

赠送携宠乘机保险产品权益说明

Description of the Benefits of the  
Gratuitous Flying with Pets Insurance  
Product

一、合作产品

I. Product of Cooperation

(一) 产品名称：平安携宠乘机保险

(I) Product Name: Ping An Flying with Pets Insurance

产品名称 Product name	保障项目 Insurance item	保障额度 Insurance limit	保障内容 Insurance scope	保险期间 Insurance period	适用条款 Applicable terms	责任 Liability
平安携宠乘机保险 Ping An Flying with Pets Insurance	宠物乘机意外死亡 In-flight accidental pet death	5000	在保险期限内，被保险宠物在乘机过程中因遭受意外伤害导致死亡，保险公司一次性赔付 5000 元/次。 During the insurance period, if the insured pet dies due to any accidental injury during the flight, the insurance company will pay compensation of 5,000 yuan per occurrence at a time.	单次航班航程期间乘机的宠物保险责任。即自宠物进入有效乘坐凭证载明航班的客运飞机的舱门时起至宠物到达有效乘坐凭证载明的终点离开客运飞机的舱门时止 Pet insurance liability during a single flight. i.e., from the time when the pet enters the	PL0283002 平安宠物死亡保险 PL0283002 Ping An Pet Death Insurance	CV83002 宠物死亡责任 CV83002 Pet death liability
	宠物乘机意外医疗 In-flight pet accident medical insurance	1000（免赔额：200，赔付比例：定点医院：80%、非定点医院：40%） 1,000 yuan (deductible: 200 yuan, claim ratio: 80% for designated hospitals and 40% for non-designated hospitals)	在保险期限内，被保险宠物在乘机过程中遭受意外伤害事故且在本保险合同约定的宠物医疗机构接受治疗，对于被保险人就被保险宠物实际支付的必需且合理的医疗费用，保险人按照本保险合同的约定负责赔偿。 During the insurance period, if the insured pet suffers any injury accident during the flight and receives treatment at any pet medical institution specified in this insurance contract, the insurance company shall compensate for the necessary and reasonable medical expenses actually incurred by the insured for the insured pet in accordance with this insurance contract.		PL0200104 平安产险宠物医疗健康保险（白金版） PL0200104 Ping An Property Insurance – Pet Healthcare Insurance (Platinum Version)	CV01632 宠物意外疾病医疗责任 CV01632 Pet accidental disease medical liability

宠物三者 责任意外 伤害身故 和伤残 Third party liability for pets – accidental injury, death or disability	5000	在保险期限内，被保险宠物在乘机过程中因该宠物袭击、撕咬他人，直接造成第三者人身伤亡的，保险公司按照保险合同约定给付保险金。  During the insurance period, if the insured pet attacks or bites any third party during the flight, resulting any third party injury or death directly, the insurance company shall pay the insurance benefit in accordance with the insurance contract.	cabin door of the passenger aircraft specified in the effective flight voucher to the time when the pet arrives at the destination specified in the effective flight voucher and leaves the cabin door of the passenger aircraft	PL0283001 平安产险 家养宠物 责任保险 PL0283001 Ping An Property Insurance – Domestic Pet Liability Insurance	CV83101 宠物责任 第三者身 故伤残 CV83101 Pet liability – third party death or disability
宠物三者 责任意外 伤害医疗 Third party liability for pets – medical care for accidental injury	2000（免赔额： <b>100，赔付比例：60%，不限社保外用药</b> ） 2,000 yuan (deductible: 100 yuan, claim ratio: 60%, no restriction on drugs out of social insurance)	在保险期间内，被保险宠物在乘机过程中因该宠物袭击、撕咬他人，直接造成第三者人身伤害医疗费用的，保险公司按照保险合同约定给付保险金。  During the insurance period, if the insured pet attacks or bites any third party during the flight, resulting in medical expenses for any personal injury of such third party directly, the insurance company shall pay the insurance benefit in accordance with the insurance contract.			CV83102 宠物责任 第三者医 疗 CV83102 Pet liability – third party medical care

## （二）特别约定：

### (II) Special provisions:

1.投保的宠物年龄范围为出生后 8 周至 10 周岁。

1. The age range for the insured pet is from 8 weeks to 10 years from birth.

2.保险合同生效前已存在的疾病或症状，或因既往史导致的费用，本保险不承担赔偿责任。

2. This product will not be liable for compensation for any disease or symptom that existed prior to the effective date of the

insurance contract, or for expenses incurred due to any past disease.

3.本产品同一宠物限投一份，多投无效。本产品仅承保被保险人的家养宠物猫或宠物犬；请您投保时在《客舱运输宠物协议书》上认真填写您投保宠物的真实信息并提供相关证明文件（《动物检疫合格证明》、犬类还应提供《小动物疫苗注射证明》）。申请理赔时，保险人发现出险宠物与您投保时提供的宠物信息存在明显差异（包括不限于宠物年龄、毛色、长相、体态等），无法认定为同一只宠物的，本保险不予赔偿。

3. This product can be purchased once per pet only, and cannot be purchased repeatedly. This product covers the insured's domestic pet cat or dog only; please fill out the Cabin Pet Transportation Agreement with true information on your insured pet, and provide relevant supporting documents (an Animal Quarantine Conformity Certificate (plus a Certificate of Vaccination for Small Animals for Dogs)) when purchasing this product. When you file a claim, if the insurer finds any significant difference between the insured pet and the pet information provided at the time of purchase (including but not limited to pet age, fur color, appearance, figure, etc.), so that it cannot be identified as the same pet, no compensation will be paid under this product.

4.平安产险宠物医疗健康保险（白金版），宠物意外疾病医疗责任单次事故赔偿上限 1000 元，免赔额 200 元，定点医院赔付比例 80%，非定点医院赔付比例 40%。

4. For the pet accidental disease medical liability under Ping An Property Insurance – Pet Healthcare Insurance (Platinum Version), the compensation limit is 1,000 yuan per accident, the deductible is 200 yuan, and the claim ratio is 80% for designated hospitals and 40% for non-designated hospitals.

5.平安产险家养宠物责任保险，宠物责任第三者医疗责任，每次事故保险人扣除 100 元免赔额后按照 60%比例赔付，单次事故医疗费用赔偿限额不超 2000 元。

5. For the pet liability – third party medical care liability under Ping An Property Insurance – Domestic Pet Liability Insurance, the insurer will pay compensation at a ratio of 60% after deducting the deductible of 100 yuan per accident, and the compensation limit for medical expenses per accident does not exceed 2,000 yuan.

6.本产品适用《平安附加保险期间特约条款》仅保障保险单载明的单次航班航程期间乘机的宠物保险责任（即，自宠物进入有效乘坐凭证载明航班的客运飞机的舱门时起至宠物到达有效乘坐凭证载明的终点离开客运飞机的舱门时止，对转机期间的其他交通意外除外），若当次航班结束，

则保险责任终止；若宠物实际乘坐的航班与保险单约定的不符，保险人不承担保险责任。

6. This product is subject to the Special Terms during the Ping An Additional Insurance Period, and only covers the pet insurance liabilities for the single flight specified in the insurance policy (i.e., from the time when the pet enters the cabin door of the passenger aircraft specified in the effective flight voucher to the time when the pet arrives at the destination specified in the effective flight voucher and leaves the cabin door of the passenger aircraft, except for other traffic accidents during flight transfers). When the current flight ends, the insurance liabilities will terminate; if the flight actually taken by the pet does not match the one specified in the insurance policy, the insurer will assume no insurance liability.

7.若发生保险事故，被保险人必须在宠物到达有效乘坐凭证载明的终点后 24 小时内向保险人报案，否则，被保险人应承担由于报案迟延致使保险人增加的勘查、检验等项费用。被保险人故意或者因重大过失未及时通知，致使保险事故的性质、原因、损失程度等难以确定的，保险人对无法确定的部分，不承担赔偿保险金责任，但保险人通过其他途径已经及时知道或者应当及时知道保险事故发生的除外。

7. When an insured accident occurs, the insured must report it to the insurer within 24 hours after the pet arrives at the

destination specified in the effective flight voucher, otherwise the insured will bear all additional expenses incurred by the insurer in investigation, testing, etc. due to delayed reporting. If any willful act or gross negligence of the insured is not reported timely, making it difficult to determine the nature, cause, degree of loss, etc. of the insured accident, the insurer will not pay any insurance compensation for the portion that cannot be determined, except where the insurer has known or shall have known timely that the insured accident has occurred by other means.

8.24 小时全国理赔报案电话：95511。

8. 24-hour national claim application hotline: 95511.

（二）条款名称及注册号：

(II) Clause names and registration numbers:

《平安宠物死亡保险》C00001731912019122408062

Ping An Pet Death Insurance,  
C00001731912019122408062

《平安产险宠物医疗健康保险（白金版）》  
C00001731912021010703742

Ping An Property Insurance – Pet Healthcare Insurance  
(Platinum Version), C00001731912021010703742

《平安产险家养宠物责任保险》  
C00001730912021080613461

Ping An Property Insurance – Domestic Pet Liability  
Insurance, C00001730912021080613461

《平安附加保险期间特约条款》  
C00001731922017102705501

Special Terms during the Ping An Additional Insurance  
Period, C00001731922017102705501

《保险条款及除外责任》

Insurance Terms and Exclusions

## 二、服务信息

### II. Service Information

服务主体：本保险产品的服务方为航联保险销售有限公司，网址为 [www.ehanglian.com](http://www.ehanglian.com)。

Service provider: The service provider of this insurance product is Air Union Insurance Sales Co., Ltd., and its website is [www.ehanglian.com](http://www.ehanglian.com).

承保公司：中国平安财产保险股份有限公司浙江分公司

Insurance company: China Ping An Property Insurance Co.,  
Ltd. Zhejiang Branch

投保人：海南航空控股股份有限公司

Applicant: Hainan Airlines Holding Co., Ltd.

保险合同订立形式及电子保单：投保完成并生成保单号后，本产品为您提供电子保单，您可通过平安财险官网

<http://property.pingan.com/>对电子保单进行电子保单的查询、下载和验真。

Form of insurance contract and electronic policy: After this product is purchased and a policy number is generated, an electronic policy for this product will be provided to you. You can search for, download and verify the electronic policy through the official website of Ping An Property Insurance <http://property.pingan.com/>.

保单查询及验真途径:

Policy inquiry and verification channels:

航联全国客服电话: 400-810-2688

National customer service hotline of Air Union:  
400-810-2688

保险公司全国客服电话: 95511

National customer service hotline of the insurance company: 95511

保险公司官网网址: <http://property.pingan.com/>

Official website of the insurance company:  
<http://property.pingan.com/>

三、常见问题:

### **III. Frequently Asked Questions:**

(一) 本保险产品投保后能否退保?

(I) Can this insurance product be cancelled after purchase?



本产品为航空公司赠送产品，保费 0 元。本保险不可单独退保，您向海南航空申请退票的同时保险自动退保。

This product is a gratuitous product from the airline with a premium of 0 yuan. This product cannot be cancelled separately. When you apply for refund with Hainan Airlines, this product will be cancelled automatically.

（二）本保险产品如何开具发票？

(II) How to get an invoice for this insurance product?

本产品为航空公司赠送产品，保费 0 元。无法开具保险发票。

This product is a gratuitous product from the airline with a premium of 0 yuan. No insurance invoice can be issued.

（三）如何处理理赔？

(III) How to settle claims?

若发生保险事故，被保险人必须在宠物到达有效乘坐凭证载明的终点后 24 小时内向保险人报案。24 小时全国理赔报案电话：95511。

If an insured accident occurs, the insured must report it to the insurer within 24 hours after the pet arrives at the destination specified in the effective flight voucher. 24-hour national claim application hotline: 95511.