

Medical Malpractice Liability Claims Procedures **for Aided Special Schools**

资助特殊学校 - 医疗失误责任索偿程序

As per Education Bureau's instruction that agreed by Asia Insurance Co., Ltd. ("Asia") and Nova Insurance Consultants Limited ("Nova")

按照教育局的指示及获得亚洲保险有限公司（下简称「亚洲保险」）和新域保险顾问有限公司（下简称「新域保险」）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 Nova for assistance immediately.

如有医疗失误索偿的事件，或任何可以合理地预期导致可能引起索偿的医疗事故发生，投保人应立即通知新域保险。

Important points to note

须注意的重要事项

“DO”

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

当投保人收到任何索偿或投诉文件时，投保人须透过新域保险给予亚洲保险一份副本。请勿自行回复任何信件或作出回应。

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

当投保人收到民事诉讼程序当中的投诉书、传票、索偿陈述书、刑事诉讼程序中的传票、控罪或有关状书等，投保人须立即透过新域保险给予亚洲保险一份副本。请勿自行回复任何诉状或传票。

“DO NOT”

- Do not admit liability or make any offer, promise or payment of settlement to third party without written consent of Asia.
如未取得亚洲保险书面同意，投保人切勿承认责任或提出，承诺或缴付赔偿予第三方。
- Do not answer correspondence from third party but pass onto Asia through Nova for handling.
投保人切勿自行回复任何书信文件及应尽快透过新域保险通知亚洲保险，交由亚洲保险处理。
- Do not accept any payment or arrangement of indemnity offered by any third party held responsible for the loss or damage.
投保人切勿接受任何需负责任的第三方提供的任何赔偿款项或赔偿的安排。

Contact details of Nova Insurance Consultants Limited

新域保险顾问有限公司联络资料

- Please contact Nova immediately if you have any query or hesitation to report any incident.
如有任何疑问或犹豫应否报告事故，请立即向新域保险查询。

Contact Person 联络人	Telephone 电话号码	Email 电邮
<u>General / Policy Enquiry</u> <u>一般及保单内容查询</u>		
Mr CM LEE 李朝明先生	2584 1859	chiuming.cm.lee@nova-insure.com
Ms Elaine LI 李燕玲女士	2584 1816	elaine.yl.li@nova-insure.com
Ms Pauline CHEUNG 张佩玲女士	2584 1821	paulineCheung@nova-insure.com

Contact Person 联络人	Telephone 电话号码	Email 电邮
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Claim Services
理赔服务

Mr Henry CHAN 陈显威先生	2584 1858	henry.hw.chan@nova-insure.com
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Mr Andy WONG 黄志伟先生	2584 1827	andywong@nova-insure.com
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Ms Pauline CHEUNG 张佩玲女士	2584 1821	paulineCheung@nova-insure.com
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Address: Unit 1608, 16/F, Chevalier Commercial Centre, 8 Wang Hoi Road, Kowloon Bay, Kowloon, Hong Kong.

地址：香港九龙九龙湾宏开道 8 号其士商业中心 16 楼 1608 室

Fax: 2845 5146

传真号码：2845 5146

Remarks

备注

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参考及指引，详细索偿程序一概以保单号码 ABK/APY/23-1150010130 的条文及细则为依归。