

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

**General Enquiry Hotline : 3187 5188**

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 following steps are taken:-

(A) Take immediate actions, where applicable, as follows:

1. Take photographs of the accident scene and/or the injured person(s) and/or the damaged property;
2. Record the detail of the accident scene (in particular the floor condition), and information on contact with the injured person(s) and/or property owner(s) and/or witness(es) and their written statements;
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;
6. Make a copy of the CCTV record in compact disc regarding the occurrence, if any.

(B) Do not answer any letter, writ, summons received from third party(-ies). Please send a copy to Bank of China Group Insurance Co. Ltd. (hereinafter referred to as "the Company") immediately upon receipt.

(C) Do not negotiate, pay, settle, admit or repudiate any claim without the written consent of the Company.

(D) Complete, sign the Public Liability Insurance Claim Form with school chop affixed thereon and submit together with the following documents as soon as possible:

1. Photographs showing the accident scene, and/or injured person(s) and/or damaged property and/or CCTV record in compact disc, if any;
2. Copy of the police statement and police report number, if any;
3. Written statement made by the eye witness(es).

For general enquiries on claim procedure, please call our General Enquiry Hotline 31875188. For submission of claim documents and enquiries on individual reported claim, please address to the following Correspondence Address and Contact Person:

Bank of China Group Insurance Co. Ltd.  
8/F., Wing On House,  
71 Des Voeux Road Central  
Hong Kong  
Attn.: Claims Department

Claims Handler : Ms. Trammy Chung  
Telephone : 2236 6634  
E-mail : [claimsedb\\_ins@bocgroup.com](mailto:claimsedb_ins@bocgroup.com) / [trammy\\_cpchung@bocgroup.com](mailto:trammy_cpchung@bocgroup.com)  
Fax : 3906 9942