



**Blue Cross 藍十字**

An **AIA** Company 友邦保險成員公司

## Black Rainstorm Property Claims Simplified Procedure

Following the unexpected Black Rainstorm on 7 to 8 September 2023 triggering widespread severe flooding resulting in significant damage to properties.

We recognise the importance of simplifying the claims reporting procedure for our policyholders affected by such event. Blue Cross Claims team will provide proactive claims support and assistance in order to relieve the stress experienced by our policyholders during this challenging time.

For reporting of Property Claims arising out of this Black Rainstorm event, we have tailor-made a simplified claims procedure as below:

- Agents/Brokers/Policyholders can submit claims via email ([MajorEvent@bluecross.com.hk](mailto:MajorEvent@bluecross.com.hk))<sup>1</sup> and quote your Policy No. in the email subject line
- Rapid response by loss adjusters within 4 hours for arrangement of site visit
- Simplified claims assessment process<sup>2</sup>
- Quick payment<sup>3</sup> by autopay method

Remarks:

<sup>1</sup> The said notice is solely used for reporting claims arising out of Black Rainstorm claims on 7 to 8 September 2023

<sup>2</sup> Claims assessment subject to Terms and Conditions

<sup>3</sup> Payment will proceed upon agreement of claims assessment

