

## Property Claims Guidelines

### 财产保险理赔操作程序

No loss is easy to endure but there are steps you can take to speed the process of putting you or your operations back in order. At Chubb, we are dedicated to working with you and your insurance broker or agent to make the recovery process as smooth as possible.

任何损失的发生都是难以忍受的，但您可以通过采取下面详述的措施来尽快恢复您的正常运营。在 Chubb，我们致力于和您及您的保险经纪人或代理人紧密工作，尽可能顺利地采取恢复措施。

As part of that, the following guidelines should assist in the face of a property loss. Please note however, that the following is not intended to be considered as legal advice by us in any way. If you are in any doubt as to the steps you should or should not take, you should consult your legal and other professional insurance advisers.

以下流程可以在发生财产损失时提供理赔指导帮助。但请注意，下列内容不可视作为本公司提供的法律意见。如果您对任何应该或不应该采取的步骤有疑问，请咨询您的法律或专业保险顾问。

#### A. Take Immediate Action

##### 立即采取下列行动

- To Minimize Or Reduce Loss  
积极施救以减少损失
- Safeguard Movable Property  
保护可以移动的财产
- Take NO Action That May Hinder The Efforts Of Those Seeking To Extinguish The Fire, Or Help To Mitigate The Damage; and  
不要作任何可能阻碍灭火的行为，并帮助减少损失
- Report The Loss/Damage To Police (if any criminal offence is suspected) or Fire Brigade For Fire Loss IMMEDIATELY After An Accident Occurrence  
如有违法犯罪行为嫌疑的意外发生，**立刻**向警方报案；如果发生火灾，**立即**通知消防部门

#### B. Notification

##### 通知

IMMEDIATELY Notify Chubb by email at [chn.claims@chubb.com](mailto:chn.claims@chubb.com), Or Your Broker Or Agent And When Giving Notification, Provide:

**立即**将损失通知 Chubb (报案电子邮件地址为 [chn.claims@chubb.com](mailto:chn.claims@chubb.com))，或您的保险经纪人或代理人。当您发出报案通知的时候，请提供：-

- 1) company name and policy no.  
公司名称和保单号
- 2) address and location of property damaged  
财产损失的地址和场所
- 3) date and time of incident  
损失发生的日期和时间
- 4) items damaged and extent thereof  
受损财产的项目及损失程度
- 5) circumstances of the loss  
事故经过
- 6) cause, if known  
损失原因 (如果知道)
- 7) remedial actions you proposed to take  
您建议采取的补救措施
- 8) rough estimate of overall loss, if possible  
预计可能的损失
- 9) name of insured's person/representative dealing with the claim and contracts  
被保险人处理索赔的人员姓名及联络方式

## C. Preservation Of Evidence

### 保留现场和证据

- keep records, sketches, photographs of property affected which had to be repaired, made safe or discarded  
做好受损财产的记录、草图并拍摄照片
- identify and provide details of witnesses  
确定目击者, 并提供其联络方式
- retain vital evidence of damaged property for inspection, where possible. (Note: the damaged property will become the property of Chubb Insurance (China) Company Limited upon claim settlement unless the salvage value is deducted from the claimed amount payable.)  
保留受损财产以供检查 (注意: 受损财产在赔案处理完成后将成为丘博保险(中国)有限公司财产, 除非残值已经在赔偿金额内扣除)
- identify third party responsible to protect recovery rights  
如第三方对事故负有责任, 则保留向其追偿权利。
- police report is required in case of property lost or stolen or if any other willful or malicious damage is suspected, and advise the insurer immediately if any new information is obtained from the Police  
如果发生财产遗失、被盗, 或者怀疑有故意、恶意破坏的情况, 必须提供警方证明; 并配合保险人向警方了解情况。一旦警方案情有进展, 立即知会保险人
- if it is a fire loss, Fire Brigade Report is required  
如果发生火灾, 需要提供消防部门的火灾原因认定书和事故责任认定书

## D. Notice Of Claim Against Third Parties Responsible

### 向责任方提出索赔

- You should also give notice of claim against all relevant third parties who may be responsible for the bodily injury, loss or damage.

如事故由责任方造成，应立即向所有相关责任方提出索赔，出具正式的书面索赔函，并抄送保险人。积极开展索赔工作，并将进展知会保险人。

## E. Claim Preparation - Keeping Of Records

### 索赔准备 - 做好记录

Remember: Onus Is Upon The Insured To Produce A Properly Substantiated Claim Statement Before Any Claim Can Be Paid

请注意：在赔案赔付之前，提供完整的用于证明损失的索赔资料的责任在于被保险人。

- keep proper records of all related expenses  
记录所有相关费用的证明
- consider use of separate accounting codes for expenses resulting from the loss from beginning  
考虑在损失开始后用单独的财务代码来记录由损失引起的费用
- for more severe losses, loss adjusters will be appointed to investigate and coordinate the loss and assess the quantum  
对于重大损失，将委托公估人开展损失调查，并评估损失金额
- provide full claim information and render cooperation to the adjusters to ensure smooth and expedient claim resolution, with minimal disputes  
向公估人提供完整的索赔信息并给予充分合作以保证赔案顺利解决

Should you have any question, please contact any one of our claims personnel:

如果您在提出索赔时需要额外的协助，或想了解更多关于索赔的信息，请联系

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## CHUBB CLAIMS REPRESENTATIVES

安达保险有限公司理赔部

Tel No. (8621) 2325 6688 or via Email to [chn.claims@chubb.com](mailto:chn.claims@chubb.com)

电话: (8621) 2325 6688 或通过电子邮件 [chn.claims@chubb.com](mailto:chn.claims@chubb.com)

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