

# Motor Windscreen Damage Claim Form

## 汽車擋風玻璃損毀索償申請表

QBE Hongkong & Shanghai Insurance Limited 昆士蘭聯保保險有限公司  
QBE General Insurance (Hong Kong) Limited 昆士蘭保險(香港)有限公司



33/F, Oxford House, Taikoo Place  
979 King's Road, Quarry Bay, Hong Kong  
香港鰂魚涌英皇道 979 號太古坊濠豐大廈 33 樓

**Claims  
理賠**  
Hotline 熱線  
Fax 傳真  
Email 電郵

**Hang Seng Bank Customers  
恒生銀行客戶**  
852 2828 3133  
852 3607 0529  
claims.gihk@qbe.com

**Other Customers  
其他客戶**  
852 2877 8608  
852 3607 0529  
qbehksiclaims@qbe.com

www.qbe.com/hk

### A. NOTES 注意事項

- All questions must be answered. If not applicable, please write "N/A". You may attach additional sheet(s) if necessary.  
所有問題必須作答。如不適用者，請填上「不適用」。如有需要，可附上額外紙張。
- The issue of this claim form is not an admission of liability by QBE Hong Kong.  
發出此索償申請表並不代表昆士蘭保險香港承認任何責任。
- The repair or replacement of the motor windscreen must be conducted by a windscreen repairer specified in the policy.  
維修或更換汽車擋風玻璃必須由保單內註明之汽車擋風玻璃專門店負責。
- We may contact you for further information / document(s) if necessary  
如有需要，本公司將要求閣下提供額外資料 / 文件以處理索償事宜。

### B. DETAILS OF THE INSURED 保戶資料

How did you purchase the insurance policy?

閣下從何處購買此份保單？

Hang Seng Bank  
恒生銀行

Insurance agents / brokers  
保險代理 / 經紀

Manulife  
宏利

Others  
其他

Policy no.  
保單號碼：

Name of the Insured  
保戶名稱：

Address  
地址：

Home tel. no.  
住宅電話：

Office tel. no.  
辦公室電話：

Mobile tel. no.  
流動電話：

Contact person  
聯絡人姓名：

Email  
電郵：

### C. DETAILS OF THE INSURED VEHICLE 受保車輛資料

Registration no.  
車輛登記號碼：

Make & model of the vehicle  
廠名及款式：

Engine number  
引擎號碼：

Year of manufacture  
製造年份：

### D. PARTICULARS OF DAMAGE / 損毀 / 意外詳情

Date (DD/MM/YYYY)  
日期(日/月/年)：

Place  
地點：

Cause  
原因：  
 Damaged by stone / debris  
被碎石 / 瓦礫損毀

Damaged by fallen object  
被墮落物損毀

Others  
其他：

## E. DECLARATION 聲明

1. I / We hereby declare that the foregoing particulars are true in all respects, that I / we have not withheld from QBE Hongkong & Shanghai Insurance Limited or QBE General Insurance (Hong Kong) Limited (the Companies) any information within my / our knowledge connected with the accident and that I / we have no other policy indemnifying me / us in respect of this accident. I / We understand that the Companies can request for more information.
2. I / We confirm that I / We have read the Personal Information Collection Statement ("Notice") and acknowledge and agree that all personal data and information with respect to me / us which are provided by me / us in relation to this application may be held, used, processed or disclosed to such parties for such purposes as set out in the Notice. I / We understand and agree that the furnishing of this form to me / us by the Companies does not constitute a waiver of any of their right entitled under the terms and conditions of policy.
1. 本人 / 吾等謹此鄭重聲明上述各項資料全部屬實，本人 / 吾等並無對昆士蘭聯保保險公司或昆士蘭保險（香港）有限公司（「保險公司」）隱瞞本人 / 吾等所知有關該意外之任何資料，而本人 / 吾等並無其他保單同時就此意外提供賠償。本人 / 吾等明白保險公司可要求更多資料。
2. 本人 / 吾等確認本人 / 吾等已細閱收集個人資料聲明（「通知」），並知悉及同意有關於本人 / 吾等於是次申請由本人 / 吾等提供的所有個人資料及其他資料將可能被持有、使用、處理或披露予有關各方以用作「通知」上所載的用途上。同時，本人 / 吾等明白及同意向本人 / 吾等提供此表格並不構成保險公司保單之條款及條款授予之任何權利。

Signature of the Insured

保戶簽署：

(Please sign with company chop, if incorporated 如屬法團，請蓋章)

Date

日期： / /

注意：中英文版本如有歧異，概以英文版本為準。

## PERSONAL INFORMATION COLLECTION STATEMENT

**QBE Hongkong & Shanghai Insurance Limited** or **QBE General Insurance (Hong Kong) Limited** ("the Company") may use the personal data the Company collects about you, which may include your name, address and other contact details, date of birth, bank account or credit card details, Hong Kong identity card number, information about your dependents and health records, and which we may collect when, for example, you apply for, renew or make a claim under a policy and/or you correspond with us, for the following purposes:

### Insurance Services (Mandatory)

1. processing and assessing of applications for any insurance products and daily operation of the related services;
2. administering your insurance policy and providing services in relation to your insurance policy;
3. any alterations, variations, cancellation or renewal of any insurance and related services;
4. investigating, analysing, processing and paying claims made under your insurance policy;
5. invoicing and collecting premiums and outstanding amounts from you;
6. exercising any right under the insurance policy including right of subrogation, if applicable;
7. complying with the requirements under any law and regulation, industry codes, guidelines, requests from regulators, industry bodies, government agencies, law enforcement agencies and court orders;
8. to conduct research, insurance survey and analysis for the purpose of product design and development and improvement of our services to you;
9. for statistical or actuarial research undertaken by the Company, other members of the QBE Group, any agents, third parties or business partners of the Company or its regulators;
10. for the operation and administration of the Company's internal business including without limitation any corporate reorganization;
11. contacting you for any of the above purposes; and
12. other ancillary purposes which are directly related to the above purposes.

The personal data you provide to the Company may be provided or transferred to the following persons in Hong Kong or overseas for the purposes set out in the above paragraph or directly related purposes or as otherwise permitted by applicable law:

- a. any agent, advisor, contractor or third party service provider (whether within or outside the QBE Group) who provides administrative, telecommunications, computer, payment, debt collection, security, research, ratings, consulting services, product design, marketing (where you have consented to direct marketing as described below), data processing or storage or related services or any other person carrying on insurance or reinsurance related business, or an intermediary, or a claim or investigation or other service provider providing services relevant to insurance business;
- b. any association, federation or similar organization of insurance companies ("Federation") that exists or is formed from time to time for any of the above or related purposes or to enable the Federation to carry out its regulatory functions or such other functions that may be assigned to the Federation from time to time and are reasonably required in the interest of the insurance industry or any member(s) of the Federation;
- c. any members of the Federation by the Federation for any of the purposes referred to in (b) above or directly related purposes;
- d. government bodies, regulators or any other body to whom the Company or any company within the QBE Group is required to or has agreed to make disclosure under any applicable laws or regulations;
- e. lawyers;
- f. auditors; and
- g. other insurance companies within the QBE Group which have undertaken to keep such information confidential.

Some of these persons may be located in countries overseas, namely Australia, Philippines, where there may not be in place data protection laws which are substantially similar to, or serve the same purposes as, the data protection laws of Hong Kong. That means your personal data may not be protected to the same or similar level as in Hong Kong. However, the Company will only transfer your personal data to a service provider or overseas where the Company is satisfied that adequate levels of protection are in place to protect the integrity and security of any information being processed and compliance with applicable privacy and data protection laws.

In the unlikely event that the Company, any companies within the QBE Group, or its or their brands or substantially all of any of its or their assets are acquired by an unrelated third party, your personal data may be one of the transferred assets. By providing your personal data to the Company, you agree that the Company may disclose your personal data, on a confidential basis, to any prospective transferee and its professional advisors for the purposes of their due diligence investigations, the completion of any such transaction and the continued operation of the acquired business.

You do not have to provide your personal data to the Company, but if you do not provide certain personal data (for example, the information indicated as mandatory on the relevant application, registration or renewal forms, or your contact details if you send us an enquiry), it would not be possible for the Company to process your application and render the services or to otherwise correspond with you.

The Company is committed to ensuring your personal data is kept secure and confidential and not kept for longer than is necessary.

### Direct Marketing of Products and Services

To provide a more comprehensive range of financial and insurance services, the Company would like to use your name and the contact details you provide to us (for example, your mobile phone number, residential phone number, office phone number, residential address, correspondence address and email address), alongside information that you provide (including but not limited to) about your age, gender, occupation, personal interests, marital status, family and education (the "Marketing Personal Data"), to provide you with direct marketing communications about the Company's products and services including but not limited to the Company's insurance, banking, financial services, provident schemes and general insurance products but the Company cannot do so without your consent.

The Company intends to share, from time to time, your Marketing Personal Data with any agents, third parties or business partners of the Company for the purpose of marketing to you their insurance, investment fund, provident schemes, and other financial products and services including general insurance products and services, but we will not do so without your written consent.

If you do not want to receive any direct marketing, you may withdraw your consent at any time free of charge by contacting the Company's Data Protection Officer below.

### Your Rights

You have the right to ascertain the Company's policies and practices in relation to personal data, and to obtain access to and to request correction of your personal data held by the Company. Your right to access your personal data may be subject to payment of an administrative fee. Requests for such access or correction, to withdraw consent for direct marketing, or for further information about our data privacy policies and practices, can be made in writing to the Data Protection Officer, QBE Hongkong & Shanghai Insurance Limited / QBE General Insurance (Hong Kong) Limited, 33/F, Oxford House, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong.

In case of discrepancies between the English and Chinese versions, the English version shall prevail.

## 收集個人資料聲明

昆士蘭聯保保險有限公司及昆士蘭保險（香港）有限公司（本公司）所收集閣下的個人資料，包括姓名、地址及其他聯繫方式、出生日期、銀行帳戶或信用卡資料、香港身份證號碼、有關閣下的家屬資料和醫療記錄、以及本公司日後可能會在閣下投保、續保、索償或與我們通信時收集的資料，本公司可能用作下列的用途：

### 保險服務（強制）

1. 處理及評估任何保險產品之申請，及有關服務之日常運作；
2. 管理閣下的保單及為閣下的保單提供相關服務；
3. 有關保險產品及服務的任何更改、變更、取消或續保；
4. 閣下保單索償的調查、分析、處理及賠償；
5. 保費通知、收集保費和款項；
6. 行使有關保險單賦予的任何權利包括代位權（如適用）；
7. 遵守及符合任何法例及條例規定的要求、行業守則、指引，監管機構、相關行業認可機構、政府機構、執法機構及法庭頒令的要求；
8. 從事研究、保險調查及開發產品和設計之分析並改善本公司為閣下提供的服務；
9. 由本公司、本集團成員、代理人、商業夥伴、第三方或其監管機構進行的統計或精算研究；
10. 本公司內部業務的運作和管理，包括但不限於公司重組；
11. 就上述任何用途與閣下聯絡；及
12. 與上述用途直接有關之其他附帶目的。

閣下向本公司提供的個人資料可能會提供或轉發予下列在香港或海外的各方人士作前段所述的用途或直接相關的用途或其他適用法律許可的用途：

- 甲. 任何代理人、顧問、承辦商或提供行政、電訊、電腦、付賬、債務追討、保安、研究、評級、諮詢服務、產品設計、市場營銷（如閣下已如下所述同意直銷）、數據處理或儲存或有關服務的第三者服務供應商（不論是否本集團的一部分）或任何其他從事與保險或再保險業務有關的人士，或中介人，或提供索償或調查或其他與保險業務有關的服務供應商；
- 乙. 現存或不時成立的任何保險公司協會或聯會或類同組織（「聯會」），以達到任何上述或有關的用途，或以便聯會執行其監管職能，或其他基於保險業或任何聯會會員的利益而不時在合理要求下賦予聯會的職能；
- 丙. 透過聯會提供予任何聯會的會員，以達到任何上述（乙）中提到的或直接相關的用途；
- 丁. 政府機構、監管機構或任何其他本公司或本集團內的公司根據任何適用的法律或法規必須或已經同意向其披露有關資料的機構；
- 戊. 執業律師；
- 己. 認可核數師；及
- 庚. 本集團內已承諾將資料保密的其他保險公司。

上列各方可能位於海外，包括澳洲及菲律賓。這些海外國家保障個人資料的法律不一定與香港的有關法律相同，亦不一定能達到相同目的。即閣下的個人資料可能得不到相等於或相近於香港法律下的保障水平。然而，本公司將閣下的個人資料轉發給服務供應商或轉發到海外前，本公司會確保接收資料的一方對有關資料有足夠的保護以保障資料的完整性和安全性，並遵守相關的私隱和個人資料保護法律。

一旦本公司、本集團內的任何公司、或本集團的品牌或實質上的全部資產被無關聯的第三方收購，閣下的個人資料可能會成為被轉讓的資產之一。當閣下向本公司提供個人資料的同時，亦表示閣下同意本公司可能會在保密的基礎上，向有關人士及其專業顧問提供閣下的個人資料，以作他們盡職調查的用途、或以完成有關交易及使被收購的企業可持續經營。

閣下有權拒絕向本公司提供個人資料，但如閣下不向本公司提供某些個人資料（如申請表格、註冊表格或續保表格上必須填寫的資料，或閣下查詢時沒有留下聯絡方法），本公司便不能夠處理閣下的申請，為閣下提供服務或與閣下聯絡。

本公司致力確保閣下個人資料安全和保密，資料的保留時間亦不會超過實際所需。

### 直接市場推廣產品及服務

為提供更全面的金融和保險服務，本公司可能會使用閣下的姓名及閣下提供的聯繫方式（如手提電話號碼、家居電話號碼、辦公室電話號碼、居住地址、郵寄地址及電子郵件地址）以及其他資料，包括但不限於年齡、性別、職業、個人興趣、婚姻狀況、家庭及教育程度（「市場推廣用途的個人資料」），作為本公司產品及服務的直接促銷，包括但不限於本公司的保險、銀行及金融服務、公積金計劃及一般保險產品。本公司在未得到閣下的同意之前不能使用閣下的個人資料作上述用途。

本公司擬不時與本公司之代理人、商業夥伴及第三方分享閣下作為市場推廣用途的個人資料，以用作向閣下推銷相關的保險、投資基金、公積金計劃及其他金融產品及服務，包括一般保險產品及服務。本公司在未得到閣下的書面同意之前不能使用閣下的個人資料作上述用途。

閣下如不欲收取任何直接市場推廣或銷售，閣下可以在任何時候聯絡本公司的資料保護主任免費撤回閣下的同意。

### 閣下的權利

閣下有權查明本公司就個人資料的政策和實務，並有權要求查閱及更正由本公司持有有關閣下的個人資料。查閱閣下的個人資料需支付行政費用。有關查閱或更正的要求，或有關撤回個人資料用於直接市場推廣的同意，或如欲索取更多有關本公司的個人資料政策和實務，可致函香港鯉魚涌英皇道 979 號太古坊濠豐大廈 33 樓昆士蘭聯保保險有限公司／昆士蘭保險（香港）有限公司，向資料保護主任提出。

中英文版本如有歧異，概以英文版本為準。

2018 年 11 月



**QBE Hongkong & Shanghai Insurance Ltd.**

**昆士蘭聯保保險有限公司**

A member of the worldwide QBE Insurance Group 澳洲昆士蘭保險集團成員

**List of Motor Vehicle “Windscreen” Repairers 汽車玻璃專門店**

Area 地區	Company name 指定公司名稱	Address 地址	Tel. No. 電話	
Hong Kong Island 香港	Causeway Bay 銅鑼灣	Japan Automobile Glass Co. 日本汽車玻璃公司	G/F., 124 Causeway Bay Road 銅鑼灣道 124 號舖地下	2715 1300 2715 7217
	Sai Wan Ho 西灣河	The World Automobile Glass 世界汽車玻璃公司	G/F., 14 Sai Wan Ho Street 西灣河街 14 號地下	2805 7098 2805 7099
	Sheung Wan 上環	Glorious Motors Services Limited 東榮汽車服務有限公司	G/F., BOC Credit Card Centre, 68 Connaught Road West 干諾道西 68 號中銀信用卡中心地下	3695 2888
Kowloon 九龍	Kowloon Bay 九龍灣	Glorious Motors Services Limited 東榮汽車服務有限公司	Flat/Rm 7, G/F., Sino Industrial Plaza, No.9 Kai Cheung Road 啟祥道 9 號信和工商中心地下 7 號室	2174 0071
	Sham Shui Po 深水埗	Japan Automobile Glass Co. 日本汽車玻璃公司	Shop M, G/F., 2 Maple Street 楓樹街 2 號 M 舖地下 (近福華街)	2417 0683 2417 0708
	Tokwawan 土瓜灣	Hip On Glass Shop 協安汽車玻璃	G/F., 27 Fung Yi Street 鳳儀街 27 號地下	2364 8538 2334 2254 2362 3272
		Japan Automobile Glass Co. 日本汽車玻璃公司	G/F., 34 Mok Cheong Street 木廠街 34 號地下	2715 7217 2715 6418
New Territories 新界	Fanling 粉嶺	Yau Pong Auto Glass 友邦汽車服務有限公司	G/F., Shop no. 4 Festigood Centre, 8 Lok Yip Road, On Lok Tsuen 安樂村樂業路 8 號豐樂工貿中心地下 4 號舖	2676 2556
	Shatin 沙田	Yau Pong Auto Glass 友邦汽車服務有限公司	G/F., 29 Shing Ho Road 大圍城河道 29 號地下	2601 5858 2601 5544
	Tai Po 大埔	Japan Automobile Glass Co. 日本汽車玻璃公司	Shop 1, G/F., Mei Shing Building, 3-11 Sui On Street 瑞安街 3-11 號美盛大廈地下 1 號舖	2657 2789
	Tsuen Wan 荃灣	Japan Automobile Glass Co. 日本汽車玻璃公司	G/F., 110 Sha Tsui Road 沙咀道 110 號地下	2490 5365 2490 5389
		Yau Pong Auto Glass 友邦汽車玻璃有限公司	G/F., 3 Tai Pa Street 大壩街 3 號地下	2490 2725
	Tuen Mun 屯門	Yau Pong Auto Glass 友邦汽車玻璃有限公司	No. 4-5, Flat B, G/F, Tak Wing Industrial Building, 3 Tsun Wen Road 震寰路 3 號德榮工業大廈 B 座 4-5 號地下	2469 3112 2469 1821
	Yuen Long 元朗	Japan Automobile Glass Co. 日本汽車玻璃公司	G/F., 43 Kin Tak Street 建德街 43 號時景大廈地下	2478 0333 2478 6988
		Yau Pong Auto Glass 友邦汽車玻璃有限公司	G/F., No. 11 Shun Fung Building, 9 Fung Yau Street North 鳳攸北街 9 號順豐大廈 11 號地下	2474 1268 2478 2931