

理赔申请书  
Claim Application Form

该理赔申请书适用于医疗费用、津贴、重大疾病等的理赔申请。

Use this form to apply for reimbursement of medical expenses, allowance and critical illness policies, etc.

请填写本申请书并附上以下材料（最终材料要求以保险公司通知为准）

Please fill in this application form and attach the following materials (final material requirements are subject to insurer's notice)

- 被保险人的有效身份证明文件复印件;
- 医疗费用收据(发票)原件及费用明细清单;
- 病历资料、处方(如有)、出院小结(住院理赔申请)复印件;
- 银行账户信息复印件(如果该帐户信息第一次使用)

- A copy of the insured's valid identification;
- Original invoice(s)/receipt(s) ("fapiao") and itemized medical bills;
- A copy of the medical records, prescription (if any), discharge summary (for inpatient claims);
- A copy of the Bank account statement for claims reimbursement (if we are using these bank details for the first time).

- 身故申请需提供死亡证明和户口注销证明复印件
- 伤残申请需提供残疾鉴定证明复印件
- 意外申请需提供意外事故证明

- For a death claim, copies of the death certificate and the certificate of cancellation of household registration are required
- For a disability claim, a copy of the disability identification certificate is required
- For an accident claim, the proof of the accident is required

邮寄地址、详细理赔材料要求等可登录health.pingan.com查询  
若您有任何问题, 请电话联系: 95511选7(中文)The mailing address and detailed claim material requirements can be found on health.pingan.com  
If you have any questions, please feel free to contact us by phone at 400 8833 663 Option 2 (English)

## 1、出险者信息 Details of the Insured

出险者姓名 Full name					证件有效期至 ID expiry date	YYYY/MM/DD
证件类型 ID type	<input type="checkbox"/> 身份证 ID card	<input type="checkbox"/> 护照 Passport	<input type="checkbox"/> 其他 Other		国籍 Nationality	
证件号码 ID number					职业 Occupation	
投保单位(公司名称) Policy holder (company name)	个人客户无需填写 If you are insured as an individual, you do not need to complete this field				性别 Gender	<input type="checkbox"/> 男 Male <input type="checkbox"/> 女 Female
分单号 Sub-policy number						
联系电话 Telephone number			电子邮箱 Email address	@		
邮政编码 Post code			邮寄地址 Postal address			

## 2、申请人信息 Details of the Applicant

如申请人非出险者本人请填写如下信息

Only to be completed if the person filling in this form is NOT the insured

申请人姓名 Applicant's name					证件有效期至 ID expiry date	YYYY/MM/DD
证件类型 ID type	<input type="checkbox"/> 身份证 ID card	<input type="checkbox"/> 护照 Passport	<input type="checkbox"/> 其他 Other		国籍 Nationality	
证件号码 ID number					职业 Occupation	
申请人是出险者的 The applicant is the insured's	<input type="checkbox"/> 父母 Parent	<input type="checkbox"/> 子女 Child	<input type="checkbox"/> 配偶 Spouse	<input type="checkbox"/> 其他 Other	性别 Gender	<input type="checkbox"/> 男 Male <input type="checkbox"/> 女 Female
联系电话 Telephone number			电子邮箱 Email address	@		
邮政编码 Post code			邮寄地址 Postal address			

## 3、事故信息 Details of the Event

事故类型 Type of claim	<input type="checkbox"/> 疾病医疗费用 Medical expense of disease	<input type="checkbox"/> 意外医疗费用 Accidental medical expense	<input type="checkbox"/> 津贴 Allowance	<input type="checkbox"/> 重大疾病 Critical illness policy	<input type="checkbox"/> 伤残 Disability insurance benefits	<input type="checkbox"/> 身故 Death insurance benefits	<input type="checkbox"/> 其他 Other
事故日期 Date of event	YYYY/MM/DD						
是否为本次疾病首次就诊 Is this the first visit (or inclusive of the first visit) for this condition?	<input type="checkbox"/> 是 Yes	<input type="checkbox"/> 否 No	首诊医院 Hospital of first treatment				
出险人是否在其他保险公司投保人身保险 Whether the insured has life insurance policy in another insurance company	<input type="checkbox"/> 是 Yes	<input type="checkbox"/> 否 No	保险公司名称 Company name				
就诊日期 Date of treatment (年/月/日 YYYY/MM/DD)	费用类别 Expense type	费用金额 Amount	货币单位 Currency	发票张数 Number of invoices	主要病情及诊断 Key symptoms and diagnoses		
	门诊 OP	住院 IP					
	<input type="checkbox"/>	<input type="checkbox"/>					
	<input type="checkbox"/>	<input type="checkbox"/>					
	<input type="checkbox"/>	<input type="checkbox"/>					
如行数不够可用该格式添加附页填写 If you require more space, please add additional pages to this form, in the same format.							
提交发票总数 Total number of invoices submitted				申请理赔金总额 Total amount			

## 4、保险金给付信息 Details for Benefit Payment

理赔金仅能给付被保险人、被保险人的受益人、被保险人的法定监护人及授权第三方。理赔金仅通过转账给付，需提供有效的人民币账户信息，如为外币结算案件，理赔金将按首诊日汇率转换为人民币予以给付。

Claims will only be reimbursed into the bank account of the insured, the beneficiary of the insured, the legal guardian of the insured or an authorized third party. Claim reimbursements will only be made by bank transfer in Renminbi into a valid bank account. If the claim is in a foreign currency, payment will be made at the exchange rate at the earliest date on the invoice.

理赔金领取 Payment options	以下账户信息用于本次理赔金给付(该账户信息第一次使用，请提交账户信息复印件) Use the bank details provided below for this claim reimbursement (Please submit proof of these bank details when using the bank details below for the first time)			
账户信息 Bank Details	户名 Account Name			
	银行名称 BankName	开户分行 Branch		
	账号 AccountNumber			

### 个人声明

- 本人确认理赔申请书上所填写的内容真实详尽。
- 本人同意将本次理赔申请的保险金转入本次申请确认的本人银行账户或授权的第三方银行账户，由该账户所有人代为领取保险金，因本人或申请人过错导致转账错误、转账不成功、未及时或未全额收取理赔款的，贵公司不承担责任。
- 本人同意：从本次理赔的合理保险给付金中，扣除尚未偿还的不属于保险责任范围但保险公司已为本人向医院垫付的医疗费用。

#### 客户个人信息授权声明：

一、为申请理赔及理赔调查之所需，被保险人同意并授权：

(一) 为准确识别本人投保信息之所需，本人同意并授权平安健康险收集本人的姓名、证件类型、证件号码、证件有效期限、性别、手机号、联系地址、金融账户信息、与投保人及领款人的关系、有无社保、国籍、职业、工作单位、婚姻状态、医疗健康信息、涉税信息、家庭财产信息、人脸及声音信息、保单信息、投保理赔记录、既往病史、体检信息；

(二) 平安健康险向其合作机构（查询路径：平安健康险官方网站-理赔服务-理赔常用表格及文件下载（平安健康险合作机构））提供本人的姓名、证件类型、证件号码、保险合同、理赔申请书、病历资料和检查报告；

(三) 平安健康险及其合作机构向任何知悉与本次理赔服务有关的本人身体健康及其他情况的行政司法机关、公安部门、司法鉴定中心、国家金融监督管理总局及其派出机构、人社相关机构、社会医疗保险机构、体检机构、医疗机构、商业保险机构及其它单位或人员提供本人的姓名、证件类型、证件号码、保险合同、理赔申请书；

(四) 为高效、准确办理您的保险理赔业务，您向我们申请理赔时提交的身份证、医疗发票、病历等影像资料，我们会将以上影像资料、被保险人姓名、就诊医院、就诊日期信息提供给平安科技（深圳）有限公司，委托平安科技（深圳）有限公司对上述资料进行识别解析和交叉核验，以提取相关结构化信息用于理赔审核，平安科技（深圳）有限公司不会将我们提供的数据用于别的目的；

(五) 任何知悉与本次理赔服务有关的本人身体健康及其他情况的行政司法机关、公安部门、司法鉴定中心、国家金融监督管理总局及其下设机构、人社相关机构、社会医疗保险机构、医疗机构、体检机构、商业保险机构及其它单位或人员将其知悉的本人发生的保险事故的具体信息、保单信息、投保理赔记录、就诊医院、职业、诊断证明、病历信息、就诊费用、发票号、体检信息、既往病史、理赔通知书、调查结论（包括案件号、客户号、出险及调查时间、调查详细及结论、案件结论及金额、拒付原因）信息提供给平安健康险及其合作机构；

(六) 平安健康险的合作机构对本人投保、承保、理赔、医疗、健康服务等阶段的信息进行必要加工、使用，并将与风险控制有关的信息处理结果回传给平安健康险用于理赔调查。

二、为提升服务效率及防范保险欺诈和重复理赔风险，对本人在不同保险公司的理赔申请进行交叉核验，以识别是否存在同一事故/疾病的重复理赔行为，本人同意授权我公司基于中国平安财产保险股份有限公司、中国平安人寿保险股份有限公司请求，将本次理赔涉及的理赔通知书、调查结论（包括案件号、客户号、出险及调查时间、调查详细及结论、案件结论及金额、拒付原因），共享给中国平安财产保险股份有限公司、中国平安人寿保险股份有限公司。平安科技（深圳）有限公司接受我公司委托负责上述数据的存储并根据我公司委托指令将上述数据提供给中国平安财产保险股份有限公司、中国平安人寿保险股份有限公司。

三、前述加黑加粗信息属于您的敏感个人信息，一旦泄露或者被非法使用可能导致您的人身、财产安全受到危害。如您不同意我们处理（包括收集、存储、对外传输、提供、委托处理等）该信息，可能无法使用我们提供的理赔服务。

四、如我们处理的个人信息涉及不满14周岁的未成年人个人信息，我们会将其个人信息作为敏感个人信息进行处理，并按照相关法律法规予以保护。

五、在对外传输、提供、委托处理您的信息前，我们会事先进行个人信息保护影响评估并对要求其按照法律法规、本政策以及其他任何相关的保密和安全管理措施来处理您的个人信息。

### Declaration

- I declare that all information provided on this Claim Application Form and the documents submitted with it are true and accurate to the best of my knowledge.
- I agree that reimbursement for this claim will be made into the bank account of the insured or into the bank account authorized on this application, and that the account holder is entitled to receive the reimbursement. Ping An Health will not be responsible for errors or failed, delayed or incomplete payments due to mistakes on the application form or having the incorrect bank account details.
- I agree that the medical expenses that Ping An Health has already paid to the hospital, and which are not covered by my insurance policy, will be deducted from the benefit payment for this claim.

#### Clauses on Individual Information Authorization:

i. For the purpose of claims application and claims investigation, the Insured allows and authorizes:

(1) In order to accurately identify my personal information of insurance application, I allow and authorize PAH to collect my name, ID type, ID number, ID expiration date, gender, cell phone number, address, financial account information, relationship with the Insured, whether I have social health insurance or not, nationality, occupation, company, marital status, medical and health information, tax-related information, household property information, face and voice information, policy information, claims history, pre-existing conditions, and health checkup information;

(2) PAH to provide its partners with my name, ID type, ID number, insurance contract, claim application form, medical records and inspection report (search pathway: PAH's official website - Claims services - Download of common claims forms and documents (PAH's partners);

(3) PAH and its partners to provide my name, ID type, ID number, insurance contract and claim application form for any administrative and judicial organs, public security departments, judicial expertise centers, national financial regulatory administration and its branches, human resources and social security authorities, social health insurance agencies, health checkup centers, medical institutions, commercial insurers and other units or persons that are aware of my health and other information related to this particular claim service;

(4) To efficiently and accurately process your claim, when you submit identity documents, medical invoices, medical records, and other image materials to us for a claim application, we will provide the above image materials, along with the insured's name, the name of the hospital, and the date of visit, to Ping An Technology (Shenzhen) Co., Ltd. We entrust Ping An Technology (Shenzhen) Co., Ltd. to identify, parse and cross-check the above materials to extract relevant structured information for claim review. Ping An Technology (Shenzhen) Co., Ltd. will not use the data we provide for any other purposes;

(5) Any administrative or judicial authorities, public security departments, judicial appraisal centers, the National Financial Regulatory Administration and its subordinate institutions, human resources and social security-related institutions, social medical insurance institutions, medical institutions, physical examination institutions, commercial insurance institutions and other units or individuals who are aware of the information related to my physical health and other circumstances concerning this claim service shall provide the specific information of the insurance accident that occurred to me, policy information, insurance application and claim records, hospital visited, occupation, diagnosis certificate, medical record information, medical expenses, invoice number, physical examination information, past medical history, claim notice, investigation conclusion (including case number, customer number, time of occurrence and investigation, detailed investigation and conclusion, case conclusion and amount, reason for rejection) to PAH and its partners;

(6) PAH's cooperative institutions shall process and use the information of the applicant in the stages of insurance, underwriting, claim settlement, medical treatment and health service, and shall return the processing results related to risk control to PAH for claim investigation.

ii. To enhance service efficiency and prevent insurance fraud and duplicate claims, cross-checking of my claim applications with different insurance companies will be conducted to identify any duplicate claims for the same accident or illness. I hereby consent to authorize PAH to share the claim notice, investigation conclusion (including case number, customer number, time of incidence and investigation, detailed investigation and conclusion, case conclusion and amount, and reason for denial) related to this claim with Ping An Property & Casualty Insurance Company of China, Ltd. and Ping An Life Insurance Company of China, Ltd. upon their request. Ping An Technology (Shenzhen) Co., Ltd. has been entrusted by our company to be responsible for the storage of the above-mentioned data and, in accordance with the instructions of our company, provide the above-mentioned data to Ping An Property & Casualty Insurance Company of China, Ltd. and Ping An Life Insurance Company of China, Ltd.

iii. The aforementioned information in bold and black is your sensitive personal information, which, if disclosed or illegally used, may cause your personal and property safety to be jeopardized. If you do not agree to our processing (including collection, storage, transmission, provision, and entrusted processing) of such information, you may not be able to use the claims services provided by us.

iv. If the personal information we process involves the personal information of minors under the age of 14, we will treat their personal information as sensitive personal information and protect it in accordance with relevant laws and regulations.

v. Before transmitting, providing or entrusting the processing of your information, we will assess the impact on the protection of personal information in advance and request the processing of your personal information in accordance with the laws and regulations, the policy, and any other relevant confidentiality and security measures.

本人已阅读并确认本理赔申请书中所有声明及授权事项

I have read and accept the Declaration and Authorization details above

**\*备注:本单证中申请授权第三方代为领取理赔金仅限于连带被保险人之间, 并同时提供双方身份证明材料**

**•Note: In order for the insured to authorize a member on the same sub-policy to receive the reimbursement, both the insured and the account holder must sign below and submit copies of their ID documents together with this form.**

出险者(被保险人/委托人)签名 Signature of the Insured (Insured /Principal) \_\_\_\_\_

日期 Date: YYYY/MM/DD

申请人(监护人/被委托人)签名 Signature of the Applicant (Guardian/Attorney) \_\_\_\_\_

日期 Date: YYYY/MM/DD

仅供公司填写 For office use only

保险公司签收人签名 Signature of recipient at Ping An Health \_\_\_\_\_

日期 Date: YYYY/MM/DD

#### 反保险欺诈提示

诚信是保险合同基本原则, 涉嫌保险欺诈将承担以下责任。

**刑事责任**进行保险诈骗犯罪活动, 可能会受到拘役、有期徒刑, 并处罚金或者没收财产的刑事处罚。保险事故的鉴定人、证明人故意提供虚假的证明文件, 为他人诈骗提供条件的, 以保险诈骗罪的共犯论处。

**行政责任**进行保险诈骗活动, 尚不构成犯罪的, 可能会收到15日以下拘留、5000元以下罚款的行政处罚; 保险事故的鉴定人、证明人故意提供虚假的证明文件, 为他人诈骗提供条件的, 也会受到相应的行政处罚。

**民事责任**故意或因重大过失未履行如实告知义务, 保险公司不承担赔偿或给付保险金的责任。

#### Anti-Fraud Notice

This insurance agreement is formed on the basis of integrity. Any suspicion of insurance fraud will carry the following liabilities.

**Criminal liabilities** Any criminal activities involving insurance fraud can lead to: detention, imprisonment and other penalties such as a fines or confiscation of personal property. Appraisers or witnesses of an incident who intentionally provide false documents or information to allow others to defraud the insurer will be treated as accomplices in the insurance fraud.

**Administrative liabilities** Those who conduct insurance fraud that does not constitute a crime will be subject to administrative punishment such as detention of up to 15 days or a fine of up to RMB 5 000. Appraisers or witnesses of an incident who intentionally provide false documents or information to allow others to defraud the insurer will be treated as accomplices in the insurance fraud.

**Civil liabilities** If an applicant fails to provide true statements, either intentionally or due to gross negligence, the insurer will not reimburse or pay insurance benefits.