

★★ Supporting documents accompanying the Insurance Benefit Application (As extracted below. Please refer to the Policy for details in full.)

Application Item of insurance benefit	Hospitalization for disease or injury	Outpatient service for injury	Bone fracture without hospitalization	Death of disease	Death of an accident	Total Dismemberment resulting from disease or accident	Partial disablement	Critical burn	Dread disease	Death/total Dismemberment resulting from cancer	Cancer/medical treatment service for the first time	Cancer/medical treatment service compensation	Project subsidy(Only in case of a student who is exempted from insurance premium)	Living subsidy for the disabled	Medical treatment service and X-ray examination	Collective food poisoning at school
Application for insurance benefit	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Certificate of diagnosis	✓	✓	✓					✓	✓	✓	✓	✓	✓			
Original medical treatment fee receipt(s), along with itemized statements	✓	✓											✓			
Certificate of social insurance medical treatment service (*1)	✓	✓														
X-ray photography			✓												✓	
Disablement diagnosis certificate						✓	✓									
Death certificate or autopsy certificate				✓	✓					✓						
Household registration transcript of the Insured (Insurant) verifying deleted household				✓	✓					✓						
Household registration transcript or living proof of the insured(Insurant)											✓			✓		
Household registration transcript or identity certificate of the beneficiary				✓	✓					✓						
Supporting documents verifying death in accident (*2)	✓	✓	✓		✓	✓	✓	✓								✓
Pathological section or relevant examination reports (*3)									✓	✓	✓	✓			✓	

*1: In case of the insured/insurant is in the category of social insurance, please submit supporting certificate(s) verifying social insurance medical treatment service. Such certificate may be exempted if the certificate of diagnosis or medical treatment service invoice indicates the status of social insurance.

*2: Required in the case of an application for accident injury insurance benefit or collective food poisoning at school.

*3: Required in the case of an application for insurance benefit for cancer or dread disease for the first time.

Important notes:

- Please fill out the application boxes in detail, sign, and affix his/her seal hereon. In case of more than one beneficiary in a death insurance benefit, the application shall be filled out, signed and affixed with seal for each beneficiary. In case of a minor, his or her legal representative shall sign and affix seal. This application for insurance claim shall not be acceptable until all the supporting documents specified on the policy are provided in full.
- The “Declaration of Investigation Authorization” is needed for investigating by a hospital and by a relevant unit. To accelerate the insurance claim process, please fill out details of the Insured (Insurant) (the injured/the deceased person) which shall be signed and affixed seal by the Insured (Insurant) (by the beneficiary in case of death). In the event that the Insured (Insurant) (beneficiary of a death case) is a minor, his or her legal representative shall sign and affix his/her seal and submit supporting certificate(s) verifying the relationship (the photocopy of certificate of each registered residence).
- In the event that the beneficiary is mentally impaired or of diminished mental capacity and thus unable to handle their daily affairs, his or her guardian shall lodge the application and shall submit the court ruling of declaration of interdiction.
- In the event that the application involves an accident which took place abroad, please submit the photocopy of the passport and the complete anamnesis of medical treatment service in full set. All such documents shall be duly authenticated by embassy of the Republic of China so as to accelerate the claim process.
- In the event that the reason of death is “under autopsy process” or unknown, the beneficiary shall extra submit “autopsy examination result report” or the “autopsy certificate” which bears the reason of death.
- In an extraordinary case which calls for other supporting documents to meet the review process need, the officer-in-charge will serve an extra notice. By then please provide such supplementary documents as promptly as possible to accelerate the claim process.
- For a question in filling out this application, if any, please feel free to contact us through our toll-free service hotline: 0800-022-258. We are more than pleased to serve all your needs.