

MEDICAL INSURANCE – HOSPITALIZATION & SURGICAL CLAIM FORM

醫療保險 — 住院及手術賠償表
This form is applicable to both inpatient
and outpatient surgical claim
本表格適用於住院或門診手術賠償

Branch code 分行編號 _____
Location 地點 _____
Advisor code 保險顧問編號 _____
Advisor's name 保險顧問姓名 _____
Advisor's Contact no. 保險顧問聯絡電話 _____

PART I — TO BE COMPLETED BY THE INSURED / POLICYOWNER

第一部份 — 由受保人 / 保單持有人填寫

Important Notes 重要事項:

- For document requirements of this claim, please refer to the Hospital Claims Instructions or scan the QR code.
有關此索償的所需文件，請參考「住院索償指引」或掃描二維碼。
- Please read the Notice to Customers relating to the Personal Data (Privacy) Ordinance ("Notice") before you complete this form. The Notice is available on Manulife's website (www.manulife.com.hk) or upon request from your Manulife Advisor. By completing and returning to Manulife the form, you are agreeing to the Notice.
當閣下填寫此表格前，請閱畢《有關〈個人資料（私隱）條例〉的客戶通知》（「通知」）。該通知可於宏利網址 (www.manulife.com.hk) 或向閣下的宏利顧問索取。透過填妥及交回此表格，即表示閣下同意該通知之內容。



Policy No. / Cert No. <u>in Claim Sequence</u> : 按索償次序的保單編號/受保證書編號:	Type of products 產品類別:	Name of Policyowner / Employee / Member 保單持有人 / 僱員 / 成員姓名:
1. _____	Individual 個人 <input type="checkbox"/> Group 團體 <input type="checkbox"/>	<u>CHENG TAI MAN</u>
2. _____	Individual 個人 <input type="checkbox"/> Group 團體 <input type="checkbox"/>	

Under ManuEnrich Medical Top-up Plan ("ManuEnrich"), all eligible medical expenses must first be claimed under any other available insurance coverage of the insured before claiming under ManuEnrich. If the insured is entitled to any benefits payable for such eligible medical expenses under another insurance policy issued by Manulife (either a group medical scheme or an individual medical scheme), **this claim will automatically be processed & settled under such other insurance policy first and the balance will then be claimed under ManuEnrich.**
根據倍康醫療加保計劃（「倍康」），所有合資格醫療費用必須先向受保人其他可用的保險保障索償，然後才可於倍康提出索償。若受保人有權於宏利發出的其他保單下，就合資格醫療費用獲得支付賠償（不論團體醫療計劃或個人醫療計劃），此索償個案將先自動於該其他保單進行處理及索償，餘額再於倍康進行索償。

Benefits to Claim 索償類別 ☒ Medical Reimbursement 醫療費用 ☐ Hospital Income/Special Bonus 住院現金/特別獎金 ☐ ICU Benefit 深切治療保障

Name of Insured 受保人姓名: <u>CHENG TAI MAN</u>	HKID / Passport No. 香港身份證 / 護照號碼: <u>A12345678</u> (please attach copy 請附上副本)
Occupation 職業: <u>Officer</u>	Date of Birth 出生日期: <u>01/01/1978</u> (DD/MM/YY年)
Sex 性別: <input checked="" type="checkbox"/> M 男 <input type="checkbox"/> F 女	

(1) If the medical expenses are incurred outside Hong Kong or Macau, please provide the reason. 若醫療費用於香港或澳門以外地區產生，請提供原因。

(2) Please provide the reference no. of Preliminary Assessment (if applicable) 請提供初步評估之參考編號（如適用）：
IFP - PA _____

(3) Did you submit this insurance claims to other insurance company? 閣下有否於其他保險公司遞交是次保險賠償？
☒ No 否 ☐ Yes 有 ☐ Medical reimbursement 醫療費用 ☐ Hospital income 住院現金 ☐ Others 其他
 Name of Insurance Company 保險公司名稱: _____
 Policy No. 保單編號: _____
 Is/Are the submitted claim application document(s) DIGITAL receipt(s)? 閣下提交的索償申請文件是否為電子收據？
☒ No 否 ☐ Yes 是 Please refer to Point 3 under Declaration and Authorization 請細閱聲明及授權的第3點
☐ Original receipt will not be returned. Please "✓" this box for obtaining certified true copy of receipt. 正本收據將不獲發還。如需取得收據的核實副本，請於方格內加上“✓”。

(4) Have you had any prior treatment for this or related condition(s)? 閣下是否曾經因同一病況而接受治療？
☐ No 否 ☒ Yes 是 Doctor's Name 醫生姓名: 陳大文
 Address 地址: 宏利金融中心
 Treatment Date 診治日期: (DD/MM/YY年) 06/02/2022

(5) Was the hospitalization / surgery a result of an accident? 是次住院 / 手術是否由於一宗意外引致？
☒ No 否 ☐ Yes 是 Date 日期: _____ Time 時間: _____ Place 地點: _____
 (DD/MM/YY年)
 Brief Description 經過: _____
☐ Claim emergency outpatient benefit 索償緊急門診保障
☐ Claim the outstanding balance under the accident coverage provided by Manulife, if applicable. (Please provide the relevant policy no. above. No completion of additional "Claim Form for Accident"(C12) is required.) 索償餘額於宏利提供之意外保障索償，如適用。（請於上方提供相關保單編號，並無需額外填寫「意外索償表格」(C12)）

Other Information / Special Request 其他資料 / 特別指示

ePayout allows you to get money faster and have it transferred to your bank account directly without hassle.
電子支付將款項直接轉入您的銀行帳戶，令您更快收取款項，化繁為簡。

Payment Instructions (Only applicable to Individual Products) 付款指示 (只適用於個人產品)：

Notes 註：

- **e-Payout is only applicable to policyowner's bank account, except joint account** 電子支付只適用於保單持有人之銀行帳戶，不包括聯名戶口
- Default e-Payout Method will be applied (if any) if no option is specified or the specified option is invalid 如未有指明或所選擇的付款方法無法被使用，預設電子提取付款方法 (如有) 將採用為是次付款方法

By e-Payout 電子支付：

- ☐ a. Default e-Payout Method (i.e. last channel for receiving claims payment or policy payment through FPS/Direct Credit. If this option is selected without prior default arrangement, we will pay according to option b(i) below (if applicable). Otherwise, cheque will be issued.) 預設電子提取付款方法 (即上一次經轉數快或直接存入銀行帳戶以收取理賠金額或保單款項之渠道。如選擇此選項但未有預先設立提取安排，將根據下列 b(i) 選項處理付款 (如適用)，否則將以支票形式支付 OR below specified e-Payout Method (will be set as default arrangement): 或以下指定電子提取付款方法 (將被設置為預設付款方式)：

- ☐ b. Direct Credit to one of my following bank accounts (up to HKD300,000/USD37,500) 直接存入本人下列其中一個銀行帳戶 (限額港元 300,000/ 美元37,500)

- ☐ (i) Current autopay bank account in HKD currency for payment of premium and levy 現時繳付保費及徵費之港元自動轉帳銀行帳戶
- ☒ (ii) Bank account specified below 以下指定的銀行帳戶：

1. Name of account holder 帳戶持有人姓名 : CHEUNG TAI MAN
2. Currency and Bank Name 貨幣及銀行名稱
- ☒ HKD Bank Account 港元銀行帳戶
- Bank Name 銀行名稱 : 中國銀行
- ☐ USD Bank Account (only applicable for USD Policy) 美元銀行帳戶 (只適用於美元保單)
- Bank Name 銀行名稱 : THE HONGKONG AND SHANGHAI BANKING CORPORATION LTD 香港上海滙豐銀行有限公司
3. Bank No. Branch No. Bank Account No.
銀行編號 分行編號 銀行帳戶號碼

0112 9999 1121 3145 6178

Please provide account proof (e.g. bank statement or bank book copy showing the name of account holder and account number)
請提供帳戶資料證明 (如列有帳戶持有人之姓名及帳戶號碼之銀行帳單或銀行存摺影印本)

- ☐ c. FPS to my default receiving account (in HKD only, up to HKD1,000,000) 轉數快至本人預設的收款帳戶 (只限港元，限額港元1,000,000)

Hong Kong Mobile Phone Number 香港手提電話號碼 : (852) _____

Others, Country / Region Code & Mobile Phone Number 其他，國家/區域號碼及手提電話號碼 : () _____

Remarks 備註：

- The above specified Faster Payment System (FPS) mobile phone number is for FPS payment only and will not be updated to your contact information in our record. 上述指定之手提電話號碼只用於轉數快轉帳，並不會用作更新您於我們紀錄內的聯絡資料。
- For payout through FPS, only applicable to payment with maximum daily transaction limit not exceeding HKD1,000,000 (or equivalent) per policy. If payment is exceeding HKD1,000,000 (or equivalent) or above, or the instruction cannot be executed, it will be issued by cheque and collected by Insurance Advisor. 經轉數快之付款，每份保單每日最高存款交易不能超過港元1,000,000 (或等值)。如交易超過港元1,000,000 (或等值) 或以上，或無法執行有關付款指示，總額將以支票形式支付，並由保險顧問轉交。
- For payout through Direct Credit, only applicable to payment with maximum daily transaction limit not exceeding HKD300,000/USD37,500 per policy. If payment is exceeding HKD300,000/USD37,500 or above, or the instruction cannot be executed, it will be issued by cheque and collected by Insurance Advisor. 經直接存入銀行帳戶之付款，每份保單每日最高存款交易不能超過港元300,000/ 美元37,500。如交易超過港元300,000/ 美元37,500或以上，或無法執行有關付款指示，總額將以支票形式支付，並由保險顧問轉交。
- The above instruction will replace the existing default e-Payout method (if any). 以上指示將取代現有之電子預設付款指示 (如有)。
- If there is no default e-Payout method set in our record, it will be issued by cheque^(a) ^(b) ^(c). 如未有設立電子預設付款方法，總額將以支票形式^(a) ^(b) ^(c) 支付。
 - ☐ Paid by Cheque in Hong Kong Dollar 以港幣支票支付
 - ☐ For USD policy - Paid by Cheque in USD (drawn in Hong Kong) 適用於美元保單 - 以美元支票支付 (由香港的銀行付款)
 - ☐ For USD policy - Paid by Cheque in USD (drawn in United States) 適用於美元保單 - 以美元支票支付 (由美國的銀行付款)
- Cheque collection method 支票交付方式
 - ☐ Through my Insurance Advisor 經由本人的保險顧問轉交
 - ☐ By mail to my latest correspondence address with Manulife 寄往本人於宏利紀錄的最新通訊地址
 - ☐ Pick up in Customer Service Centre 於客戶服務中心領取
- By Other Payment Option available for claims payment - Please provide details in page 1 section of "Other Information / Special Request" 以其他適用於收取理賠款項之形式 - 請於第一頁「其他資料/特別指示」部分提供詳情。

Notes 註：

- (a) Unless request to the contrary is specifically made, the claim reimbursement cheque will be drawn in HKD for Hong Kong policies and MOP for Macao policies. The cheque will be forwarded to the Policyowner with the Payment Advice after approval of the claim. 除特別要求外，於香港簽發的保單的賠償支票將以港元支付，而於澳門簽發的保單的賠償支票則以澳門幣支付。當索償獲批准後，支票將連同通知書一併送交保單持有人。
- (b) For policy in non-HKD currency, its HKD equivalent will be based on the currency exchange rate provided by the Company at the time of issue of the cheque and it can be changed from time to time. 非港元保單的港元等值將會以支票發出時的貨幣兌換率計算，而宏利將不時提供有關的貨幣兌換率。
- (c) In general, it takes a longer settlement period to clear a foreign cheque in Hong Kong. Bank charges may be incurred by client for clearing the cheque. 銀行通常需要較長的結算時間由香港兌現外幣支票；另銀行或會向客戶徵收兌現支票的相關手續費。

Declaration and Authorization 聲明及授權

(1) I/We hereby declare that the answers to the above questions are full and true to the best of my/our knowledge. I/We further authorize any physician, hospital, insurance company, claims investigation company, government authority or organization that has any record or knowledge of me/us, my/our health or my/our activities (including records relating to Social Welfare, Workers' Compensation, credit, financial, earnings and employment history) to furnish to Manulife (International) Limited ("Manulife") or its authorized representative such information including without limitation all information with respect to any illness or injury, medical history, consultation, prescription or treatment and copies of all hospital or medical records. A photostatic copy of this authorization shall be as effective and valid as the original.

本人/我們特此聲明填報於本表格內之資料已是本人/我們所知之全部並為真實無訛。本人/我們茲授權任何醫生、醫院、保險公司、賠償調查公司、政府有關部門或其他持有本人/我們個人資料、健康狀況或記錄(包括有關本人/我們所獲之社會福利及勞工賠償、本人/我們之存款、財政狀況、入息及就業記錄)之組織可以將該等資料,包括但不限於所有有關本人/我們之疾病或受傷、傷患之病歷、診斷報告、藥方或治療及所有醫院或醫療記錄副本等資料予宏利人壽保險(國際)有限公司("宏利")或其代理人。此授權書之複製本與正本具同等效力。

(2) Information (including but not limited to personal data and health information and claims history) collected from me/us/my dependent, the policyowner/policyholder and the proposed insured, can enable Manulife to carry on its insurance/financial business and may be:

從本人/我等/本人的家屬、保單持有人及擬受保人所收集的資料(包括但不限於個人資料、健康資料及索償記錄),可供宏利用於經營保險/金融業務之用,並可供:

i) used by Manulife, its associated companies, employees, third-party vendors/service providers, reinsurers and/or distributors for the purpose of (a) processing my application, including, but not limited to, determining eligibility and approval; (b) underwriting; (c) handling claim(s) including, but not limited to, administering, assessing, adjudicating, investigating, seeking external professional advice, disbursing payment, shortfall management, subrogation, analysis and reporting; (d) requests for payment and/or credit services; (e) administering the policy or any alterations, cancellation or renewal of it; (f) detecting and preventing fraud (whether or not relating to the policy issued in respect of this application); (g) providing customer service, including but not limited to, any follow up on related enquiry and/or communication with you and/or your representative(s); (h) statistical or actuarial research of Manulife, Manulife's associated companies or the insurance/financial industry; (i) automated/ artificial intelligence decision making or profiling; (j) complying with applicable laws, regulations and other related purposes;

ii) 宏利、其關聯公司、僱員、第三方供應商/服務供應商、再保險公司及/或分銷商使用於以下目的:(a) 處理本人申請,包括但不限於釐定資格及批核申請;(b) 核保;(c) 處理索償,包括但不限於管理、評估、裁決、調查、徵求外部專業意見、支付款項、差額管理、代位索索、分析及匯報事宜;(d) 付款請求及/或信貸服務;(e) 管理保單或有關保單的任何變更、取消或續期事宜;(f) 偵查及防範欺詐(無論是否與本申請書所發發的保單有關);(g) 提供客戶服務,包括但不限於跟進相關查詢,以及/或與閣下及/或閣下代表之間的通訊事宜;(h) 宏利、宏利的關聯公司或保險/金融行業所開展的統計或精算研究工作;(i) 基於自動化/人工智能的決策或分析;(j) 遵守適用法律、法規及其他相關目的。

iii) transferred to (a) any related company or other company carrying on insurance or reinsurance related business or an intermediary or a claims or investigation or other service provider providing services relevant to insurance business or any regulatory/statutory bodies, association or federation of insurance companies that exists or is formed from time to time; (b) any person/organization to fulfill any of the above purposes and/or for the purpose of data verification by way of matching procedures or otherwise; and/or reinsurance of the policy; (c) health care professionals, hospitals, accountants, legal advisors, employers; (d) organisations that consolidate claims and underwriting information for the insurance industry, fraud prevention organisations, other insurance companies (whether directly or through fraud prevention organisation or other persons named in this paragraph), law enforcement agencies and databases or registers (and their operators) used by the insurance industry to analyse and check information provided against existing information.

iv) 轉移至(a)任何相關公司或其他從事保險或再保險相關業務的公司、中介人、提供保險相關服務的索償、調查或其他機構,或任何現存或不時成立的監管/法定機構、協會或保險公司聯合;(b)以實現上述任何一項目的及/或以核對程序或其他方式進行數據核實、以及/或進行保單再保險事宜的任何個人/組織;(c) 醫護專業人員、醫院、會計師、法律顧問、僱主;(d)為保險業整合索償及核保資料的機構、防範欺詐機構、其他保險公司(無論是直接轉移至或透過防範欺詐機構或本段所述之其他人士作出轉移)、執法機構、可供保險業界根據現有資料進行資料分析和核實的數據庫或登記冊(及其營運者)。

(3) (Only applicable when the claim application document(s) is/are digital receipt(s)) I/We hereby declare that the enclosed claim application document(s) is/are DIGITAL receipt(s), and I/we agree to provide payment proof upon request if needed. If I/we have applied to other insurance company(ies) for payment(s) of the above mentioned claim, I/we confirm that a copy of the payment advice from that insurance company has been enclosed here in support of my/our application for the remaining balance of the claim (if applicable). I/We understand that Manulife reserves all rights to reverse / claw back any payment made if my claim has been paid by any other insurance company(ies). I/We confirm that there is no ongoing payment application in relation to the above mentioned claim at any other insurance company. I/We acknowledge that the making of this declaration shall not in any way determine the liability of Manulife (International) Limited ("Manulife") in any relevant claims settlement.


(只適用於索償申請文件為電子收據)本人/吾等特此聲明,附上之索償申請文件為電子收據,並同意在需要時按要提供付款證明。倘若本人/吾等曾經就上述理賠個案向其他保險公司作出賠償申請,本人/吾等確認已經附上該保險公司的賠償通知書副本,以作餘額索償申請之用(如適用)。本人/吾等明白,倘若有其他保險公司曾就上述理賠個案作出賠償,宏利保留撤銷/取回已賠償之金額的所有權利。本人/吾等確認上述理賠個案在其他保險公司沒有正在進行的賠償申請。本人/吾等確認,作出以上聲明並不代表宏利保險(國際)有限公司("宏利")必須就任何有關索償負上理賠責任。

(4) I/We understand and agree that Manulife has the right to reverse/claw back any incorrect payment caused by incorrect information provided by me/us.

本人/吾等明白並同意宏利有權要求本人/吾等退回因本人/吾等提供不確資料而導致的錯誤賠償。

(5) All data processes may involve a transfer of information to places either within or outside the Hong Kong Special Administrative Region/Macau Special Administrative Region

所有資料處理程序可能涉及將資料轉移至香港特別行政區或澳門特別行政區內外的地方。

X		CHENG TAI MAN	16/04/2022
Signature of Insured (if Aged 18 or Above) 受保人簽署(如十八歲或以上)	Name (In BLOCK LETTERS) & I.D. No. of Insured 受保人姓名(請以正楷書寫)及身份証號碼	Date (DD/MM/YYYY) 日期(日/月/年)	
X			
Signature of Policyowner 保單持有人簽署	Name (In BLOCK LETTERS) & I.D. No. of Policyowner 保單持有人姓名(請以正楷書寫)及身份証號碼	Date (DD/MM/YYYY) 日期(日/月/年)	

* For insured aged below 18, signature of the policyowner must be provided for the application for the claim 十八歲以下受保人之索償申請必須由保單持有人簽署。

