

# **Medical Malpractice Liability Claims Procedures**

## **for Special Schools**

### **特殊學校 - 醫療失誤責任索償程序**

*[As per Education Bureau's instruction that agreed by Asia Insurance Co., Ltd. ("Asia") and Marsh (Hong Kong) Limited ("Marsh")]*

按照教育局的指示及獲得亞洲保險有限公司（下簡稱「亞洲保險」）和達信風險管理及保險服務（香港）有限公司（下簡稱「達信保險」）的同意

In the event of a claim for medical malpractice; or any medical incident which could reasonably be expected to give rise to a claim, the Insured should contact Marsh for assistance immediately.

如有醫療失誤索償的事件，或任何可以合理地預期導致可能引起索償的醫療事故發生，受保人應立即通知達信保險。

### **IMPORTANT**

#### **重要事項**

**“DO”** - The Insured shall pass to Asia through Marsh a copy of any notice of claim and all correspondences received from the third party, UNANSWERED.

當受保人收到任何索償或投訴文件時，受保人須透過達信保險給予亞洲保險一份副本。請勿自行回覆任何信件或作出回應。

**“DO”** - The Insured shall immediately forward to Asia through Marsh a copy of any writ, summons, charge sheets, indictments or related court documents upon receipt, UNANSWERED.

當受保人收到民事訴訟程序當中的投訴書、傳票、索償陳述書、刑事訴訟程序中的傳票、控罪或有關狀書等，受保人須立即透過達信保險給予亞洲保險一份副本。請勿自行回覆任何訴狀或傳票。

**“DO NOT”** – do not admit liability or make any offer, promise or payment of settlement to third party without written consent of Asia.

如未取得亞洲保險書面同意，受保人切勿承認責任或提出，承諾或繳付賠償予第三方。

**“DO NOT”** – do not answer correspondence from third party but pass onto Asia through Marsh for handling.

受保人切勿自行回覆任何書信文件及應盡快透過達信保險通知亞洲保險，交由亞洲保險處理。

**“DO NOT”** – do not accept any payment or arrangement of indemnity offered by any third party held responsible for the loss or damage.

受保人切勿接受任何需負責任的第三方提供的任何賠償款項或賠償的安排。

**“DO”** – Please contact Marsh immediately if you have any query or hesitation to report any incident.

如有任何疑問或猶豫應否報告事故，請立即向達信保險查詢。

Contact Persons 聯絡人

Marsh (Hong Kong) Limited  
達信風險管理及保險服務(香港)公司

Mr Tony Yu /  
Ms Viola Lee (Claim Services)  
余栢榮先生 /  
李燕婷女士 (理賠服務)  
Tel 電話: 9025 5295 / 9025 5662  
Email 電郵: tony.yu@marsh.com /  
viola.lee@marsh.com

Ms Gigi Liu /  
Ms Mabel Chiu (General / Policy Enquiry)  
廖以芹女士 /  
趙美寶女士 (一般及保單內容查詢)  
Tel 電話: 2864 5355 / 2864 5348  
Email 電郵: gigi.liu@marsh.com /  
mabel.chiu@marsh.com

### **Remarks**

This document is furnished to the Insured as a matter of information and guideline only, and is subject to all the terms and conditions under Policy No. ABK/APY/23-1150010130.

此文件只供受保人作參考及指引，詳細索償程序一概以保單號碼 ABK/APY/23-1150010130 的條文及細則為依歸。