Corporate Business Travel ("Travel") Insurance Policy

For HKU registered undergraduate and postgraduate students ("students") who are required to travel overseas for University business purpose, i.e. activities which are officially arranged or recognized by the University such as overseas exchange programme, field trips, research and conference etc., a standard travel insurance programme has been arranged to protect students from certain financial risks and losses that may occur in the course of the trip (unforeseeable events). These losses can be minor, like a delayed suitcase, or significant, like a trip cancellation at the last moment or an emergency medical treatment overseas etc. The current insured period would be from October 1, 2021 to September 30, 2022. However, it should be noted that travel insurance covers only the specific situations, events, and losses stated in the policy documents, and only under the conditions it describes. In addition, travels arranged on personal / non-official basis are outside the scope of this insurance coverage, and students must therefore make their own travel insurance arrangement at their own cost in the circumstances.

2. Although no prior declaration of each trip to the insurer is required, departments are still required to keep record of (a) total no. of travelers of each trip and (b) total no. of trips. Soon after the financial year end (i.e. 30 June) each year, notice would be issued by Finance and Enterprises Office ("FEO") to request departments to submit the data so recorded for submission to the insurer. Hence, students must report details of their trip to the respective office / department which is responsible for the arrangement of their trip.

3. Certificate of Travel Insurance could be issued by our insurer upon request by students. Please send your request by email to FEO insurance team at feo_insurance@hku.hk, and also note that the processing time required is about 5 working days. Your advance notice to FEO in this respect is highly recommended.

4. In the situation where a student needs serious emergency assistance such as the emergency medical evacuation and / or repatriation services, bodily injury or sickness results in the need for in-patient hospital treatment etc. while staying overseas, the student must directly contact Zurich (the insurer) by making a collect call at their 24-hour Emergency Assistance Service Hotline (852) 2886 3977 and quoting the Policy No. TTT001673ZC.

5. An arrangement has been made with the insurer, on a need basis, to provide a named China Medical Card for students when travelling in China. This facility provides the card owner with a guarantee of admission deposit to certain “Appointed Hospitals” in China if hospitalization is required due to bodily injury or sickness in the course of the trip. Hence, application for a China Medical Card is recommended if the Insured Person will have to stay in China for a long period of time or to take multiple trips to China during the year (i.e. from 1 October of current year to 30 September next year). A fee of HKD50 per card per year will be charged irrespective of when the card is to be issued, and it will be expired on September 30 which is in line with the policy year. To apply for the card, please provide the full name of the applicant(s) together with the fee of HKD50 per head via department to FEO for onwards submission of the application(s) to the insurer for their processing. Usually, it would take at least 10 working days for FEO and the insurer to arrange the issuance of the Card. Applicant will be notified by email once the Card is available for collection from FEO office counter located at 1/F Knowles Building.
Group Personal Accident ("GPA") Insurance Policy

6. In addition to the basic primary health care provided by the University to its students through the University Health Service and the subsidized hospitalization (entitlements according to the student’s right of abode status in Hong Kong) as provided by the public health care services of the Government, the University has arranged a GPA Insurance Policy which covers accidental death and permanent disablement with an amount for medical expenses incurred by its students due to an accident causing bodily injury. Coverage shall commence from 1 July to 30 June next year starting each day as an insured student leaves the residence or study place directly for the trip to the University / appointed meeting place and / or using the shuttle bus services of the University or other transport service to participate in the University activities / courses which are sponsored / organized / supervised / endorsed / approved by the University and throughout the day and ceases at the time as an insured student arrives the residence or study place or four hours after the assigned course or activities closing whichever comes first. Internship / career placement arranged by the University on weekends and / or during vacations and/or study leave and / or summer holiday are also covered.

7. For claim procedure, please follow the guideline as given in the Claim Form which could be downloaded after login to Portal under the path: SIS Menu → Financial Services → FEO Info and Hotlines → Finance and Enterprises Office → Insurance Information for Students. Please note that FEO must be informed within 30 days from the date of the accident. If the claimant will not be returned back to Hong Kong within 30 days from the date of the accident, the claimant must notify FEO by email (feo_insurance@hku.hk) and provide an e-copy of the duly completed claim form, the full itinerary of the trip as well as the trip authorization letter issued by HKU so as to avoid possible rejection of the claim by the insurer for the reason of late notification. Hence, it is strongly recommended for students to carry a copy of the said documents in case if a claim is needed during the trip period. Other supporting documents such as expense receipts or reports could be provided to FEO after returning back to Hong Kong.

8. Please note that the student may treat the Corporate Business Travel Policy as primary coverage and the GPA Insurance Policy as excess coverage to claim the balance amount (accident only) subject to the terms and conditions of the policy and whether initial treatment was sought in the country travelled.

…/P.3
9. The general coverage of the insurance policies are given below for reference:

<table>
<thead>
<tr>
<th>Item</th>
<th>Coverage</th>
<th>Maximum Benefits per Person (HKD)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Travel Insurance</td>
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<tr>
<td></td>
<td></td>
<td>Accident within HK</td>
</tr>
<tr>
<td>i.</td>
<td>Accidental Death and Permanent Disablement</td>
<td>1,000,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>100,000</td>
</tr>
<tr>
<td>ii.</td>
<td>Medical Expenses (include Chinese physician i.e. registered herbalist, acupuncturist and bonesetter)</td>
<td>400,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>25,000</td>
</tr>
<tr>
<td></td>
<td>Sub-limit for Chinese physician or Chiropractors</td>
<td>HKD250 per visit per day and HKD4,000 per policy year</td>
</tr>
<tr>
<td></td>
<td>Follow up medical treatment – up to specified days from the date of bodily injury or sickness for any medical expenses necessarily incurred in country of residence, up to 100% of unused portion of sum insured of this section (Note a)</td>
<td>Up to 180 days</td>
</tr>
<tr>
<td>iii.</td>
<td>Emergency Medical Evacuation</td>
<td>Actual Cost</td>
</tr>
<tr>
<td>iv.</td>
<td>Repatriation of Remains</td>
<td>Actual Cost</td>
</tr>
<tr>
<td>v.</td>
<td>Personal Property (Limit of HKD5,000 any one item / pair / set of articles including mobile phone; HKD10,000 any one lap top computer) (Note b)</td>
<td>20,000</td>
</tr>
<tr>
<td>vi.</td>
<td>Personal Money &amp; Loss of Documents (Cash Limit: HKD4,000) (Note b)</td>
<td>20,000</td>
</tr>
<tr>
<td>vii.</td>
<td>Travel Delay (HKD1,000 for at least 6 hours later than the scheduled arrival time at a planned destination during the journey up to HKD4,000)</td>
<td>4,000</td>
</tr>
<tr>
<td>viii.</td>
<td>Baggage Delay (Payable up to HKD1,000 for each full 5 hours) (Note c)</td>
<td>4,000</td>
</tr>
<tr>
<td>ix.</td>
<td>Curtailment Expenses / Trip Cancellation / Loss of Deposit</td>
<td>50,000</td>
</tr>
<tr>
<td>x.</td>
<td>Personal Liability</td>
<td>10,000,000</td>
</tr>
<tr>
<td>xi.</td>
<td>Maximum number of travelling days per trip (Note d)</td>
<td>180 days</td>
</tr>
<tr>
<td>xii.</td>
<td>Loss of Teeth (If the Insured Person’s sound and nature permanent teeth are broken caused by an accident during the trip, insurer will pay HKD1,000 for each loss of whole tooth)</td>
<td></td>
</tr>
</tbody>
</table>
Important Notes

a. In order to make a valid claim for medical expenses incurred, initial medical treatment should be sought locally and the medicine taken before and after the trip must be prescribed by a qualified and licensed / registered medical practitioner in Hong Kong, or a practitioner legally authorized by the government with jurisdiction in the geographical area of their practice to render medical and surgical services. All medical expenses should be paid by claimant first and reimbursement would be made by the insurer if subsequently approved by the insurer based on policy terms. Insurer may also request the claimant to explain the reason for not seeking initial medical treatment in the country which the accident occurred even the claim fulfilling the condition that “if initial treatment was not sought overseas provided that the Insured Person obtained treatment within 7 days of after return to Hong Kong.”, i.e. the insurer reserves their right to reject the claim in case if the reason provided by the claimant is unreasonable. Please note that the Group Travel Policy is not classified as Medical Insurance but it provides medical coverage (an Insured Person suffers a bodily injury or sickness during the insured journey and medical expenses reasonably and necessarily incurred) and the Group Personal Accident Policy definitely not classified as Medical Insurance as it mainly covers accidental death and permanent disablement with an amount for accidental medical expenses incurred by the students.

b. Any loss of personal properties / travel documents must be reported to the police having jurisdiction at the place where the loss occurs within 24 hours from the occurrence of the incident. It is important to obtain a report from the local policy for submission to the insurer afterwards.

c. If an Insured Person’s personal property (i) has been checked-in by an airline and during the journey is temporarily lost for more than 5 hours, the insurer will reimburse the insured’s emergency purchase up to HKD4,000 (HKD1,000 for each full 5 hours); and (ii) was lost during the flight, the insurer may reimburse the purchase cost (subject to the policy terms) provided that a copy of the purchase invoice and an incident report / letter issued by the Airline could be submitted to the insurer.
d. The policy is extended to include a total of 10 days in respect of deviations from the period of the authorized business trip(s) for personal business. However, the total no. of travelling days per trip (including both authorized business trips and personal deviations) must not exceed 180 days. In addition, it has been confirmed with the insurer that no further extension of days beyond the allowed 10 days for personal business can be arranged due to the Travel Insurance Policy of the University is arranged on “Group” basis. If the personal business part of the trip exceeding the allowable maximum of 10 days, the Insured Person must arrange own additional travel insurance. It should be further noted that (i) the University business part plus the 10 days personal business part of the trip will be automatically covered by the University Travel Insurance Policy from the date of departure from Hong Kong irrespective whether any additional personal insurance arrangement has been arranged by the Insured Person; and (ii) the coverage of the University’s Travel Insurance Policy might not meet the personal needs such as the activities taken by the Insured Person during the personal business period.

e. The Insured Person should take all reasonable efforts to avoid bodily injury, and manual / construction site work to be carried out by the Insured Person during the trip would not be allowed, unless the insurer has been notified of such work requirement prior to the departure of the Insured Person from Hong Kong.

f. The Insured Person should take all reasonable and necessary precautions for the safety of all Personal Property. It should be noted that the maximum benefit per person for personal property is HKD20,000 only. Please read the details of item (v) of the table in page 3. Should the Insured Person carry any high value items during the trip, i.e. individual value exceeding HKD5,000, it is strongly recommended for taking up separate adequate insurance coverage at own cost.

g. Please refer to the attached sheet at Annex I for the summary of special conditions and major policy exclusions of the Zurich Group Travel Insurance Policy.

Global Travel Emergency Assistance Programme (“GTEA”)

10. The University has entered into a service agreement with a leading travel health and safety assistance provider, which is NOT an insurance company but to provide worldwide 24/7 assistance services to students. In order to minimize the medical and travel security risk as far as possible and for better travel planning purpose, it is strongly recommended for students to contact GTEA directly by phone or through their mobile app for advice on matters which a traveler should pay special attention when visiting a particular country. Please refer to Annex II for details.
## Annex I

### Group Travel Insurance

**Insurer:** Zurich Insurance Company Ltd.

**Policyholder:** The University of Hong Kong

<table>
<thead>
<tr>
<th>Schedule of Benefits</th>
<th>As per Policy Schedule</th>
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</table>
| **Age Limit**        | 1-100  
However, the amount payable for a loss will be reduced if an Insured Person is age 81 or older on the date of accident. |
| **Special Conditions** | - For loss of baggage(s) and personal effects, money and / or travel document(s), the Insured Person must report the loss to the local police, airline or other carrier / hotel management, public authority within 24 hours of discovery. |
| **Major Exclusions (inter alia)** | - This policy does not cover any loss or liability arising as a result of or in connection with:  
- The Insured Person is not taking reasonable efforts to avoid injury to minimize any claim under this policy.  
- War, invasion, acts of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, or Direct participation in strike, riot or civil commotion.  
- Any illegal or unlawful act by an Insured Person or any confiscation, detention, destruction by customs or other authorities.  
- Any congenital and heredity condition, suicide or intentional self-inflicted injuries.  
- Insured Person is travelling against the advice of a physician.  
- The purpose of the journey is to receive medical treatment or advice or for routine medical examinations.  
- Any loss of property when it is left unattended in public place or any unexplained loss or mysterious disappearance.  
- Riding or driving in any kind of motor racing, or engaging in a sport in a professional capacity or where an Insured Person would or could earn income or remuneration from engaging in such sport.  
- Insanity, mental disorder; or any condition resulting from venereal disease.  
- Any home leave while the Insured Person is confined to a hospital as an in-patient.  
- Air travel other than as a passenger on a regular scheduled airline or licensed or private chartered aircraft.  
- Naval, military or airforce services or operations while actively engaged in war.  
- Any liability arising from any propelled vehicle, aircraft or watercraft (other than non-power driven craft), land, buildings, firearms or animals. All other exclusions as per HKU’s Group Travel Insurance Policy issued by Zurich Insurance. |
| **Remarks** | - Under the Personal Accident and Medical Expenses Section of the policy, there is no exclusion for the amateur sports such as Hot Air Ballooning, Skiing, Hiking, Windsurfing etc. |

*Note: The above table has just listed out part of the exclusions contain in the policy terms and therefore, is for reference purpose only. Whether any exclusion(s) will be applied to a claim case shall be determined by the Insurer according to the full set of the policy terms on a case-by-case basis.*

(Prepared by Marsh on 28 September 2021)

Please note that the full version of the exclusion terms can be accessed via SIS Menu → Financial Services → FEO Info and Hotlines → Finance and Enterprises Office → Insurance Information for Students.
TRAVEL EYE

Travel Eye profile registration process
The University of Hong Kong is committed to offer you travel security assistance at any time, so it is very important for us to offer you all the necessary elements when you are on a trip, either abroad or in the country of your residence*, this way we will be fulfilling our "Duty of Care". Our security teams and you, play a key role to keep you out of any risk. That's why, it's highly recommended that every time you are about to start a trip:

We are right there to help you, therefore registering a trip about going abroad.

Additionally, we have an insurance product that you can benefit from, feel free to reach out to us at our emergency number:

**Telephone number: (852) 2861 9266;**
**Membership Number: 39379**
Travel Eye Functionalities

Country Information provides:

- A first overview of country & city risks to different target groups
- Insights to key security & medical risks
- General knowledge about business environment
- General recommendations before and during a trip

Security Risks

- Granular country, region and city risk evaluation from HUMINT/OSINT
- Risk specification (terrorism, crime, etc.)

Medical Risks

- Immediate medical outbreaks (Ebola, etc.)
- Common diseases (Vaccine Preventable, etc.)

Information to avoid being at risk (threat to life or physical condition)

Guidelines to be followed during an incident

Preparatory and preventive measures

Security-Medical related information on a travel destination
Travel Eye functionalities

**GLOBAL EVENTS**

Find all relevant events in real-time in the Global Events section, filter your search, set up your individual favourites and receive automated alert emails or regular digests.

**COUNTRY RISKS**

Find the most important information about your country of destination in the Country Risks section, displayed in state-of-the-art visualizations.

**IPA MEDICAL NETWORK**

Access to IPA’s medical network worldwide, including hospitals, practitioners and specialists who have been audited and approved by our experts.

**ASSISTANCE 24/7**

IPA’s 24/7 Operation Centre is at your disposal if your travellers need assistance. But you also can integrate your in-house capacities, assistance provider or crisis consultant.
Travel Eye mobile app

Available in several languages

GET IT ON Google Play

Download on the App Store
Travel Eye self-registration process

**STEP 1**

Click on the following self-registration link:

**STEP 2**

Add a user name your email address and password (1). You can set your language here as well (2)
Travel Eye profile registration process

STEP 3

Right away you will get a confirmation email, click on the link to confirm your account.

After this step your account is set up, you can now log in with your user name and password.

URL: https://travel-eye-axa.com
Travel Eye profile registration process

STEP 4

Once you have logged in, Click on the down arrow next to your name (1) and the go to My Profile (2)

STEP 5

Add your name and phone number. If you do not complete this step you will be asked to add your name and phone number (format +country code) when your first trip is registered.
Travel Eye App registration

Once you have created your profile, you can register safely on the app when accessing it for the first time

**STEP 1**

While opening the App on your mobile device, go to your profile on the web portal

**STEP 2**

In the Mobile App section of the web portal, enter the registration code that appears on the App login page

**STEP 3**

You can now use the app!
Travel Assistance for Exchange Program/ Internship/ Study Tour

Should you need any assistance while travelling, feel free to reach our assistance team:

Security Assistance

24/7 emergency support during travel

(852) 2861 9266

Membership Number: 39379

To communicate when you call