

TRAVEL INSURANCE CLAIMS FORM

旅游保险索赔单

Policy No.

保单号

ERV China case No.

欧乐旅行援助案例号

Before filling in this form, please note that the information you provide will form the basis of our processing of your claim. If there are special circumstances that are not adequately covered by the various sections of this form, please let us have the details on a separate sheet of paper together with this form.

在填写此表前, 请注意您提供的信息将构成我们履行理赔的根据。如果此表中所列各项未能涵盖一些特殊情况, 请随此表附上单独写有详情的文件。

Claim under policy section(s) 申请事项		In-patient 住院医疗	<input type="checkbox"/>	Out-patient 门诊医疗	<input type="checkbox"/>	Dental treatment 牙科医疗	<input type="checkbox"/>
Relative hospital visit 亲属陪护		<input type="checkbox"/>	Relative deal with funeral 亲属处理后事		<input type="checkbox"/>	Repatriation of mortal remains or local funeral 遗体遣返回国或者就地安葬	
Insured's personal Information 被保险人个人信息	Company 公司名称		Position/title 职务				
	Name (characters and pinyin) 姓名 (汉字和拼音)		Personal ID No. 身份证号码				
	Private address 家庭住址				Tel. office 单位电话		
	Postal code 邮编		E-mail address 邮箱		Tel. private 个人电话		
Applicant's personal Information 申请人个人信息	Company 公司名称		Position/title 职务				
	Name (characters and pinyin) 姓名 (汉字和拼音)		Personal ID No. 身份证号码				
	Relation to Insured 与被保险人的关系						
	Private address 家庭住址				Tel. office 单位电话		
	Postal code 邮编		E-mail address 邮箱		Tel. private 个人电话		
Detail of Journey 旅行细节	Purpose of journey 旅行目的		Date of departure 出发日期		Date of return 回程日期		
	Tour operator/company (if any) 旅行组织者/公司 (如有)		Destination 目的地				
What happened? 事故经过	When did the injury/illness occur? (date and time) 伤害/疾病的发生时间? (日期/时间)		Where did the injury/illness occur? (place) 事故 (伤/病) 发生地点?				
	When was the injury/illness reported to the Ping An hotline? (date and time) 伤害/疾病何时通知的平安救援热线? (日期/时间)						
	Description of what happened – if relevant please use a separate piece of paper or sketch. 事故经过描述 – 如有相关需要您可使用另外的纸张						
If the insured has passed away 如被保险人身故	Has the cause of death been determined?						
	Yes (please attach the death report) 是否已检验死因? 是 (请附报告)		<input type="checkbox"/>	No 否		<input type="checkbox"/>	
Details of treatment 治疗详情	Dates on which you consulted or were seen by a physician 看病日期			Period of hospitalisation 住院时期		From 从	Until 至
	Diagnosis/Description of illness 诊断/病情描述						

	Have you previously been treated for the same illness? 是否接受过与此相同病情的治疗? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please state the date on which you last received treatment 有 <input type="checkbox"/> 无 <input type="checkbox"/> 如有, 请说明最后一次接受治疗的日期			
	Were you repatriated? 您是否被转运回国? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, when? 有 <input type="checkbox"/> 无 <input type="checkbox"/> 如是, 在何时?			
Medical history 病史	Name of hospital last visited in China 在中国最后一次看病的医院名称		Name of treating doctor 主治医生姓名	
	Address (including postal code/city and telephone No.) 地址 (包括邮编/城市名/电话号码)		Date of hospital visit 看病日期	
	Names and addresses of hospitals allowed by your public health insurance 社保医院名称及电话			
	1. 2.			
Compensation claimed (please attach original documentation) 赔偿申请 (请附上原始文件)	Expenses incurred on the account of the illness/injury? 与伤/病相关的费用	Foreign currency 外币	RMB 人民币	Is the compensation to be paid directly to creditors outside China? Enter x for yes 赔偿是否直接支付给中国境外的债权人? 如是, 请划 X
	Physicians fees 医生费用	Number of treatments 治疗次数		<input type="checkbox"/>
	Outpatient Medical expenses 门诊费用			<input type="checkbox"/>
	Hospitalisation expenses 住院费用			<input type="checkbox"/>
	Burial Abroad or Body Repatriation 遗体安葬或遣返回国费用			<input type="checkbox"/>
	Other expenses (extra hotel, transportation etc), Please specify 其他费用 (额外酒店、交通等), 请详细说明			<input type="checkbox"/>
	Has any amount been paid out in connection with the above claim? 是否被支付过与以上索赔相关的费用? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, RMB _____ paid out on the date _____ by _____ 支付。 有 <input type="checkbox"/> 无 <input type="checkbox"/> 如有, 人民币 _____ 元, 支付日期 _____, 由 _____ 支付。			
Other insurance 其他保险	Company _____ Policy No. _____	Has the claim been reported to this company? Yes <input type="checkbox"/> No <input type="checkbox"/>		
	Company _____ Policy No. _____	Has the claim been reported to this company? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Method of payment 付款方式	Which bank account do you want the claim balance transferred to? 您希望理赔金转账至哪家银行?			
	Bank name and address 银行名称及地址	Name of account holder 户名	Bank account No. 账号	
Signature etc. 签名	I hereby accept that the Insurance Company or the Assistance Provider appointed by the insurance company procures information about the state of my health with a view to obtaining the information necessary for the evaluation of the insurance event and for the assessment of the claim. My acceptance comprises medical reports from the date of which the policy came into force and until the final assessment date of the benefit, and any other supplementary medical records that may be deemed necessary by the Insurance Company or the Assistance Provider for the purpose of evaluating issuance event or assessing claims. The reports can be procured from the health care sector, hospitals and healthcare institutions, public authorities, insurance companies and pension funds. Other insurance companies, pension funds and other authorized persons within the health care sector, involved in the case, are allowed to become acquainted with the medical records procured. I hereby authorize the Insurance Company via its appointed Assistance Provider ERV (China) Travel Service and Consulting Ltd. to act on my behalf and settle payments directly with hospitals, clinics and other service providers. By this authorization I furthermore accept that the insurance payments for said services will be paid directly from the Insurance Company via the Assistance Company to the service providers. I declare that the above information is truthful and complete and has been entered in good faith.			
	本人在此同意, “保险公司”或其指定的“救援服务公司”为评估本人保险事宜及核定保险索赔之目的, 有权获得有关本人健康状况的信息, 包括自保单生效之日起至保险权益的最终核定之日止的医疗记录, 及“保险公司”或其指定的“救援服务公司”在评估、核定过程中认为必要的其他补充性医疗记录。记录可从医疗部门、医院、医疗机构、公众权威机构、保险公司和养老金那里获得。 其他保险公司、养老基金、医疗部门及其他经授权人士, 凡与本人保险事宜有关的, 亦有权了解所取得的医疗记录。 本人在此授权“保险公司”经其指定的“救援服务公司”即“欧乐旅行援助(北京)有限公司 ERV (China) Travel Service and Consulting Ltd.”代表本人直接与医院、诊所、和其他服务机构进行交涉并直接付款。在此授权中, 本人进一步同意, 有关该等服务的保险付费, 将由“保险公司”经“救援服务公司”直接支付给服务机构。 本人声明, 上述信息真实、完整, 且以诚信原则提供。			
	Applicant's signature 申请人签名 _____		Date 日期 _____	

索赔所需资料明细 Supporting documentation

一般均需提供索赔资料 Generally documents required (for all claims)	保险金申请书
	Claim form
	保险合同或投保单原件或复印件
	the original or copy of policy or application form
	被保险人身份证或护照复印件
	Copy of ID card or passport of insured

医疗保障 Medical coverage	医疗费用补偿 medical reimbursement	境外医疗机构出具的医疗费用原始凭证
		Original medical expense receipts issued by oversea hospital
		其他保险或保障的保险单或凭证
		The policy or certificates for other insurance
		境外医疗机构出具的病历、诊断证明
	Hospital summary and medical examination reports	
	可以确认此保险事故的其他证明	
	Statement on the incident of claim issued	
	紧急医疗救援 Emergency assistance	承保的相关费用（如交通费用、住宿费用、丧葬费用等）的正式发票或有效收据
Original receipts for communications, accommodation and funeral		
死亡证明		
Death certification		
被保险人户籍注销证明		
Cancellation Certificate of Residence Registration		
医院出具的被保险人病历记录及主治医师出具的病重和预计住院时间的证明		
Medical documents (medical record, critically and length of stay certification)		