



聯豐亨保險

Luen Fung Hang Insurance

聯豐亨保險填寫 For LFH Use

索償編號 Claim No.

收件日期 Received Date

門診索償申請表
OUT-PATIENT CLAIM FORM

申請門診索償須知 Note for filling an out-patient claim form

- 1. 此申請表需填寫有關資料及簽署，並於事發後 90 日內連同收據正本交回聯豐亨保險有限公司醫療保險部。如逾期遞交或所需資料不全，索償申請將不接受辦理。
This claim form should be completed & signed before submitted to Medical Insurance Department of Luen Fung Hang Insurance Company Limited together with original bill(s)/receipt(s) within 90 days from date of loss, NO reimbursement will be made for late submission or insufficient information provided.
2. 須附具詳細門診費用賬單及收據正本、提供治療日期、病人姓名、病症及主治醫生之印鑑及簽署。
Original bill(s) and receipt(s) for the claimed expenses must be attached showing the date of treatment, patient's name, diagnosis, and the attending physician's stamp and signature.
3. 申請索償專科、物理治療、X-光/醫學檢驗費用或處方藥物須附上主治醫生之處方及/或轉介信或醫院的疾病證明。
Claim for expenses incurred in Specialist, Physiotherapist, X-ray & laboratory or Prescribed Drugs must be supported by attending physician's prescription and/or referral letter or Hospital Certificate together with claim documents.
4. 聯豐亨保險有限公司有可能就個別情況要求進一步文件證明，包括但不限於治療詳情及中醫藥處方以處理索償申請。任何醫療報告、轉介信、證明書或行政費用須由受保人自行承擔。
In certain circumstances, more information which included but not limited to treatment details and Chinese medicine prescription may be required to process the claim. Any charge for medical report, referral letter, certificate or administration fee is Insured's responsibility.

僱主 / 保單持有人名稱 保單號碼
Name of employer/policyholder Policy no.
受保僱員 / 成員姓名 受保僱員 / 成員或保險證書編號
Name of insured staff/member Insured staff/member no. or Certificate no.
病人身份證號碼 家屬姓名 (如病人乃成員家屬)
I.D. Card no. of patient Name of dependent (if patient is a dependent of insured staff/member)

病人現在是否受保於其他保險公司的醫療計劃? Is the patient presently insured for medical benefits with other insurer?
[] 是, 請提供保險公司名稱及號碼 [] 否
Yes, please state name of insurance company & policy no. / No

若您提交的門診醫療收據為中國內地醫療機構發出的醫療電子收費票據, 必須完成以下聲明, 否則有關電子收費票據將不予受理。
If you submit Electronic Medical Receipt from Hospital in Mainland China, the following declaration must be completed or else the receipt will not be processed.

本人(姓名) 現聲明本次索償申請中所提交由(中國內地醫院名稱)
I (Name) declare the electronic receipt(s) issued by (Name of Hospital in mainland China)
所發出的醫療電子收費票據, 票據編號: 本人沒有向聯豐亨保險有限公司以外的任何保險公司或其他機構申請索償或資助。
this claim with receipt number has not ever been filed a claim or apply subsidy from any insurer or other organization other than Luen Fung Hang Insurance Company Limited.

Table with 3 columns: 診症日期 Date of Consultation, 診症類別 Type of Treatment, 收據金額 Receipt Charges. Includes checkboxes for GP, Specialist, Chinese Herbalist, Physiotherapy, X-Ray, Lab, Prescribed Drugs, etc.

聲明及授權書
本人/我們聲明此表格內填報的資料, 就本人/我們所知所信全部正確無訛, 並無任何保留。本人/我們同意如為處理有關本索償事宜, 聯豐亨保險有限公司(以下稱“聯豐亨保險”)可使用所收集及持有關於我/我們/被保險人的個人資料(包括在此索償表格內或其他地方之資料)或將該等資料給予有關之人士或機構(包括在澳門境內或境外之再保公司、賠償調查公司、保險業協會/聯會及其他提供保險業有關服務之公司等)。
本人/我們並授權持有任何關於本人/我們/被保險人的健康或醫療記錄或資料之人士或機構, 向聯豐亨保險或其代理人, 提供與本索償事宜或與保險公司的追償權有關之記錄或資料。即使我/我們/被保險人死亡或在法律上失去行為能力, 對我/我們/被保險人的繼承人及受託人而言, 本授權將繼續生效。本授權書之影印本將與正本具有同等效力。
本人/我們明白無論索償申請批核與否, 所有相關文件將交由受保僱員/成員任職機構/公司的人力資源部處理。本人/我們明白及同意載於本索償申請表內之「收集個人資料聲明」。

DECLARATION AND AUTHORIZATION
I/We hereby declare that to the best of my/our knowledge and belief the above statement and particulars contained herein are in all respects true and complete and are made without reservation of any kind. I/We agree that any of my/our/the Insured's personal information collected or held by Luen Fung Hang Insurance Company Limited (hereinafter called "LFH") (whether contained in this claim form or otherwise obtained) is provided and may be held, used and disclosed by LFH to individuals/organizations associated with LFH or any selected third party (within or outside Macau, including reinsurance and claim investigation companies and industry associations/federations and other service provider providing services relevant to insurance business) for the purpose of processing this claim.
I/We further authorize any organization, institute or individual that has any records or knowledge or my/our/the Insured's health and medical history or any treatment or advice and that has been or may hereafter be consulted to disclose to LFH or its authorized representatives such information which is/are relevant to the settling of this claim and/or the Insurer's rights of recovery. This authorization shall bind my/our/the Insured's successors and assigns and remain valid notwithstanding my/our/the Insured's death or incapacity in so far as legally possible. A photocopy of this authorization shall be considered as effective and valid as the original.
I/We understand that all the related documents should be handled by the HR Dept. of the organization/company where the Insured Staff/Member work, whether the claim will be reimbursed or not. I/We understand and agree to the "Personal Information Collection Statement" attached in this claim form.

病人/受保僱員/成員簽署 (如病人不足 18 歲, 則須受保僱員/成員簽署) 簽署日期 (日/月/年)
Patient's / Insured Staff's/Member's Signature (For patient whose age is below 18, insured staff's signature is required) Date signed (dd/mm/yyyy)

收集個人資料聲明

您提供的資料，為聯豐亨保險有限公司(“本公司”)提供保險業務所需，並可能使用於下列目的：

1.處理及審批您的保險申請或您將來提交的保險申請；2.執行您保單的行政工作及提供與您保單相關的服務；3.分析或調查、處理及支付您保單有關的索償；4.發出繳交保費通知及向您收取保費及欠款；5.任何與保險有關的產品或服務的任何更改、變更、取消或續期；6.就以上用途聯絡您；7.本公司行使任何代位權；8.其它與上述用途有直接關係的附帶用途；及 9.遵循適用法律、規則、規例、實務守則或指引規定的要求，或協助相關本地或海外的政府、監管機構執法或進行調查，包括但不限於美國《海外帳戶稅收合規法案》和跨政府協議。

本公司亦可因應上述用途將您的個人資料移轉予下列各方(包括澳門境內或境外)：

1.就上述用途，向本公司提供行政、通訊、電腦、付款、保安及其它服務的第三方代理、承包商及顧問(包括：醫療服務供應商、緊急救援服務供應商、電話促銷商、郵寄及印刷服務商、資訊科技服務供應商及數據處理服務商)；2.處理索賠個案的理賠師、理賠調查員及醫療顧問；3.追討欠款的收數公司或索償代理；4.保險資料服務公司及信貸資料服務公司；5.再保公司及再保經紀；6.本公司的法律及專業業務顧問；7.任何金融服務供應商的「行業協會或聯會」；8.任何有關的公司，或任何其他從事與保險或再保險業務有關的公司，或與保險業務有關的中介人或索償或調查或其他服務提供者，以達到任何上述或有關目的；9.澳門金融管理局；及 10.法例要求或許可的政府機關。

您在此授權本公司可向「行業協會或聯會」從保險業內收集的資料中查閱及/或核對您任何資料。此外，經您同意，本公司可能會以其它方式使用及披露您的個人資料。

使用資料作直接促銷

本公司擬使用您的資料作市場推廣的直接促銷。本公司會遵從《個人資料保護法》內有關直接促銷的規定。若您不同意本公司使用或提供您的資料予其他人士，藉以用於直接促銷，您應通知本公司以行使您不同意此安排的權利。

任何關於查閱及/或更正資料及/或索取關於私隱政策及所持有的資料種類的要求，及/或要求本公司不將該等個人資料用於直接促銷的用途，應以書面向本公司提出，地址為：澳門宋玉生廣場 398 號中航大廈四樓。

Personal Information Collection Statement

The information you provide to Luen Fung Hang Insurance Company Limited ("the Company") is collected to enable the Company to carry on insurance business and may be used for the purpose of:

1.processing and evaluating your insurance application and any future insurance application you may make; 2.administering your insurance policy and providing services in relation to your insurance policy; 3.analysis or investigating, processing and paying claims made under your insurance policy; 4.invoicing and collecting premiums and outstanding amounts from you; 5.any alterations, variations, cancellation or renewal of any insurance related product or service; 6.contacting you for any of the above purposes; 7.exercising any right of subrogation; 8.other ancillary purposes which are directly related to the above purposes; and 9.complying with applicable law, rules, regulations, codes of practice or guidelines or assisting with law enforcement purposes, investigations by policy or other government or regulatory authorities in Macau or elsewhere; including but not limited to FATCA and the IGA.

The Company may disclose your personal data for the above purposes to the following classes of transferees who may be located in Macau or outside of Macau:

1.third party agents, contractors and advisors who provide administrative, communications, computer, payment, security or other services which assist us to carry out the above purposes (including medical service providers, emergency assistance service providers, telemarketers, mailing houses, IT service providers and data processors); 2.in the event of a claim, loss adjudicators, claims investigators and medical advisors; 3.in the event of default, debt collectors and recovery agents; 4.insurance reference bureaus or credit reference bureaus; 5.reinsurers and reinsurance brokers; 6.the Company's legal and professional advisors; 7.any financial services provider "industry association or federation". 8.any related company or any other company carrying on insurance or reinsurance related business or an intermediary or a claims or investigation or other service provider providing services relevant to insurance business for any of the above or related purposes; 9.the Monetary Authority of Macao; and 10.government agencies and authorities as required or permitted by law.

The Company is hereby authorized to obtain access to and/or to verify any of your data with the information collected by the "industry association or federation" from the insurance industry. Moreover, the Company may also use and disclose your personal data otherwise with your consent.

Use of Personal Data in Direct Marketing

The Company intends to use the data subject's data in direct marketing. The Company will comply with the provisions of the Lei da Protecção de Dados Pessoais. If you do not wish the Company to use or provide to other persons your data for use in direct marketing, you may exercise your opt-out right by notifying the Company.

The person to whom requests for access to data and/or correction of data and/or for information regarding policies and practices and kinds of data held and/or not to use data for direct marketing purpose are to be addressed to the Company at No.398 Alameda Dr. Carlos D' Assumpção, Edifício CNAC, 4º Andar, Macau.



查詢最新理賠進度及受保福利內容，請關注「聯豐亨保險」微信官方帳號並登入 iMed 系統查詢。
For enquiring of the claims status and policy coverage, please follow "lfhinsurance" official account in WeChat and login "iMed" enquiry system.

聯豐亨保險網上查詢系統網頁版 Luen Fung Hang Insurance Online Enquiries website :
<https://imed.luenfunghang.com/omiq/login.jsp>