



## 個人客戶貨保索償程序

### Claims Procedure - Individual clients

- 1) 請於貨物出發前拍照作紀錄，以確認貨物狀況  
Please take pictures to record the condition of the packages before the delivery in order to determine the condition of the packages
- 2) 當發現有貨物因為運送過程而導致損毀時，請立即將損毀情況拍照作紀錄  
Whenever there is any damage to the packages due to the delivery, please take pictures to record the damaged items immediately
- 3) 請準備以下文件（如有）：能顯示受損貨物價值的貨單/收據、維修/替代單據  
Please prepare the following documents (if available): Receipts that can show the value of the damaged items, receipts that can show the cost of repairment/replacement
- 4) 請於事故發生**24小時內**，將填妥的索償電郵傳送至貨保索償專用電郵 ([insurance@gogovan.hk](mailto:insurance@gogovan.hk))，並附上相關文件及相片  
Please complete the claims request email and send it to our insurance mailbox **within 24 hours** of the incident ([insurance@gogovan.hk](mailto:insurance@gogovan.hk)), together with the relevant documents and pictures

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#### 索償電郵範本

#### Claims request email sample

標題：保險索償要求（個人客戶）

**Title: insurance claims request (individual clients)**

訂單號碼:

Order number :

客戶名稱:

(香港身份證名稱)

Client's name :

(name appears on HKID card)

損失報告：

(請描述意外的細節)

Loss report :  
(please describe the details of the accident)

地址:

Address :

此為GOGO VAN分包商於提供送貨服務期間引致貨物損壞/丟失呈報閣下。 本人特此附上相關照片（包括但不限於損壞物品，貨物/替代貨物單據）以支持索賠。

This is to report that certain packages were damaged/lost during the provision of delivery services by GOGO VAN's subcontractors. I hereby attach the relevant photos (including but not limited to, damaged items, invoice of packages/replacement) in support of the claim.

此索償要求旨在提出損失/損害索賠。 本人理解並承認，本人需於送貨完成後24小時內提出索賠，閣下才會處理該索賠。

This request serves as our intention to file claim for loss/damage. I understand and acknowledge that claims would only be processed if a claim is made within 24 hours upon completion of delivery.

聯繫人姓名:

Name of contact person :

聯繫電話:

Contact number :

電郵地址:

Email address :

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5) 收到客戶索償電郵後，本公司會以電郵形式確認，並開始索償程序

We will send an acknowledgment e-mail to our clients once the claims request is received, and shall commence the claims procedure accordingly

6) 完成索償批核後，本公司會以電郵告知賠償金，並需要客戶以電郵方式同意及確認是次索償

Once the claims request is approved, we will send an email to confirm with our clients on the claims settlement. A form of discharge has to be completed through email to agree the claim settlement as final

7) 索償確認完成後，本公司會以支票形式發送至客戶地址

Once the form of discharge is received, we will send a claim cheque to the corresponding address