

Application Document: 1. All the claims should be applied with a claim form and a copy of your bankbook or card (We need it for bank transfer); 2. The table below is for general claim, and we keep the right to ask other specific proofs and information relevant to your claim.

Benefit Document	Accidental Death	Burns & Disablement	Medical Expenses	Daily Inpatient Cash Subsidy	Travel Delay	Travel Documents	Accompanying on the Inpatient of Dependent Children
Policy Schedule	√	√	√	√	√	√	√
Passport	√	√	√	√	√	√	√
Residential Registration(RR)/ID Card	√	√	√	√	√	√	√
Air Ticket	√	√	√	√	√	√	√
Medical Report*	√	√	√	√			
Prescription/Medical Expense Receipt*			√	√			
Death Certificate*	√						
Cancellation of RR*	√						
Certificate of Degree of Burns/Disablement*		√					
Notarial Deed	√						
Police Report*	#	#				√	
Proof of Carrier *					√		
Medical Report and Receipt of Dependent Children							√
Certificate of Qualified Doctor for Accompanying*							√
Invoice(with details) of Accompanying Expense*							√
Invoice of Accommodation /Travel expenses*						√	

Note: ‘**’ means the document should be original; ‘√’ means the document you should provide in respect to the benefit you apply; ‘#’ means the document you may provide.

Accident Notification/Application: Please notify us within 24 hours after accidental death, burns or disablement, and contact us immediately if any medical expense of outpatient is \geq RMB10,000, or you need to be hospitalized, or medical repatriation/evacuation would happen to you. For other claims, you should contact us within 15 days and submit a claim application within 30 days after the incident. If you do not notify your claim within the required claim notification period, we can reduce your claim by the amount of prejudice we have suffered because of the delay. If you are unable to provide sufficient evidence to prove the incident giving rise to the claim occurred, then we will not be liable to pay the claim.

Claim form: You should complete ‘Section 1-Insured Details’ and ‘Section 7-Payment Details and Claim Payment Declaration’. You may fill in the other parts according to the type of your claim.