



## Claims Procedure for Group Personal Accident Program 2021/22

### What to do in reporting a claim

- If the Insured Person suffers from serious or fatal injury, call **Marsh (Hong Kong) Limited / JLT Insurance Brokers Limited “Marsh/JLT”** immediately.
- Complete and return the claim form to **Marsh/JLT** within 30 day from the date of accident.
- Collect all the relevant documents (please refer to the Document Checklist) and pass to **Marsh/JLT** for handling.

### Document Checklist

- A. Claim form - Please refer to the sample
- B. All original medical receipts (with diagnosis)
- C. Copies of all medical report, if any
- D. Copy of birth certificate for student who is under the age of 18. Please circle/highlight the payee name on the certificate. Please make sure the payee's English name is shown on the birth certificate

### Points to Note

- The claim form should be completed and **stamped by your Organization**. Chubb cannot proceed the claim if the Claim Form is not stamped.
- Marsh/JLT and insurer's contact point would remain at your Organization and will not response to any enquiry from the claimant directly due to privacy issue.
- Once the claim is received by Marsh/JLT, an Acknowledgement with reference no and additional documents request (if any) would be sent to your Organization. Please use the reference no. for future communication with Marsh/JLT.
- Settlement will be made by cheque and in Hong Kong Dollar. The cheque will be payable to the claimant (or the parent if under age of 18) and mail to your Organization.

### Contact Person

#### Marsh (Hong Kong) Limited / JLT Insurance Brokers Limited

Ms. Candy Lee  
Senior Claims Manager, Claims Broking Division  
Direct Line: 2864 5369  
Email Address: candy.lee@marsh.com  
Address : Suite 3402-3406 & 33/F, One Taikoo Place  
979 King's Road  
Quarry Bay  
Hong Kong