

**中國太平保險(香港)有限公司**

China Taiping Insurance (HK) Company Limited

香港銅鑼灣新寧道8號中國太平大廈19字樓

19/F, China Taiping Tower, 8 Sunning Road, Causeway Bay, Hong Kong

Tel: (852) 2815 1551 Fax: (852) 2541 6567 E-mail: info@hk.cntaiping.com Website: www.hk.cntaiping.com Customer Service Hotline: (852) 3716 1616

**EDUCATION BUREAU BLOCK INSURANCE POLICY  
PUBLIC LIABILITY INSURANCE CLAIM PROCEDURE**

**Enquiry Hotline : 2852 7403**

(A) Claim Procedure and Flow

In the event of any occurrence which may give rise to a claim involving third party bodily injury or death and/or property damage, please make sure the followings are done:-

1. If possible, take photos of the accident scene and/or the injured person(s) and/or the damaged property.
2. If possible, record the detail of the accident scene (in particular the floor condition), and contact information of the injured person(s) and/or property owner(s) and/or witness(es).
3. Record in detail the number of person(s) injured, and the nature and extent of injury.
4. Record in detail the property(-ies) damaged, and the nature and extent of damage.
5. Report to the police, especially for accidents resulting in bodily injury or death.

(B) Complete, sign and stamp the school chop on the Public Liability Insurance Accident Report.

(C) Do not negotiate, pay, settle, admit or repudiate any claim without the written consent of China Taiping Insurance (HK) Company Limited ("the Insurance Company")

(D) Checklist

Submit the following documents by mail to the Property and Liability Department of the Insurance Company as soon as possible:

1. Original copy of the completed Public Liability Insurance Accident Report which has been signed and stamped with the school chop.
2. Photos showing the accident scene, and/or injured person(s) and /or damaged property.
3. Copy of the police statement made by the reporting person.

\* Note: Any letter, writ, summons received should not be answered. Please send the copy to the Insurance Company immediately upon receipt.



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### (E) Correspondence address

China Taiping Insurance (HK) Company Limited  
19/F, China Taiping Tower,  
8 Sunning Road,  
Causeway Bay, Hong Kong.  
Attn: Property and Liability Department

Claims Handler : Ms Sally Lee / Ms Agnes Wong  
Telephone : 2852 7441  
E-mail : [sally\\_lee@hk.cntaiping.com](mailto:sally_lee@hk.cntaiping.com)  
Fax : 2581 4057