  
processing, investigation or analysis of any claim applications made by, against or otherwise involving you in respect of any products or services;
- iv) 進行核對程序；  
carrying out matching procedures;
- v) (得到閣下的同意下 – 請看以下第7條)直接促銷，包括但不限於透過電子或其他模式作推廣、宣傳或銷售信諾或信諾聯合其它公司提供的保險、財務或與投資相關之產品或服務；  
(with your consent – see section 7 below) direct marketing including but not limited to promoting, marketing or selling of Cigna or co-branded insurance or financial or investment related products or services by electronic or other means;
- vi) 遵守適用於信諾或其集團公司的法律、規則、規例、實務守則或指引，及就其要求作出披露；  
making disclosure under and/or complying with any law, rules, regulations, codes of practice or guidelines binding on or applicable to Cigna or any of its group companies;
- vii) 使信諾的確實或建議再保人，評核意圖再保交易的有關保單；  
evaluating the policy intended to be the subject of reinsurance by an actual or proposed re-insurer of Cigna;
- viii) 用作於醫療或健康參考上之用；  
conducting medical or health reference checks;
- ix) 用作於保險、財務或投資相關調查、研究及統計之用；及  
conducting surveys, research and compiling statistics for insurance, financial or investment related purposes; and
- x) 與上述任何目的直接有關的其他目的。  
other purposes directly relating to any of the above.

### 4) 個人資料的轉移 Transfer of Personal Information

信諾所持有閣下的資料會被絕對保密，但信諾可能會就上述任何目的把有關資料給予下列人士及/或實體(無論在香港境內還是境外)：

Your personal information held by Cigna will be kept confidential, but may be shared with the following individuals and/or entities, whether within or outside Hong Kong, for any of the purposes set out above: –

- i) 任何向信諾提供行政、資料處理、客戶服務、電話中心、電訊、資訊科技、基金管理、收債、繳費、反洗黑錢及其他法規的審查、促銷、研究、郵寄、印刷或其他服務的代理、承辦商或第三者服務供應商；  
any agent, contractor or third party service provider who provides administrative, data processing, customer service, call center, telecommunications, technology, fund management, debt collection, payment, anti-money laundering and other regulatory screenings, marketing, research, mailing, printing or other services to Cigna;
- ii) 任何代表閣下安排購買信諾提供的保單，或代表閣下處理對信諾的保險索償，或由閣下通知信諾作為代表閣下的保險中介人(“保險中介人”)；(在得到閣下的同意下 – 請看以下第7條)個人資料作其直接促銷或業務推廣的用途，並可能從而得益；  
any insurance intermediary acting on your behalf (in placing an insurance policy with Cigna, in handling insurance claims with Cigna or as notified by you to Cigna) (an "Insurance Intermediary") and (with your consent – see section 7 below) for its own direct marketing and business purposes, and such provision of your personal information may be for gain;
- iii) 任何由保險中介人聘用的代理、承辦商或第三者服務供應商(由保險中介人不時通知信諾)以提供任何有關第3(i)及(ii)條所載用途之服務；  
any agent, contractor or third party service provider engaged by an Insurance Intermediary (as notified by such Insurance Intermediary to Cigna from time to time) to provide any services to the Insurance Intermediary in relation to the purposes set out under sections 3(i) and 3(ii) above;
- iv) 信諾的分行、附屬公司、控權公司、關聯公司或聯繫公司以用作資料處理和建立數據模型；  
any branch, subsidiary, holding company, associated company or affiliates of Cigna for data processing and modeling;
- v) 與閣下用作繳交保費戶口有關的金融機構或信用卡/記賬卡發行人；  
any financial institution or credit/charge card issuer related to your premium payment account;
- vi) 信諾的確實或建議再保人；  
any actual or proposed re-insurer of Cigna;
- vii) 適用於及對信諾或任何其集團公司具法律、規則、規例、實務守則或指引約束力的規定下而信諾有責任對其作出披露的任何人；  
any person to whom Cigna is under an obligation to make disclosure under the requirement of any law, regulations, rules, codes of practice or guidelines binding on or applicable to Cigna or any of its group companies;
- viii) 其他對信諾資料有保密責任並承諾保密該等資料的人士；  
any other person under a duty of confidentiality to Cigna which has undertaken to keep such information confidential;
- ix) 任何收賬代理；及  
any debt collection agencies; and
- x) 任何調查、研究及統計機構/人員。  
any person who provides survey, research and statistics services.

如中文譯本之文意與英文有異，則以英文版本為準。

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5) 轉移資料往香港以外地區 Transfer of Information Outside Hong Kong

信諾可能不時就不同的目的(包括處理或儲存)將閣下的資料轉移往香港以外地區。

Cigna may from time to time transfer your personal information outside Hong Kong for different purposes including processing or storage.

6) 資料查閱 Data Access

I) 根據私隱條例中的條款，閣下有權：

Under and in accordance with the terms of the Ordinance, you have the right to: –

- i) 查詢信諾是否持有閣下的資料及查閱有關的資料；及  
check whether Cigna holds data about you and seek access to such data; and
- ii) 要求信諾改正有關閣下不準確的資料。  
require Cigna to correct any data relating to you which is inaccurate.

II) 信諾有權就處理任何查閱資料的要求收取合理費用。

Cigna may charge a reasonable fee for the processing of any data access request.

III) 任何關於上述條款6(I)的要求，應向右列人士提出：信諾資料私隱主任(香港九龍觀塘觀塘道348號16樓)。

Requests under section 6(I) should be addressed to the following:

Cigna's Data Protection Officer

16/F, 348 Kwun Tong Road, Kwun Tong, Kowloon, Hong Kong

7) 直接促銷 Direct Marketing

在得到閣下的同意下(包括表示不反對)，信諾可：

With your consent (which includes an indication of no objection), Cigna may:

- I) 使用閣下提供予信諾的個人資料，包括閣下的姓名、聯絡資料(例如：電話號碼、電郵地址及郵遞地址)、產品及服務組合資料、財務背景及人口統計資料作直接促銷之用途；  
use personal information, including your name, contact details (such as phone number, email address and mailing address), products and other services portfolio information, financial background and demographic data it holds about you for direct marketing purposes;
- II) 就信諾及信諾的聯繫公司、聯合品牌夥伴及商業合作夥伴可能提供之下列類別的產品及服務進行直接促銷：  
conduct direct marketing in relating to the following classes of products and services that Cigna, our affiliates, our co-branding partners and our business partners may offer:
  - i) 保險、財務或投資相關產品及服務；  
insurance, financial or investment related products and services;
  - ii) 獎賞、年資、聯合品牌及優惠計劃及其相關產品及服務：健康、保健及醫療、體育運動及會員服務、娛樂、旅遊及交通、禮賓、家庭護理(包括寵物護理)、家居、餐飲、服裝、珠寶、電訊、教育、社交網絡及媒體；及  
reward, loyalty, co-branding or privileges programs and related services and products on health, wellness and medical, sporting activities and membership, entertainment, travel and transportation, concierge, home care (including pet care), household, food and beverages, apparel, jewelry, telecommunication, education, social networking and media; and
  - iii) 作慈善或非牟利用途的捐獻；  
donations and contributions for charitable or non-profit making purposes;
- III) 將第7(I)條所述的個人資料提供予任何代理人或承辦商以代表信諾進行直接促銷上述產品及/或服務之用途；及  
provide the personal information described in section 7(I) to any agent or contractor for the purpose of carrying out direct marketing of the above products and/or services on behalf of Cigna; and
- IV) 除促銷上述產品及服務外，將第7(I)條所述的個人資料提供予任何或所有下列人士作直接促銷之用，並從而得益；及信諾就此用途必須得到閣下的書面同意(包括表示不反對)，並在沒有閣下的書面同意下不會就此用途轉移閣下的個人資料：  
in addition to marketing the above products and services, share the personal information described in section 7(I), for gain, with any or all of the following persons for use in direct marketing, and Cigna requires your written consent (which includes an indication of no objection) for the purposes and will not do so without your written consent:
  - i) 任何代表閣下的保險中介人作其直接促銷保險、財務或投資相關產品或服務之用途，及業務推廣之用途；及  
any Insurance Intermediary acting on your behalf for its own direct marketing purposes in relation to insurance, financial or investment related products or services, and business purposes; and
  - ii) 任何提供第7(II)條所述的產品及/或服務類別之第三者供應商作直接促銷該等類別的產品及/或服務之用途。  
any third party provider of any of the classes of products and/or services as described in section 7(II) for direct marketing purposes in relation to such classes of products and/or services.

如閣下不同意信諾就任何上述使用及/或轉移閣下的個人資料之用途，閣下可通知我們行使你的權利選擇拒絕直接促銷，我們便不會使用及/或轉移閣下個人資料作以上之用途。閣下亦可隨時根據上述地址致函給我們的信諾資料私隱主任撤回閣下的同意意願。如閣下行使你的權利選擇拒絕閣下的個人資料被用於以上任何用途，這代表將來閣下不能從信諾、閣下的保險中介人及/或第三者服務供應商收到任何針對性或特別優惠的直接促銷。

If you do not consent to Cigna using and sharing your personal information for any of those purposes, you may exercise your opt-out right by notifying us, and we will not do so. You may also subsequently withdraw your consent by writing to Cigna's Data Protection Officer at the above address. If you exercise your right to opt out of the use/share of your personal information for any of the above purposes, it will mean that Cigna, your Insurance Intermediary and/or third party service providers will not be able to send you any direct marketing, targeted or special offers in the future.

信諾不會使用任何未成年人的個人資料作直接促銷之用及/或轉交至任何第三者作直接促銷/業務推廣的用途。

Cigna will not use any personal data of minors for its own direct marketing purposes and/or share the personal data of minors with any third party for its direct marketing/business purposes.

在此個人資料收集聲明發出的日期起，它將成為閣下與信諾或有意與信諾訂定之所有合約、協議、及其他約束性安排之一部份。如有任何有關此個人資料收集聲明的查詢，請致電2560 1990與我們的客戶服務部聯絡。

This Personal Information Collection Statement shall from the date hereinafter appearing be deemed an integral part of all contracts, agreements and other binding arrangements which you have entered into or intend to enter into with Cigna. For any enquiries regarding this Personal Information Collection Statement, please contact our Customer Services Hotline at 2560 1990.

發出日期 Release Date : 二零一五年三月 March 2015

此聲明備有中英文版本，如內容有異，以英文版本為準。

In case of discrepancies between the English and Chinese version, the English version shall apply and prevail.

如中文譯本之文意與英文有異，則以英文版本為準。

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## 支付貨幣 Payment Currency

保障金額應以以下貨幣支付\*：  
Benefits will be paid in\*:

- 港幣 Hong Kong dollars  
 保單貨幣(港幣除外)<sup>#</sup> Policy Currency (other than Hong Kong dollars)<sup>#</sup>

\* 若未有指定上述付款指示，保障金額將以港幣支付。

\* Benefits will be made in Hong Kong dollars if payment instruction is not specified above.

<sup>#</sup> 本人/我們明白保單的任何保障金額以港幣支付。因此，本人/我們明白容許選擇以保單承保表內所列的貨幣(「保單貨幣」)作為收取任何此等保障金額的貨幣僅為信諾根據其絕對的酌情權所提供。本人/我們明白及同意如果本人/我們選擇以保單貨幣收取任何保單下的保障金額，任何貨幣兌換的差額均由本人/我們承擔，而採用的匯率乃信諾不時參考現行市場的匯率而釐定。

<sup>#</sup> I/We understand that any benefits payable under the Policy are paid in Hong Kong dollars. Accordingly, I/We understand that the provision of the option to receive any such benefits in the currency specified in the Policy Schedule ("Policy Currency") is offered by Cigna at its sole discretion. I/We understand and agree that if I/we elect to receive payment of any benefits payable under the Policy in the Policy Currency, I/we shall bear any difference resulting from the currency exchange, and the exchange rate used is determined by Cigna with reference to prevailing market exchange rates from time to time.

## 聲明及授權 Declaration & Authorization

本人(吾等)謹此聲明及同意有關此保險索償申請之作答及陳述，不論載於此表格與否，及不論由本人(吾等)親筆書寫與否，據本人所知及所信，均屬完整及屬實無訛。  
I(We) hereby declare and agree that all the answers and statements in this application for claim, whether or not contained in this form and whether or not written by my (our) own hand, are complete and true to the best of my(our) knowledge and belief.

本人(吾等)謹此授權，凡存有關於受保人任何記錄、醫療病歷或資料，或得悉此方面資料的任何持牌醫師、醫生、醫院、診所或者其他醫療或與醫療相關的設施、執法機關、僱主、保險公司或其他組織、機構或個人，可向信諾環球人壽保險有限公司及信諾環球保險有限公司(「信諾」)及其再保險公司提供有關資料，以處理及評估本保險索償申請及任何相關索償，及期後服務/客戶滿意度調查。本授權書對本人(吾等)/保單持有人/受保人之繼承人、轉讓人、遺囑執行人及遺囑管理人均具有約束力。即使本人(吾等)死亡或無行為能力，本授權仍具效力。此授權書的複本與正本同樣有效。

I(We) hereby authorize any licensed physician, medical practitioner, hospital, clinic or other medical or medically related facility, enforcement bodies, employer, insurance company or other organization, institution or person, that has any records or knowledge of any records, medical history, or knowledge of the person insured to give to Cigna Worldwide Life Insurance Company Limited and Cigna Worldwide General Insurance Company Limited ("Cigna") and its reinsurers any such information for the purpose of assessing and/or processing this application for claim and any related claims, and subsequent services/customer satisfaction survey. This authorization shall bind all my(our)/policyholder's/the person insured's successors, assignees, executors and administrators and shall remain valid notwithstanding my death or incapacity. A photographic copy of this authorization shall be as valid as the original.

本人(吾等)同意信諾可根據其個人資料收集聲明(「聲明」)，使用及/或披露本人(吾等)之個人資料。本人(吾等)確認已閱讀及明白此聲明。

I (We) agree that Cigna may use and/or disclose my (our) personal information in accordance with Cigna's Personal Information Collection Statement ("Statement") and acknowledge that I (we) have read and understood the Statement.

索償人簽署  
Signature of Claimant

簽署日期  
Date Signed

索償人姓名(請以正楷填寫)  
Full Name of Claimant in Block

香港身份證號碼/護照號碼  
HK Identity Card No./Passport No.

與受保人關係  
Relationship to Person Insured

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Cigna Worldwide Life Insurance Company Limited 信諾環球人壽保險有限公司 Cigna Worldwide General Insurance Company Limited 信諾環球保險有限公司

## 索償須知 Instructions for filing a death claim

為確保閣下之索償申請能盡快辦妥，請依照以下指示：

In order to process your claim efficiently, please follow the below steps:

- 1) 填寫索償表格上每項資料  
Complete fully the Death Claim Form
- 2) 退回持有之正式保單予索償部。閣下可向本公司索取副本。  
Return the original policy to the Claims Department. A photostatic copy of the policy is available on request.
- 3) 一併遞交下列文件：  
Submit the following documents:
  - 由有關政府機構簽發之死亡證明書正本。  
original death certificate issued by the government where death occurs
  - 受保人香港身份證之已認證真實副本  
Certified true copy of Hong Kong Identity Card of the Person Insured
  - 索償人/受益人香港身份證之已認證真實副本，如索償人/受益人為非香港永久性居民，則請提交國籍證明(如：護照或其他國籍證明之已認證真實副本)  
Certified true copy of Hong Kong Identity Card of the claimant/beneficiary. If the claimant/beneficiary is not a Hong Kong Permanent Identity Card Holder, please provide us with nationality proof (e.g. Certified true copy of passport or other identity document(s))
  - 受保人與索償人/受益人之關係證明  
proof of relationship between the Person Insured and the claimant/beneficiary
  - 索償人/受益人之住址及永久地址(如與住址不同)證明文件  
proof of residential address and permanent address (if different from the residential address) of the claimant/beneficiary
- 4) 倘閣下持有以下資料，請同時提供予本公司：  
You are also advised to submit the following documents, if applicable:
  - 有關死因之任何診斷、化驗或病理報告及病歷資料  
diagnostic/laboratory/pathological test report or any medical information relating to the cause of death
  - 警方檔案編號(如死因須經警方調查)  
police case reference number, if the death will undergo police investigation
  - 有關死因之新聞報導  
newspaper cutting which reports about the cause of death
- 5) 倘保單並無指定受益人，在賠償批核後，索償人須向有關法律部門或行政機構辦理承辦手續；有關詳情則請索償人諮詢閣下之法律顧問  
In case of the policy has no assignment of a named beneficiary, you are advised to consult your legal adviser for the purpose of confirming your legal title on the policy proceeds

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