

# Policy Information & Claims Procedure



## Group Travel Insurance Policy Information

### Insured/Policyholder and Policy No.

- The Hong Kong Polytechnic University (Policy No.: STG/Z2949076/10/R2AG)
- College of Professional and Continuing Education Limited and/or Hong Kong Community College (Policy No.: STG/Z2949077/10/R2AG)

### Period of Insurance

- 01 July 2024 to 30 June 2025

### Beneficiary

- Legal Estate in the event of death

### Customer Hotline

Services	Telephone	Email
Travel Claims Enquiry	+852 3070 5002 (Option 1)	Travel.claims@axa.com.hk
24-Hour China Card Enquiry	+852 2861 9285	NIL
24-Hour Worldwide Emergency Assistance	+852 2861 9285	NIL

**Service Hours:** Monday to Friday: 0900 – 1230 and 1400 – 1730

Please specify below whenever making an enquiry:

1. Group Travel Policy Number
2. Full Name
3. Student ID Number (for student)
4. Department
5. Contact Number

### Claims Procedure

AXA Hong Kong has a simple Claims submission channel where you can now submit your claim via email with attachments to [travel.claims@axa.com.hk](mailto:travel.claims@axa.com.hk)

**\*\*Claims submission must be *within 90 days*.**

### Required Documents (General)

1. Travel itineraries
2. Boarding pass
3. Invoice and booking details of the hotel
4. Letter of authorization of trip with authorized signature and company chop from the school (template as attached)
5. Other supporting documents as required below

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## Medical Expenses / Major Burns / Hospital Cash (and Quarantine) Allowance

1. Original medical advice and sick leave certificate(s) with diagnosis issued by the medical practitioner.
2. Original hospital / clinic bill(s) and receipts with diagnosis and medicine receipts.
3. Original admission slips, discharge summary with diagnosis.
4. All other supporting documents, such as laboratory report, X-ray report and so forth.
5. Original of other related expenses receipt(s), if applicable.

## Personal Belongings

1. Original police report or property irregularity report/ damage report from the airline company or hotel confirmation.
2. Original purchase invoice(s) and replacement receipt(s).
3. All original receipts and / or warranties relating to the lost / damaged property if the property needs to be replaced.
4. Original Repair receipts if damaged property has been repaired
5. Photos depicting the extent of damage.
6. Insured's Authorization Letter / Consent, if appropriate.
7. Original replacement invoice or receipt(s) for lost travel document(s).
8. Original additional traveling and accommodation expenses receipt.

To. AXA General Insurance Hong Kong Limited

**Policy number :** \_\_\_\_\_

**Name of Policyholder :** \_\_\_\_\_

This is to verify that \_\_\_\_\_, HKID: \_\_\_\_\_, is  
(claimant's name) (claimant's HKID)

one of the insured staff/ student under the policy as stated below:

**(Date of accident : \_\_\_\_\_ )**

His / Her trip from \_\_\_\_\_ to \_\_\_\_\_, to \_\_\_\_\_,  
(trip commencing date) (trip ending date) (trip's destination)

is authorised by the company/institute.

**Approval Signature :** \_\_\_\_\_(Position : \_\_\_\_\_)

**Company/Institute's chop :** \_\_\_\_\_

**Date :** \_\_\_\_\_