



X

Signature of Patient / Parent or Legal Guardian (if Patient below 18 years of age)  
病人簽署 / 家長或合法監護人簽署 (適用於十八歲以下之病人)

X

Name (in BLOCK letters)  
姓名 (請以正楷英文書寫)

X

DD日 MM月 YY年

Remarks: Before sending in this form, please read above Claims Submission Guidelines to expedite the process of your claim reimbursement. 備註：為加快處理閣下之賠償申請，請於交回此賠償申請表前先細閱以上之提交賠償申請指引。

### Claims Submission Guidelines 提交賠償申請指引

Please tick against the below items submitted with this claim form. Please note that no reimbursement of claims shall be made for (1) Claims submitted after 90 days from the date of discharge / treatment, (2) Claims with missing / insufficient information.

請於提交賠償申請表時於下列項目加上✓號。請注意根據以下情況，賠償申請將不獲辦理 - (1)賠償申請表於治療日90天後遞交，(2)所需資料不足。

#### Document List 文件清單

- Claim form (completed by patient) 申請表 (由病人填寫)
- Original receipts 正本收據
- Copies of all lab test / medical reports (for Cancer case, please provide all cancer related investigation reports, e.g. blood test reports, histopathological reports or molecular test reports, etc.)  
化驗 / 檢驗報告副本 (對於癌症疾病，請提供所有與癌症相關的化驗報告，例如：血液檢查，組織病理學或分子檢查報告等)
- Referral letters (for specialist consultation, tests and treatment) 醫生轉介信 (如專科診治、化驗及診療)
- Prescription (for Medication) 藥方 (醫療用途)
- Pre-authorisation confirmation letter (if any) No.  
初步保障審核確認信 (如有) 編號：

#### Reminder on common missing information 通常遺漏的資料

- ✓ Membership number  
會員編號
- ✓ Patient signature  
病人簽署
- ✓ Diagnosis on receipt  
收據上的診斷結果

**Is a certified true copy of the medical receipt(s) required to be returned?** Please note: If your claims have been fully reimbursed, or if your claim was submitted online without physical original medical receipt(s) provided, no certified true copy will be issued. The physical original medical receipt(s) (if provided) will be retained by CMB Wing Lung Insurance and/or Bupa and will not be returned. CMB Wing Lung Insurance and/or Bupa reserves the right to reject or accept any request for certified true copy of medical receipt.

**是否需要退回醫療費用收據的核實副本？**請注意：如你已獲全額賠償，或你透過網上索償且未有提交醫療費用的收據正本，我們將不會發出收據的核實副本。招商永隆保險及/或保柏將保留醫療費用的收據正本(如提供)且不會退回。招商永隆保險及/或保柏保留權利接受或拒絕任何醫療費用收據的核實副本的申請。

Yes 是  No 否

 Please send the completed form and supporting documents to Bupa (Asia) Limited - Claims Dept.  
Address: 6/F, Tower 2, The Quayside, 77 Hoi Bun Road, Kwun Tong, Kowloon, Hong Kong  
請將填妥之賠償申請表及相關文件交回「保柏(亞洲)有限公司 - 理賠部」  
地址：香港九龍觀塘海濱道77號海濱匯第2座6樓

 You can also submit claims online and track your claim status using myBupa features in Blua Health, our mobile app. Scan the QR code on the right to download Blua Health now!  
你亦可透過我們的手機應用程式 Blua Health 內的 myBupa 功能遞交網上索償及查閱你的賠償進度。立即掃瞄右方的二維碼下載 Blua Health !

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CMB Wing Lung Bupa group member hotline

招商永隆保柏團體會員熱線：2517 5011

## Notice to Customers relating to the Personal Data (Privacy) Ordinance (the "Ordinance")

### 關於個人資料（私隱）條例（「該條例」）致客戶的通知

#### Notice to Customers relating to the Personal Data (Privacy) Ordinance (the "Ordinance")

In compliance with the Personal Data (Privacy) Ordinance, CMB Wing Lung Insurance Company Limited ("the Company") would wish to inform you of the following:

1. From time to time, it is necessary for customers, potential customers and various other individuals (including without limitation applicants for insurance products and services, insured, claimant, sureties, guarantors, shareholders, directors, officers and managers of corporate customers or applicants, and sole proprietors or partners of applicants and other contractual counterparties) (collectively, "data subjects") to supply the Company with data in connection with various matters including without limitation the application for and provision of insurance or financial products or services, administration of policies and other insurance and financial services.
2. Failure to supply such data may result in the Company being unable to process the insurance applications or continue to provide the insurance products or services and/or the related services for its customers.
3. The purposes for which data relating to a data subject may be used will vary depending on the nature of the data subject's relationship with the Company, which may comprise all or any one or more of the following purposes:
  - (i) processing and evaluating applications for insurance products and services, arranging a contract of insurance and managing the account of data subject;
  - (ii) providing insurance products and services to data subject and processing request made by data subject in relation to the insurance products and services offered by the Company, including but not limited to alteration, variation, cancellation or renewal of any insurance related products or services;
  - (iii) processing, adjudicating and defending insurance claims as well as conducting any incidental investigation;
  - (iv) exercising any right of subrogation;
  - (v) performing functions and activities incidental to the provision of insurance products and services such as identity verification, data matching and reinsurance arrangements;
  - (vi) exercising the Company's rights in connection with the provision of insurance products and services to data subject from time to time;
  - (vii) conducting market, service or product analysis or researching; designing, developing or improving insurance products and services of the Company for data subjects' use;
  - (viii) marketing services, products and other subjects (in respect of which the Company may or may not be remunerated) (please see further details in paragraph 5 below);
  - (ix) verifying data subjects' identities with the bank of any merchant in connection with any credit card payment or transaction;
  - (x) complying with the obligations, requirements or arrangements for disclosing and using data that apply to the Company Affiliated Companies (defined in paragraph 10) that it is expected to comply according to:
    - (1) any law binding or applying to it within or outside the Hong Kong Special Administrative Region existing currently and in the future;
    - (2) any guidelines or guidance given or issued by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers within or outside the Hong Kong Special Administrative Region existing currently and in the future;
    - (3) any present or future contractual or other commitment with local or foreign legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers that is assumed by or imposed on the Company or Affiliated Companies by reason of its financial, commercial, business or other interests or activities in or related to the jurisdiction of the relevant local or foreign legal, regulatory, governmental, tax, law enforcement or other authority, or self-regulatory or industry bodies or associations of insurance or financial services providers;
  - (xi) complying with any obligations, requirements, policies, procedures, measures or arrangements for sharing data and information within Affiliated Companies and/or any other use of data and information in accordance with any programmes for compliance with sanctions or prevention or detection of money laundering, terrorist financing or other unlawful activities;
  - (xii) enabling an actual or proposed assignee of the Company (including their legal, accounting and/or commercial advisers), or participant or sub-participant of the Company's rights in respect of the data subjects (including legal, accounting and/or commercial advisers to such participant or sub-participant) to evaluate the transaction intended to be the subject of the assignment, participation or sub-participation;
  - (xiii) for reasonable internal management purposes (including without limitations, the defence of claims and the monitoring of the quality and efficiency of services offered or provided by the Company and Affiliated Companies; and
  - (xiv) purposes relating thereto.
4. The data of a data subject may be processed, kept and transferred or disclosed in and to any country (in or outside Hong Kong) as the Company, or Affiliated Companies or any of the transferees contemplated in paragraph 3 may consider appropriate for the purposes set out under paragraph 3. Such data may also be released or disclosed in accordance with the local practices and laws, rules and regulations (including any governmental acts and orders) to which the Company Affiliated Companies and/or such contemplated transferees are subject to the applicable jurisdiction (inside or outside Hong Kong). Data held by the Company relating to data subjects will be kept confidential but the Company is authorized to provide the data of a data subject to the following parties whether inside or outside Hong Kong for the purposes set out in paragraph 3:
  - (i) any agent, contractor or third party service provider who provides administrative, management, telecommunications, computer, payment, security, custodian, investigation, debt collection, customer due diligence, anti-money laundering screening or other services to the Company in connection with the operation of its business as well as other services related to the provision of insurance products and services such as medical service providers, emergency assistance service providers, mailing houses, IT service provider, loss adjusters, claim investigators, debt collection agencies and professional advisers;
  - (ii) insurance intermediaries of the data subject;
  - (iii) insurance reference bureaus or credit reference agencies;
  - (iv) reinsurers or reinsurance companies with whom the Company has or proposes to have dealings;
  - (v) any other person under a duty of confidentiality to the Company or Affiliated Companies which has undertaken to keep such information confidential;
  - (vi) any person to whom the Company or Affiliated Companies is under an obligation or otherwise required to make disclosure under the requirements of any law binding on or applying to the Company or Affiliated Companies, or any disclosure under and for the purposes of any guidelines or guidance given or issued by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers with which the Company or Affiliated Companies is expected to comply, or any disclosure pursuant to any contractual or other commitment of the Company or Affiliated Companies with local or foreign legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers, all of which may be within or outside the Hong Kong Special Administrative Region and may be existing currently and in the future;
  - (vii) any actual or proposed assignee of the Company (including their legal, accounting and/or commercial advisers) or participant or sub-participant or transferee of the Company's rights (including their legal, accounting and/or commercial advisers) in respect of the data subject;
  - (viii) any party giving or proposing to give a guarantee or third party security to guarantee or secure the data subjects' obligations;
  - (ix) the bank of any merchant in connection with any credit card payment or transactions for the purpose of verifying the identity of the cardholder;
  - (x) any Affiliated Companies in Hong Kong or other jurisdiction(s);
  - (xi) (1) third party financial institutions, insurers, credit card companies, securities and investment services providers;  
(2) third party reward, loyalty, co-branding and privileges programmes providers;  
(3) co-branding partners of the Company and Affiliated Companies (the names of such co-branding partners can be found in the application form(s) for the relevant services and products, as the case may be);  
(4) charitable or non-profit making organisations; and  
(5) external service providers (including but not limited to mailing houses, telecommunication companies, telemarketing and direct sales agents, call centres, data processing companies and information technology companies) that the Company engages for the purposes set out in paragraph 3(vii); and
  - (xii) any other person (1) where public interest requires; or (2) with the express or implied consent of the data subject.
5. USE OF DATA IN DIRECT MARKETING

The Company intends to use the data subject's data in direct marketing and the Company requires the data subject's consent (which includes an indication of no objection) for that purpose. In this connection, please note that:

- (i) the name, contact details, products and services portfolio information, transaction pattern and behaviour, financial background and demographic data of a data subject held by the Company from time to time may be used by the Company in direct marketing;
- (ii) the following classes of services, products and subjects may be marketed:
  - (1) financial, insurance, credit card, banking and related services and products;
  - (2) reward, loyalty or privileges programmes and related services and products;
  - (3) services and products offered by the Company's co-branding partners (the names of such co-branding partners can be found in the application form(s) for the relevant services and products, as the case may be); and
  - (4) donations and contributions for charitable and/or non-profit making purposes;
- (iii) the above services, products and subjects may be provided or (in the case of donations and contributions) solicited by the Company and/or:
  - (1) Affiliated Companies;
  - (2) third party financial institutions, insurers, credit card companies, securities and investment services providers;
  - (3) third party reward, loyalty, co-branding or privileges programme providers;
  - (4) co-branding partners of the Company and Affiliated Companies (the names of such co-branding partners can be found in the application form(s) for the relevant services and products, as the case may be); and
  - (5) charitable or non-profit making organisations;
- (iv) in addition to marketing the above services, products and subjects itself, the Company also provides and/or intends to provide the data described in paragraph 5(i) above to all or any of the persons described in paragraph 5(iii) above for use by them in marketing those services, products and subjects, and the Company requires the data subject's written consent (which includes an indication of no objection) for that purpose;
- (v) the Company may receive money or other property in return for providing the data to the other persons in paragraph 5(iv) above and, when requesting the consent of the data subject or no objection as described in paragraph 5(iv) above, the Company will inform the data subject if it will receive any money or other property in return for providing the data to the other persons.

If a data subject does not wish the Company to use or provide to other persons his/her data for use in direct marketing as described above, the data subject may exercise his/her opt-out right by notifying the Company.

## Notice to Customers relating to the Personal Data (Privacy) Ordinance (the “Ordinance”)

### 關於個人資料（私隱）條例（「該條例」）致客戶的通知

6. Under and in accordance with the terms of the Ordinance, any data subject has the right:
  - (i) to check whether the Company holds data about him and access to such data;
  - (ii) to require the Company to correct any data relating to him which is inaccurate; and
  - (iii) to ascertain the Company's policies and practices in relation to data and to be informed of the kind of personal data held by the Company.
7. In accordance with the terms of the Ordinance, the Company has the right to charge a reasonable fee for the processing of any data access request.
8. The person to whom requests for access to data or correction of data or for information regarding policies and practices and kinds of data held are to be addressed is:  
The Data Protection Officer  
CMB Wing Lung Insurance Company Limited  
18/F, China Merchants Plaza, 303 Des Voeux Road Central, Hong Kong  
Fax: 2526 7045
9. Nothing in this Notice shall limit the rights of data subjects under the Ordinance.
10. In this Notice, Affiliated Companies include
  - (a) the Company's successor;
  - (b) any subsidiary undertaking, related company, associated company, direct and/or indirect parent undertaking of the Company;
  - (c) any subsidiary undertaking of any such parent undertaking;
  - (d) any related company of (a), (b) and (c) above; and
  - (e) any associated company of (a), (b) and (c) above; The expressions “subsidiary undertaking”, “parent undertaking” and “undertaking” bear the meanings under the Companies Ordinance (Cap.622)
11. In case of any discrepancy between the English and Chinese versions, the English version prevails.

November 2025

關於個人資料（私隱）條例（「該條例」）致客戶的通知

遵照個人資料（私隱）條例的規定，招商永隆保險有限公司（「本公司」）現通知閣下以下事項：

1. 客戶、潛在客戶及其他個人（包括但不限於保險產品及服務的申請人、受保人、索償人、擔保人、保證人、公司客戶或申請人的股東、董事、高級職員及管理人員、申請人的獨資經營者或合夥人以及其他合約對手方）（統稱「資料當事人」）須不時就各種事項向本公司提供有關的資料包括但不限於申請及提供保險或金融產品或服務、管理保單及其他保險及金融服務。
2. 若未能向本公司提供該等資料，可能導致本公司無法為客戶處理保險申請或繼續提供保險產品或服務及/或其他相關服務。
3. 視乎資料當事人與本公司的關係的性質，資料當事人的資料可被用作包含下列全部或其中任何一項或多項的用途：
  - (i) 處理及評估保險產品及服務的申請、安排保險合約及管理資料當事人的賬戶；
  - (ii) 向資料當事人提供保險產品及服務及處理資料當事人對本公司提供的保險產品及服務提出的要求，包括但不限於任何相關保險產品或服務的更改、變更、取消或續期；
  - (iii) 處理、判定保險索償及就保險索償抗辯，包括進行任何附帶調查；
  - (iv) 行使任何代位權；
  - (v) 執行與所提供的保險產品及服務附帶的功能及活動，如核實身份，核對資料及再保險安排；
  - (vi) 行使本公司因不時向資料當事人提供的保險產品及服務而享有的權利；
  - (vii) 進行市場、服務或產品的分析或研究、設計、發展或改善本公司供資料當事人使用的保險產品及服務；
  - (viii) 推廣服務、產品或其他標的（本公司可能會或不會就此獲得報酬）（詳情請參閱以下第5段）
  - (ix) 為就信用卡繳款事宜或信用卡交易而核實持卡人的身份的任何商號的銀行；
  - (x) 履行根據下列適用於本公司或關聯公司（定義見下文第10段）期望遵守的就披露及使用資料的義務、規定或安排：
    - (1) 不論於香港特別行政區境內或境外及不論目前或將來存在的對其具法律約束力或適用的任何法律；
    - (2) 不論於香港特別行政區境內或境外及不論目前或將來存在的任何法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會作出或發出的任何指引或指導；
    - (3) 本公司或關聯公司因其位於或跟相關本地或外地的法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會的司法管轄區有關的金融、商業、業務或其他利益或活動，而向本地或外地的法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會承擔或被彼等施加的任何目前或將來的合約或其他承諾；
4. 如本公司、關聯公司或第3段所指的任何受讓人認為合適，資料當事人的資料可於任何國家（香港境內或境外）處理、保存及傳達或披露，以作第3段所載用途。有關資料可在本公司、關聯公司或（如有關所指受讓人符合適用司法管轄區（香港境內或境外）的當地慣例、法律和規則（包括任何政府行政措施和政令）的情況下發放或披露。本公司持有資料當事人的資料將予以保密，但本公司獲授權可就第3段列明的用途把資料當事人的資料提供予下列各方（不論在香港境內或境外）：
  - (i) 就本公司業務運作向本公司提供行政、管理、電訊、電腦、付款、保安、託管、調查、追討欠款、客戶盡職審查、反清洗黑錢審查或其他服務及就本公司所提供之保險產品及服務相關服務的代理人、承辦商或第三方服務供應商，如醫療服務供應商、緊急救援服務供應商、郵寄服務商、資訊科技服務供應商、公證行、理賠調查員、追討欠款公司及專業顧問；
  - (ii) 資料當事人的保險中介人；
  - (iii) 保險資料服務公司或信貸資料服務公司；
  - (iv) 與本公司有或將有商業往來的再保險人或再保險公司；
  - (v) 任何對本公司或關聯公司負有保密責任的其他人士，包括承諾保密該等資料的關聯公司；
  - (vi) 本公司或關聯公司根據對本公司或關聯公司具法律約束力或適用的任何法律規定，或根據及為符合任何法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會作出或發出的並期望本公司或關聯公司遵守的任何指引或指導，或根據本公司或關聯公司向本地或外地的法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會的任何合約或其他承諾（以上不論於香港特別行政區境內或境外及不論目前存在或將來存在的），而有義務或以其他方式被要求向其披露該等資料的任何人士；
  - (vii) 本公司的任何實際或建議承讓人（包括其法律、會計顧問及/或商業顧問）或就本公司對資料當事人享有的權利的參與人或附屬參與人（包括該等參與人或附屬參與人的法律、會計顧問及/或商業顧問）；
  - (viii) 對資料當事人的義務提供或計劃提供擔保或第三方抵押的任何人等；
  - (ix) 為就信用卡繳款事宜或信用卡交易而核實持卡人的身份的任何商號的銀行；
  - (x) 於香港或其他司法管轄區的關聯公司；
  - (xi) (1) 第三方金融機構、承保人、信用卡公司、證券及投資服務供應商；  
(2) 第三方獎賞、長期客戶及專享優惠計劃的供應商；  
(3) 本公司及關聯公司之合作品牌夥伴（該等合作品牌夥伴名稱會於有關服務及產品（視情況而定）的申請表格上列明）；  
(4) 慈善或非牟利機構；及  
(5) 就以上第3(viii)段列明的用途而被關聯公司任用之第三方服務供應商（包括但不限於寄せ中心、電訊公司、電話促銷及直銷代理人、電話中心、資料處理公司及資訊科技公司）；及
  - (xii) (1) 在符合公眾利益要求；或 (2) 在資料當事人明示或暗示同意情況下之任何其他人士。
5. 在直接促銷中使用資料  
本公司擬把資料當事人資料用於直接促銷，而本公司為該用途須獲得資料當事人同意（包括表示不反對）。就此，請注意：
  - (i) 本公司可能把本公司不時持有的資料當事人姓名、聯絡資料、產品及服務組合資料、交易模式及行為、財務背景及人口統計數據用於直接促銷；
  - (ii) 可用作促銷下列類別的服務、產品及促銷標的：
    - (1) 財務、保險、信用卡、銀行及相關服務及產品；
    - (2) 獎賞、客戶或會員或優惠計劃及相關服務及產品；
    - (3) 本公司及合作品牌夥伴提供之服務及產品（在申請有關服務及產品時會提供合作品牌夥伴名稱）；及
    - (4) 爲慈善及/或非牟利用途的捐款及捐贈；
  - (iii) 上述服務、產品及促銷標的可能由本公司及/或下列各方提供或（就捐款及捐贈而言）徵求：
    - (1) 關聯公司；
    - (2) 第三方金融機構、承保人、信用卡公司、證券及投資服務供應商；
    - (3) 第三方獎賞、客戶或會員、合作品牌或優惠計劃供應商；
    - (4) 本公司關聯公司之合作品牌夥伴（該等合作品牌夥伴名稱會於有關服務及產品的申請表格上列明）；及
    - (5) 慈善或非牟利機構；
  - (iv) 除由本公司促銷上述服務、產品及促銷標的以外，本公司亦擬將以上第5(i)段所述的資料提供予以上第5(iii)段所述的全部或任何人士，以供該等人士在促銷該等服務、產品及促銷標的中使用，而本公司為此用途須獲得資料當事人書面同意（包括表示不反對）；
  - (v) 本公司可能因如以上第5(iv)段所述將資料提供予其他人士而獲得金錢或其他財產的回報。如本公司會因提供資料予其他人士而獲得任何金錢或其他財產的回報，本公司會於以上第5(iv)段所述徵求資料當事人同意或不反對時如是通知資料當事人。  
如資料當事人不希望本公司如上述使用其資料或將其資料提供予其他人士作直接促銷用途，資料當事人可通知本公司行使其選擇權拒絕促銷。
6. 根據該條例中的條款，任何資料當事人有權：
  - (i) 查核本公司是否持有其資料及查閱該等資料；
  - (ii) 要求本公司改正任何有關其不準確的資料；及
  - (iii) 查明本公司對於資料的政策及實務及獲告知本公司持有的個人資料的種類。
7. 根據該條例的條款，本公司有權對處理查閱資料要求而收取合理的費用。
8. 任何關於查閱或改正資料，或索取關於資料政策及實務或所持有的資料種類的要求，應向下列人士提出：  
資料保護主任  
招商永隆保險有限公司  
香港德輔道中303號招商局廣場18樓  
傳真：2526 7045
9. 本通知不會限制資料當事人在該條例下所享有的權利。
10. 在本通知內，關聯公司包括：
  - (a) 本公司的繼承者；
  - (b) 本公司的任何附屬企業、關連公司、相聯公司、直接和/或間接母企業；
  - (c) 任何前述母企業的任何附屬企業；
  - (d) 上述(a)、(b)及(c)項所述的任何關連公司；及
  - (e) 上述(a)、(b)及(c)項所述的任何相聯公司。
11. 如中英文本有任何歧異，皆以英文本為準。