

附表一、財產保險業網路保險服務事項修正規定

Table 1 Amendments on Online Insurance Services of Non-life Insurance Enterprises

財產保險商品保全服務之申請及回覆 Application for Conservation Services of Non-life Insurance Products and Response				
險種 Type of insurance	作業類別 Type of service	辦理項目 Service item	辦理項目來源/身分限制 Service source / identity requirements	
不限 Any	查詢 Inquiry	1. 線上查詢保險契約內容 Online inquiry content of insurance contract 2. 理賠進度查詢 Inquiry process of claim 3. 理賠紀錄查詢 Inquiry record of claim	網路投保 Insure online	要/被保險人同一人 Applicant and the insured are the same person
			非網路投保 Insure not online	要/被保險人同一人 Applicant and the insured are the same person
				要/被保險人不同人 Applicant and the insured are not the same person
強制汽車責任保險 Compulsory automobile liability insurance	變更 Change	1. 變更地址 Change address 2. 變更連絡電話 Change phone number 3. 變更電子郵件信箱 Change email address 4. 變更婚姻狀況 Change marital status 5. 補發強制車險保險證 Reissue of compulsory automobile liability insurance certificate	網路投保 Insure online	要/被保險人同一人 Applicant and the insured are the same person
			非網路投保 Insure not online	要/被保險人同一人 Applicant and the insured are the same person
	申請變更 (上傳證明文件) application for change (upload proof documents)	1. 改名字 Name change 2. 引擎號碼 Change of vehicle identification number 3. 重領牌而變更車號 Change of plate number due to reissue of license plate 4. 發照年月 Issue date (Year/month)	網路投保 Insure online	要/被保險人同一人 Applicant and the insured are the same person
			非網路投保 Insure not online	要/被保險人同一人 Applicant and the insured are the same person

任意汽/機車保險 Voluntary automobile / motorcycle insurance	變更 Change	1. 變更地址 Change address	網路投保 Insure online	要/被保險人同一人 Applicant and the insured are the same person
		2. 變更連絡電話 Change phone number		
		3. 變更電子郵件信箱 Change email address		
		4. 變更婚姻狀況 Change marital status	非網路投保 Insure not online	要/被保險人同一人 Applicant and the insured are the same person
	申請變更 (上傳證明文件) application for change (upload proof documents)	1. 改名字 Name change	網路投保 Insure online	要/被保險人同一人 Applicant and the insured are the same person
		2. 引擎號碼 Change of vehicle identification number		
住宅火災及地震保險/住居家綜合保險(不含傷害險) Residential fire and earthquake insurance / household (home) comprehensive insurance (excluding personal injury insurance)	批加保額或險種 Indorsement of sum assured or coverage on policy	3. 重領牌而變更車號 Change of plate number due to reissue of license plate	非網路投保 Insure not online	要/被保險人同一人 Applicant and the insured are the same person
		4. 發照年月 Issue date (Year/month)		
		1. 第三人責任險 Third-party liability insurance	網路投保 Insure online	要/被保險人同一人 Applicant and the insured are the same person
		2. 其他網路投保開放之附加險 Other riders offered online	非網路投保 Insure not online	要/被保險人同一人 Applicant and the insured are the same person
	變更 Change	1. 變更通訊住所 Change address	網路投保 Insure online	要/被保險人同一人 Applicant and the insured are the same person
		2. 變更電話 Change phone number		
		3. 增加抵押權人 Add mortgagee		
		4. 標的物門牌整編 Building number adjustment	非網路投保 Insure not online	要/被保險人同一人 Applicant and the insured are the same person

旅行綜合保險 Travel comprehensive insurance	變更 Change	1. 變更保險保期 Change insured period 2. 變更航班資訊 Change flight information 3. 生效前契約註銷/撤銷作業 Cancel / revoke contract before effective date	網路投保 Insure online	要/被保險人同一人 Applicant and the insured are the same person
			非網路投保 Insure not online	要/被保險人同一人 Applicant and the insured are the same person

財產保險商品理賠事故通知 Notification of Non-life Insurance Claim Events		
作業類別 Type of service	辦理項目 Service item	辦理項目來源/身分限制 Service source / identity requirements
事故通知 Notification of occurrence	事故通知 Notification of occurrence	<p>1. 有簽定第一契約之本保單要保人/被保險人/受益人。 The applicant / insured / beneficiary of the policy with a first contract signed</p> <p>2 汽/機車保險事故通知得以被保險人國民身分證統一編號（或營利事業統一編號或財稅機關編發之統一編號）及汽/機車牌照號碼、旅行綜合保險得以被保險人國民身分證統一編號，辦理事故通知，免辦理註冊或身分驗證作業。</p> <p>Notification of an automobile / motorcycle insured event may use the insured's National ID No. (or Business ID number or Tax serial number issued by fiscal and tax authorities) and vehicle license number; notification of an insured event under travel comprehensive insurance may use the insured's National ID No. without going through the registration or identity verification process.</p>

附註：

1. 要/被保險人不同時，被保險人僅得辦理查詢之網路保險服務項目。
2. 要保人為其七歲以下未成年子女投保旅行綜合保險，及為其未成年子女投保費用型疫苗接種綜合保險（不含身故給付），其辦理項目不受本表要/被保險人同一人身分之限制。

Notes:

1. When the applicant and the insured are not the same person, the insured can only use online inquiry services.
2. For applicants who apply travel inconvenience insurance for their minor children under seven years of age, and cost-based vaccination comprehensive insurance for minor children (excluding death benefits), the service items they can receive are not subject to the requirement of applicant and the insured being the same person set out in this Table.