

## Guidelines for Completing Insurance Claim Application Form

Dear Policyholder :

Thank you for your support of Farglory Life Insurance. We value the rights of every policyholder, and our first step in serving you is to listen to your needs. To better assist you, we provide guidelines for completing contract amendments application forms and insurance claim application forms in multiple languages. We hope to do more and do better to meet your needs.



### • Claims Application

When you need to make a claim request :

- ① You can notify our Service Staff for assistance or fill out the insurance claim application form in detail and mail it along with the relevant documents to our claims department.
- ② Instructions for filling out the form :
  1. The Insured : The individual involved in the insurance incident, kindly fill in your details.
  2. Claim Items : Select the claim items based on the type of accident.
  3. Details of the incident : If the incident type selected is "accident" , please provide details including occupational details, medical status, time of incident happened, date of making report, location of incident, police department and the responsible police officer, telephone number, and the cause of the accident, the circumstances, and other relevant information(If there are any police reports, police official documents or media clippings, please attach the clippings or related documents.)
  4. Payment Method :

Payment Method		Remarks
Bank Transfer	To the Previous Claim Account	You can choose to have the payment transfer to the account provided during the previous claim application
	To the Beneficiary's Account	If the medical insurance beneficiary is the same person as the policyholder and is a minor, for claim amounts within NT\$200,000 (inclusive), you may choose to have the payment transfer to the account of the legal representative or guardian.

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	To the Legal Representative or Guardian' s Account	If the medical insurance beneficiary is a minor and the claim amount is within NT\$200,000 (inclusive), you may choose to have the payment wired to the account of the legal representative or guardian (who must be the policyholder).
Bank Check	Delivered by the service staff of the submitting unit	The bank check will be handed to you by the service personnel handling this case.
	Mailed to the Address on the Application	Mailed to the address stated on the application form.
	Mailed to Another Designated Address	If not selected or specified, the bank check will be sent to the latest address (residence) on file with the company for the insured.

※For the mode of payment, bank transfer is recommended as it is both convenient and secure.

※When making a bank transfer to a legal representative or guardian, proof of relationship must be provided.

5. Signature of the Declarant (i.e., the Insured/Beneficiary): The declarant' s signature must be made in person. If the beneficiary is a minor, under guardianship, or under assistance, the legal representative/guardian/assistant must also sign in person. The completed signature must include contact information for use in this claim.

After filling out the insurance claim application, please carefully review the list of required documents and notes on the back of the application form. If you have any other questions or need assistance, please contact your service representative, or call our toll-free customer service hotline at 0800-083-083 (Service hours: Monday to Friday, 8:30 AM to 9:00 PM). Our service staff will be glad to assist you.