

Dear customers:

If you want to learn about the services of settlement of claim of comprehensive insurance for people coming to China of Ping An Endowment Insurance Co., Ltd., please read this guide carefully.

Procedure of claim settlement:

Hotline for consultation: 010-59731677, 010-59731688, Fax: 01066217668

In case of danger or the need for medical guidance, please dial the 24-hour hotline for consultation of claim settlement and rescue: dial 4008105119 and press 1 after connected.

Document to be presented for settlement of claims:

1).One-year term life insurance

- A Copy of passport and visa page of the Insured
- B Disability certificate when the Insured is disabled (an evaluation report shall be issued by the assigned evaluation body)
- C Death certificate of the Insured
- D Certificate of relationship between the Insured and all the beneficiaries, and copy of identification proof of the beneficiaries
- E Certificate of accident, in case of an accident (in case of traffic accident, the traffic unit should issue a liability confirmation of traffic accident)
- F Copy of valid insurance certificate

2).Medical treatment for accidental injuries

- A Copy of passport and visa page of the Insured
- B Course and certificate of accident (in case of traffic accident, the traffic unit should issue a liability confirmation of traffic accident)
- C Original of receipt
- D Medical record, detailed expenditure sheet and copy of examination report and laboratory test report of each respective treatment
- F Copy of valid insurance certificate



3).Medical treatment for outpatient and emergency

- A Copy of passport and visa page of the Insured
- B Original of receipt
- C Medical record, detailed expenditure sheet and copy of examination report and laboratory test report of each respective treatment
- D Copy of valid insurance certificate

If the fees have exceeded the minimum payment line of RMB2000 Yuan, then the medical record, detailed expenditure sheet and copy of examination report and laboratory test report of treatment that costs below 2000 Yuan are also required to be presented.

4).Hospitalization

- A Copy of passport and visa page of the Insured
- B Certificate of accident, in case of an accident (in case of traffic accident, the traffic unit should issue a liability confirmation of traffic accident)
- C Original of receipt and detailed expenditure sheet for hospitalization
- D Copy of hospital discharge summary or medical record of hospitalization
- E Copy of valid insurance certificate

Besides, the Insured's bank account with signature or school-assigned bank account with school stamp must be annexed to the claim settling documents.

Points for attention:

- (1). Where in one insured incident, the Insured has to be treated in two or more hospitals, relevant documents such as diagnosis certificate and medical record from relevant hospitals shall be presented.
- (2). Hospitals for treatment are limited to the public hospitals within the [territory](#) of the Chinese mainland, and items and expenses that can be reimbursed should in accordance with the scope of local regulations of social basic medical insurance.

5). Application for nursing fee

- A Original Invoices of nursing fee issued by hospital or by nursing service company



B The application for nursing fee issued by the nursing unit shall be signed by the Insured him/herself and stamped with the official seal of the unit.

Materials for claims of settlement sent to:

Project Group for Foreigners

Floor 9 of Ping An Building

No. 23 Financial Street, Xicheng District

Beijing 100033 China

Addressee: Du Xinping (杜新平), Song Qingfeng (宋庆锋), Zhang Chunxia (张春侠)

Please log in www.lxbx.net for latest insurance introduction.

Chinese explanation prevails in case of contradiction arising out of the aforementioned contents.

