



**Blue Cross 藍十字**

An **AIA** Company 友邦保險成員公司



Blue Cross HK App

## Property Insurance Claim Procedures

Please submit your insurance claim to Blue Cross (Asia-Pacific) Insurance Limited (“the Company”) within 14 days after the incident or event via the following channels.

1. Submit the claim via [Smart eClaims](#) online platform at Blue Cross website or Blue Cross HK App and provide relevant claims documents as specified below; OR



Smart eClaims

General Insurance

2. Fill in all details in the Property Insurance Claim Form and provide relevant claims documents as specified below to avoid delay in claim process.

For the claim of “Third Party Liability” under the policy, complete the Property Insurance Claim Form and return it together with the following required information and document(s) to the Claims Department of the Company.

	Claim Items	Claim Procedures & Required Document(s)
1	<b>Own Property Damaged</b>	<ul style="list-style-type: none"><li>✓ Coloured photos showing the visible marks of forcible entry of the premises, safe and/or vault, if any</li><li>✓ Coloured photos shown the damaged property before and after the accident (if applicable)</li><li>✓ Incident report from police or relevant Authority</li><li>✓ Incident report from property management office</li><li>✓ Any forms of valuation proof for lost property</li><li>✓ Purchase invoice and official receipt of the claimed property</li><li>✓ Original repair or replacement quotation/invoice/receipt</li><li>✓ Salvage receipt(s)</li></ul>
2	<b>Public Liability</b>	<ul style="list-style-type: none"><li>✓ Any document from third party in relation to the reported accident</li></ul> <p>Please do not pay, admit liability, or reach agreement with third party without our prior consent.</p>



		Should you receive any Writ, Summons, letter from third party, please do not reply and forward to us for our immediate action.
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The Company may reasonably further request you to provide supplementary information or evidence. All submitted documents to the Company will not be returned. For details of the Claims Conditions, please refer to the terms and conditions of the relevant insurance policy.

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