

免費家居保險條款及細則 Free Home Insurance Terms & Conditions (5G 寬頻 PRO Plan | 5G Broadband PRO Plan & 續約優惠 | Retention Offer)

1.適用於所有住宅類型，不論樓齡或尺數。本家居保險僅適用於住宅物業。若投保地址並非住宅單位，保障將屬無效。Applicable to all residential building types, regardless of age or size. This Home Insurance only covers residential properties. If the insured address is not a residential premises, coverage will be rendered invalid.

2.本保險保障乃與指定計劃捆綁提供。This insurance coverage is bundled with the Designated Plan.

3.適用於訂閱指定月費計劃之合資格 3HK / 3SUPREME 客戶。Applicable to eligible 3HK / 3SUPREME customers subscribing to designated Monthly Plan.

4. 此優惠僅適用於符合資格的 3HK 及 3SUPREME 客戶，條件為 (i) 已收到 3HK / 3SUPREME 發出的正式確認電郵，及 (ii) 已訂購指定計劃。重複登記將不會獲得額外家居保險保障。客戶必須成功完成家居保險登記方符合資格，而保險保障將於確認電郵所示日期開始生效。This offer is available only to qualifying 3HK / 3SUPREME customers who (i) have received the official confirmation email from 3HK / 3SUPREME and (ii) are subscribed to a Designated Plan. Duplicate registrations will not provide additional Home Insurance coverage. Eligibility begins after customer successfully complete home insurance registration, and insurance coverage starts on the date shown on the confirmation email.

5.3HK / 3SUPREME 將於指定計劃服務啟動後的冷靜期 (例如 30 日) 結束後，會向客戶發送邀請短訊，並提供連結至 3HK / 3SUPREME 網頁/應用程式以登記家居保險。成功登記後，即生效為期一至四年的家居保險 (根據合約條款而定，並以 12 個月為單位續保)。3HK / 3SUPREME 將向受保人發送電郵，列明保險保障的生效日期。忠意保險將於每 12 個月檢視一次保單，並可更改下一個 12 個月的保險保障，包括但不限於最高保



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障金額、條款及細則、保障分項限額、免賠額、除外責任等。如有任何更改，忠意保險將於下一個 12 個月的保險保障開始前不少於 7 日通知客戶。若因任何原因未能提供家居保險作為免費禮品，3HK / 3SUPREME 有權向客戶提供同等價值之其他禮品作替代。在一至四年期內，如客戶於指定計劃合約期屆滿前終止合約，家居保險保障亦將同時終止。3HK / 3SUPREME will send an invitation SMS after cooling period (e.g. 30 day) upon service activation of the Designated Plan, providing a link to 3HK / 3SUPREME ' s webpage/App for the registration of the home insurance policy. Upon successful registration, 1-year to 4-year (subject to related offer terms, renew in unit of 12-month) home insurance policy becomes effective and 3HK / 3SUPREME will send an email to the Insured indicating the commencement date of insurance coverage. Generali will review the policy every 12-month and may change the insurance coverage, including but not limited to benefit maximum amount, terms and conditions, benefit sub-limit, deductibles, exclusions etc., for the next 12-month period. In case of any change, Generali will inform the Insured with 7-day prior notice before the start of the next 12-month period. In the event that home insurance cannot be provided as a complimentary gift for any reason, 3HK / 3SUPREME reserves the right to offer the customer an alternative gift of equivalent value as a substitute. During the 1-year to 4-year period, if the customer terminates the contract of the Designated Plan before the expiry of the contract period, the Home Insurance coverage will end simultaneously.

6. 如客戶於成功登記後將 3HK / 3SUPREME 服務賬單轉名至其他姓名，該家居保險資格將告無效。 If the name of the 3HK/3SUPREME service account is transferred to another customer after successful registration, the Home Insurance entitlement shall be void.

7. 於登記過程中，免費家居保險的承保地址預設為客戶於 3HK/3SUPREME 登記的賬單地址，且不可更改。成功完成登記後，客戶將收到由 3HK / 3SUPREME 發出的家居保險確認電郵（寄送至登記的電郵地址）。此電郵可作為提交索償時的保險保障證明。 During the registration process, the coverage address for Free Home Insurance defaults to the customer's billing address registered with 3HK/3SUPREME and cannot be



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amended. Upon successful registration, the customer will receive a Home Insurance confirmation email issued by 3HK/3SUPREME (sent to the registered email address). This email serves as proof of insurance coverage when submitting a claim.

8. 如需提出家居保險索償，客戶必須根據索償類型提交相應文件，並附上由 3HK / 3SUPREME 發出的保險確認電郵作為證明。各類索償所需文件的完整清單可於此[連結](#)查閱。此外，忠意保險可因應個別情況要求提供進一步資料或文件，以便處理索償。 In event of home insurance claims, customers are required to submit documents depending on the type of claim together with the insurance confirmation email issued by Hutchison as proof of insurance. A complete list of the required documents for each claim type can be found [here](#). In addition, depending on the circumstances, Generali may request further information or documentation to process the claim.

9. 如客戶於家居保險保障期內更改地址，必須自行將保單獨立參考編號、新地址及舊地址電郵至忠意客戶服務電郵 (bravo@generali.com.hk) 辦理更新。 If the customer changes their address during the Home Insurance coverage period, they must send their policy unique reference number, old address, and new address to Generali Customer Service email (bravo@generali.com.hk) for an update.

10. 申請人姓名、身份證明文件上的姓名，及 3HK / 3SUPREME 最新服務賬單上之姓名必須完全相同。客戶須出示印有投保地址之最新電話賬單作索償證明。如就家居保險保單提出索償，受保人須提交 3HK/3SUPREME 發出的確認電郵作為證明，連同有關索償類別所需文件，詳見

https://www.generali.com.hk/ZH_HK/claims_and_support/required_documents#home_fire 之清單。忠意保險保留權利要求額外資料或文件以處理索償。若受保地址已事先通知並成功更新至忠意保險，則以更新後之記錄為準。 Applicant's name, name on identity document, and the name on the latest 3HK/3SUPREME service bill must be identical. Customers must present their latest service bill showing the insured address as claim proof. In the event of a claim under the Home Insurance policy,



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the Insured shall submit the confirmation email issued by 3HK/3SUPREME as proof of coverage, together with documents required for the relevant claim type as specified in the list available at

https://www.generali.com.hk/EN_US/claims_and_support/required_documents/#home_fire . Generali reserves the right to request additional information or documentation as necessary to process the claim. If the insured address has been previously notified and successfully updated to Generali, in which case the updated record shall prevail.

11. 3HK、3SUPREME 及忠意保險保留權利在有需要時不時更改服務內容或終止本優惠，恕不另行通知。3HK, 3SUPREME and Generali reserve the right to modify the terms or terminate the offer at any time without prior notice.

12. 如有任何爭議，3HK、3SUPREME 及忠意保險保留最終決定權。In the event of any dispute, the decision of 3HK, 3SUPREME and Generali shall be final and conclusive.

13. 如有任何家居保險保單相關查詢，請聯絡忠意保險客戶服務支援：週一至週五上午 9:00 至下午 5:30（公眾假期除外）；熱線電話及 WhatsApp：+852 6682 1112；電郵：bravo@generali.com.hk。For any Home Insurance policy related enquiries, please contact Generali Customer Service Support: Monday to Friday, 9:00 AM to 5:30 PM (excluding public holidays); Hotline and WhatsApp: +852 6682 1112; Email: bravo@generali.com.hk.

免費家居保險條款及細則 Free Home Insurance Terms & Conditions (AI 智網管家升級組合 | AI Net Protect Premium Package)

1. 適用於所有住宅類型，不論樓齡或尺數。本家居保險僅適用於住宅物業。若投保地址並非住宅單位，保障將屬無效。Applicable to all residential building types, regardless



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of age or size. This Home Insurance only covers residential properties. If the insured address is not a residential premises, coverage will be rendered invalid.

2. 此保險保障與指定計劃一併提供。This insurance coverage is bundled with the Designated Plan.

3. 適用於訂閱 3HK/3SUPREME 指定的家居寬頻服務計劃、流動電話服務計劃或增值服務 (統稱「指定計劃」) 之客戶。Applicable to eligible 3HK / 3SUPREME customers subscribing to designated 3HK/3SUPREME Home Broadband service plan, mobile plan or valued added service ("VAS") (collectively "Designated Plan").

4. 此優惠僅適用於符合資格的 3HK 及 3SUPREME 客戶，條件為 (i) 已收到 3HK / 3SUPREME 發出的正式確認電郵，及 (ii) 已訂購指定計劃。重複登記將不會獲得額外家居保險保障。客戶必須成功完成家居保險登記方符合資格，而保險保障將於確認電郵所示日期開始生效。This offer is available only to qualifying 3HK / 3SUPREME customers who (i) have received the official confirmation email from 3HK / 3SUPREME and (ii) are subscribed to a Designated Plan. Duplicate registrations will not provide additional Home Insurance coverage. Eligibility begins after customer successfully complete home insurance registration, and insurance coverage starts on the date shown on the confirmation email.

5. 成功登記後，即生效為期一至四年的家居保險 (根據合約條款而定，並以 12 個月為單位續保)，3HK / 3SUPREME 將向受保人發送電郵，列明保險保障的生效日期。忠意保險將於每 12 個月檢視一次保單，並可更改下一個 12 個月的保險保障，包括但不限於最高保障金額、條款及細則、保障分項限額、免賠額、除外責任等。如有任何更改，忠意保險將於下一個 12 個月的保險保障開始前不少於 7 日通知客戶。若因任何原因未能提供家居保險作為免費禮品，3HK / 3SUPREME 有權向客戶提供同等價值之其他禮品作替代。在一至四年期內，如客戶於指定計劃合約期屆滿前終止合約，家居保險保障亦將同時終止。Upon successful registration, 1-year to 4-year (subject to related offer terms, renew in unit of 12-month home insurance policy becomes effective and 3HK / 3SUPREME will send an email to the Insured indicating the commencement date of



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insurance coverage. Generali will review the policy every 12-month and may change the insurance coverage, including but not limited to benefit maximum amount, terms and conditions, benefit sub-limit, deductibles, exclusions etc., for the next 12-month period. In case of any change, Generali will inform the Insured with 7-day prior notice before the start of the next 12-month period. In the event that home insurance cannot be provided as a complimentary gift for any reason, 3HK / 3SUPREME reserves the right to offer the customer an alternative gift of equivalent value as a substitute. During the 1-year to 4-year period, if the customer terminates the contract of the Designated Plan before the expiry of the contract period, the Home Insurance coverage will end simultaneously.

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