



Simplified Claims Procedure with Priority

Customer can submit the claim via email at claims@bluecross.com.hk within 30 days from the date of consultation/quarantine/confirmed diagnosis, whichever is earlier. Please state **Simplified Claims - COVID-19 benefit [e.g. Policy No. : XXXXXXXX/Claim Item: XXXX]** on the email subject (i.e. Simplified Claims - COVID-19 benefit [Policy No.: DS123456/Claim Item: Additional Hospital Cash Allowance Benefit]).

MaidSafe Insurance, HomeSafe Protection Insurance, Personal Accident Insurance or Job Changer Medical Protection

Benefit	Attach supporting documents
Additional Hospital Cash Allowance Benefit	<ul style="list-style-type: none">• Public Hospital: Discharge Summary which states the diagnosis, admission & discharge date & time; or• Other Hospital: Receipt and medical proof issued by the attending physician or hospital (for Job Changer Medical Protection, please complete the hospitalisation claim form); and• Other supporting documents (e.g. relationship or residential proof of the family members) etc., if applicable

LovePet Insurance

Benefit	Attach supporting documents
Veterinary Consultation and /or Checkup Benefit	<ul style="list-style-type: none">• Itemised invoice and receipt of payment
Pet Love Cash Allowance	<ul style="list-style-type: none">• Record indicating the confirmed or suspected infection (e.g. medical notes, report, discharge summary) or quarantine proof; and• Other supporting documents (e.g. relationship or residential proof of the family members) etc., if applicable