

Claims

At Chubb Travel Insurance, our aim is to process your claim as quickly as possible.

On this page you can find details on what to do in the event of an insured loss under your policy and how to submit your claim with the required documents to support your claim.

To avoid delay and to ensure your claim is handled promptly and efficiently, please take note of the details outlined on how to make a claim.

By Online Application

Submit your claim online via Chubb MyPolicies Portal

[Submit Online Claim](#)

HOW TO SUBMIT YOUR CLAIM:

1. Please submit your claim within 30 days of the event taking place.
2. You may click "[Submit Online Claim](#)" to file it online, or contact Chubb Travel Insurance Customer Service to obtain a physical claim form and send it back to us with supporting documents.
3. Complete in full ALL relevant sections and questions of the claim form that relate to your claim. Ensure that you collate and attach to your claim form with ALL required supporting documents that relate to your claim. If information is missing or required supporting documentation are not provided, we may need to contact you for further information, which may delay the processing of your claim.
4. For physical claim form, please submit your completed claim form with supporting documents via post to the following address:

Chubb Insurance Hong Kong Limited

39/F, One Taikoo Place,

979 King's Road,

Quarry Bay, Hong Kong

5. Should you have any query in relation to your claim including a status update please contact us at 2845 8068 and remember to quote your policy and claim number.

Hong Kong Express Airways Limited (“HK Express”) is an insurance agency (License No.:FA2201) authorised by Chubb Insurance Hong Kong Limited (“Chubb”) for the distribution of general insurance products in Hong Kong SAR. HK Express Travel Insurance Plan is underwritten by Chubb. Chubb reserves the right of final approval.

For full details of the Terms and Conditions of HK Express Travel Insurance please refer to the [HK Express Travel Insurance \(One Way\) Policy Wording](#) and [HK Express Travel Insurance \(Round Trip\) Policy Wording](#).

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索償手續

安達力求儘快處理您的索償申請。

您可於本頁得知當因受保事件引致損失時如何提出索償申請，及如何遞交所需的文件以證明您的索償。

為避免延誤及確保您的索償能被快捷地處理，請注意以下事項。

網上申請

前往安達 MyPolicies 平台網上遞交索償

網上遞交索償

如何遞交索償：

1. 請於事發後 30 天內遞交索償。
2. 您可直接按「[網上遞交索償](#)」於網上提交索償申請，或聯絡安達旅遊保險客戶服務熱綫獲取實體索償申請表格並將其連同相關證明文件一起寄回給我們。
3. 請完整填妥索償申請表格中與您的索償相關的所有部份及資料，並確保您整理及附上與您的索償相關的所有必需證明文件。如未能提供完整資料或所需的證明文件，我們可能需要與您聯絡索取進一步資料，從而令您的索償處理受到延誤。
4. 為使我們能儘快處理您的申請，請將填妥的實體索償表格連同所需證明文件，郵寄至以下地址：

安達保險香港有限公司
香港鰂魚涌英皇道
979 號太古坊一座 39 樓

5. 若您對索償或其進度有任何疑問，請致電 2845 8068 與聯絡我們，並請註明您的保單號碼及索償號碼。

香港快運航空有限公司為獲安達保險香港有限公司（「安達保險」）授權於香港特別行政區經銷一般保險產品之保險代理商（牌照號碼：FA2201）。「HK Express 旅遊保險」由安達保險承保。安達保險保留最終批核的權利。

如欲了解有關保險詳情，請參閱 [HK Express 旅遊保險\(單程計劃\)保單條款](#)及 [HK Express 旅遊保險\(來回程計劃\)保單條款](#)。

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