

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

資助特殊學校 - 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 Nova Insurance Consultants Limited ("Nova")

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」）和新域保險顧問有限公司（下簡稱「新域保險」）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 Nova 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，受保人應立即通知新域保險。

Important points to note

須注意的重要事項

“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**.
當受保人收到任何索償或投訴文件時，受保人須透過新域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。
- 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**.
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，受保人須立即透過新域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 answer correspondence from third party but pass onto Asia through Nova for handling.
受保人切勿自行回覆任何書信文件及應盡快透過新域保險通知亞洲保險，交由亞洲保險處理。
- 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。

Contact details of Nova Insurance Consultants Limited

新域保險顧問有限公司聯絡資料

- Please contact Nova 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，請立即向新域保險查詢。

Contact Person
聯絡人

Telephone
電話號碼

Email
電郵

General / Policy Enquiry **一般及保單內容查詢**

Mr CM LEE
李朝明先生

2584 1859

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Ms Elaine LI
李燕玲女士

2584 1816

elaine.yl.li@nova-insure.com

Ms Pauline CHEUNG
張佩玲女士

2584 1821

paulineCheung@nova-insure.com

Contact Person 聯絡人	Telephone 電話號碼	Email 電郵
<u>Claim Services</u> 理賠服務		
Mr Henry CHAN 陳顯威先生	2584 1858	henry.hw.chan@nova-insure.com
Mr Andy WONG 黃志偉先生	2584 1827	andywong@nova-insure.com
Ms Pauline CHEUNG 張佩玲女士	2584 1821	paulineCheung@nova-insure.com

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地址：香港九龍九龍灣宏開道 8 號其士商業中心 16 樓 1608 室

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Remarks

備註

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。