

香港快運旅遊保險¹ 專享

Emma by AXA 「預填索償表格」服務



如你於預訂香港快運航班時已購買香港快運旅遊保險，並於出發前完成 **Emma by AXA** 賬戶登記，當航班延誤時，即可透過 **Emma by AXA** 使用『預填索償表格』服務。只需查看應用程式內已預填的索償資料，便可快速提交申請^{2,3}，方便快捷！

使用「預填索償表格」服務的

步驟^{2,3}：



步驟 1： 點擊 AXA 安盛發出的電郵及/或推送通知內的「預填索償鍵」

步驟 2： 於 Emma by AXA 應用程式檢視預填內容或補充額外資料

步驟 3： 提交索償

成功提交後，AXA 安盛便會開始處理你的索償申請⁴。



下載 **Emma by AXA**
應用程式

Emma by AXA



輕鬆管理各類
保單及提交索償

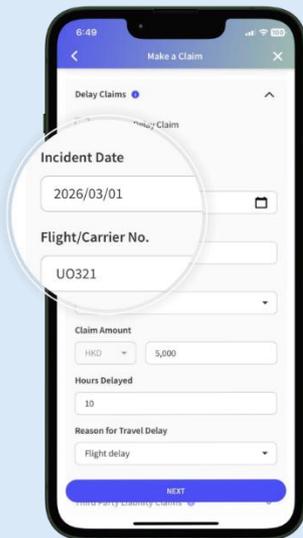
立即登入

Exclusive to HK Express Travel Insurance¹ "Pre-filled claim form" service on Emma by AXA



If you purchase HK Express Travel Insurance when booking your HK Express flight and register for an **Emma by AXA** account before departure, you can use the “pre-filled claim form” service^{2,3} in the **Emma by AXA** app if your flight is delayed. Simply review the pre-filled flight delay claim details in the app and submit your claim right away — saving time and effort!

Steps for "pre-filled claim form" service^{2,3}:



- Step 1:** Click the "Pre-fill Claim" button in the email and/or push notification sent by AXA
- Step 2:** Review the pre-filled claim information², or add any additional information in the app
- Step 3:** Submit your claim

AXA will begin processing your claim once it has been successfully submitted⁴.



**Download
Emma by AXA App**

Emma by AXA



Manage your policies and submit claims with ease

[Log in now](#)

備註：

¹ 只適用於香港出發的航班。「香港快運旅遊保險」由安盛保險有限公司(「AXA 安盛」)承保。香港快運航空有限公司(牌照號碼：FA2201)乃根據保險業條例(香港法例第41章)註冊為AXA 安盛於香港特別行政區分銷一般保險產品之授權保險代理商。

² 透過 Emma by AXA 提交索償須擁有 Emma by AXA 賬戶(並與相關保單綁定), 並受 Emma by AXA 的條款及細則約束。所有索償申請均須經 AXA 安盛審核及批准, 並受用戶所持保單之條款、細則及不保事項約束。AXA 安盛保留要求客戶提供額外資料、文件及索償證明以作核實的權利。提交索償並不保證通過審核或獲得賠償, 也不應被視作為 AXA 安盛承認任何相關責任。

³ 透過「預填索償鍵」預先填妥的索償內容僅適用合資格航班延誤相關的索償申請。AXA 安盛並不對預先填妥的索償資料及/或航班延誤相關資訊的任何方面(包括但不限於其準確性及完整性)作任何陳述或保證。客戶在提交索償時, 須確保所提供之資料真實、準確及完整, 並已充分提供所有可能影響索償之重要資訊。如有需要, 客戶應自行補充任何遺漏及/或額外資訊。在任何情況下, AXA 安盛對客戶所提交與索償相關之資料, 概不承擔任何責任。

⁴ 為確保你的索償申請能順利處理, 請儘快於旅遊行程完結日後的 **90 日內** 提交索償申請, 逾期申請將不予受理。請保留相關證明文件正本(包括登機證、機票、由航空公司/客運機構發出的延誤證明文件等), AXA 安盛保留權利在完成理賠程序後的 6 個月內, 向你索取相關證明文件正本以作核實之用。

Remarks:

¹ For Hong Kong-originating flights only. HK Express Travel Insurance is underwritten by AXA General Insurance Hong Kong Limited (“AXA”). Hong Kong Express Airways Limited (Licence No.: FA2201) is registered in accordance with the Insurance Ordinance (Cap. 41 of the Laws of Hong Kong) as an insurance agent of AXA for distributing the product in the Hong Kong SAR.

² Submission of claims via Emma by AXA required Emma by AXA account (with the applicable policy linked) is subject to the [Terms and Conditions of Emma by AXA](#). All claims are subject to review and approval by AXA and the terms, conditions and exclusions of your insurance policy. AXA reserves the right to request additional information, documentation and proof of claim in support. Submission of a claim do not guarantee acceptance or settlement, nor should they (or either of them) constitute or be construed as admission of liability by AXA.

³ The pre-filled claim information via the “Pre-fill Claim” button is only applicable to the claim related to the flight delay incident. AXA does not represent or warrant any aspects of the pre-filled claim information and/or information relating to flight delay incident, including without limitation to its accuracy and completeness. When you submit a claim, you are responsible for ensuring that all information is true, accurate and complete and that all information that may in any way be material to the claim has been fully disclosed. You should supplement any missing and/or additional information where appropriate. In no circumstance shall AXA be held liable for the information you submit relating to your claim.

⁴ To ensure your claim is processed smoothly, please submit your claim **within 90 days** after the end date of your travel journey. Claims submitted after this period will not be accepted. Please keep the relevant supporting document(s) (including boarding passes, air tickets, confirmation from airline/carrier certifying delay, etc.) as AXA reserves the right to verify them within 6 months after the claim completion date.