



學生旅遊保險索償

Student Travel Insurance Reimbursement

1. 學生須於回澳後三十天內到學生資源處(學生活動中心E31-2007)填寫學生旅遊保險索償表格及遞交所需文件。

Students should fill in the Travel Insurance Claim Forms at Students Resources Section (Student Activity Centre E31-2007) and submit relative documents within 30 days after returning to Macao.

2. 保險公司批核後會以個人支票方式賠償，經學生資源處轉交學生。

After the insurance company approves the applications of travel insurance reimbursement, the claims will be settled by account payee cheque and deliver to students through Students Resources Section (Student Activity Centre E31-2007).

如有任何查詢，請電郵至 sao.services@um.edu.mo。

For enquiry, please email to sao.services@um.edu.mo.

注意事項:

1. 旅遊保險計劃適用於所有已註冊之澳門大學學生。
2. 在保險公司審查過程中，若學生因文件不足而須補交，手續將會延長。
3. 請保留機票、登機證、醫療或有關費用收據正本、疾病證明、警局報案紙、航空公司之機票、登機證等作賠償之用。

Remarks:

1. Travel Insurance Scheme is applicable to all registered UM students.
2. The handling period will be prolonged if necessary documents are not submitted to the insurance company.
3. Please keep the air tickets, boarding passes, original receipts of medical or relative expenses, medical reports, lost property reports from the Police, reports from airlines, etc for reimbursement.



索償需遞交之文件

Documents to be submitted for Reimbursement

A) 必須文件:

Required Documents

- 身份證副本
ID copy
- 學生證副本
Student card copy
- 旅行護照副本，包括有相片主頁，出入境海關蓋印頁
Passport copy (including the photo page, custom admission and departure chop page)
- 機票及登機證
Air-tickets and boarding passes

B) 按個別案件性質而需提交文件

Supporting documents related to each nature of claims respectively

a) 醫療費用

Medical Expenses

1. 必須提交醫療或有關費用的單據及醫療報告之正本
Original receipts of medical or relative expenses and medical reports should be submitted.

b) 個人行李，現金或旅遊文件遺失

Personal luggage, loss of money or travel documents

1. 須提供貨品收據正本、警局報案紙、航空公司之損毀及遺失證明
Original receipts of the luggage, loss property reports from the Police, damage/loss reports from airline should be provided
2. 如在旅途中有個人行李及物品損毀，請把損毀行李及物品帶回學生資源處 (學生活動中心E31-2007)
In case of damage to luggage during the journey, the damaged items should be submitted to the Student Resources Section (Student Activity Center E31-2007)

c) 航班延誤

Flight Delay

1. 必須提交航空公司發出之證明文件
Reports from the airlines should be submitted.