



Blue Cross 藍十字

Member of BEA Group 東亞銀行集團成員

Blue Cross (Asia-Pacific) Insurance Limited

藍十字(亞太)保險有限公司

Customer Service Hotline 客戶服務熱線：3608 2988

Fax 傳真：3608 2989 E-mail 電郵：cs@bluecross.com.hk

Household Insurance Claims Procedure

All claims must be reported to Claims Department of Blue Cross (Asia-Pacific) Insurance Limited ("The Company") within **14 days** after the incident or discovery of the occurrence. For claim of Public Liability under the Policy, please **immediately** complete the Household Insurance Claim Form and return to: 29/F, BEA Tower, Millennium City 5, 418 Kwun Tong Road, Kwun Tong, Kowloon, Hong Kong. For 24-hour Home Assistant Service, please contact our customer services hotline at (852) 3608 6083

To make a claim:

Please fill in all details in the Household Insurance Claim Form and provide relevant claims documents as specified below to avoid delay in claim process.

	Claim Items	Claims Procedures & Required Document(s)
1	Household Contents (Basic Coverage and Extension Benefits)	✓ Previous decoration invoice/purchase invoice/official receipt of property to be claimed ✓ Photos showing the extent of damage to any property to be claimed ✓ Original repair or replacement quotation/invoice/receipt ✓ Incident report from the building management or authority stating the date, circumstances of incident and the cause of loss or damage ✓ Original police report and/or copy of statement to police ✓ Documentary proof of the residence relationship between the Policyholder and the owner of the property to be claimed Important Note: - Please do not commence any repair work or dispose any salvage/damaged items without The Company's prior written consent

This material is for reference only. We may reasonably further request you to provide supplementary information or evidence. For details of the Claims Conditions, please refer to the terms and conditions of the relevant insurance policy.

NAVIGATOR
Insurance Brokers Ltd.

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Head Office & Customer Service Centre 總辦事處及客戶服務中心

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