

携宠乘机保险产品权益说明（国内）

Description of the Benefits of the Gratuitous Flying with Pets Insurance Product（Domestic）

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
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	8000	在保险期间内，被保险宠物在乘机过程中意外死亡的，保险公司将按照宠物实际价值赔偿，最高不超保险约定的保障额度。 Within the insurance period, if the insured pet accidentally dies during the flight, the insurance company will indemnify based on the actual value of the pet, not exceeding the maximum coverage stipulated in the insurance agreement.	单次航班，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	PL0283002 平安宠物死亡保险 PL0283002 Ping An Pet Death Insurance
	宠物乘机 意外医疗 In-flight pet accident medical insurance	1000	在保险期间内，被保险宠物在乘机/托运过程中发生意外伤害事故，在宠物医院接受治疗的，对于被保险人实际支出的必要、合理的医疗费用，保险公司按照保险合同约定给保险金。 During the insurance period, if the insured pet suffers accidental injury during the flight/check-in process and receives treatment at a veterinary hospital, the insurance company will cover the necessary and reasonable medical expenses actually incurred by the policyholder, as stipulated in the insurance contract.	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 cabin door of the passenger	PL0200331 平安产险宠物医疗健康保险(A款) PL0200331 Ping An Property & Casualty Insurance Pet Medical and Health Insurance (Plan A)

<p>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</p>	<p>10000</p>	<p>在保险期间内,被保险宠物在乘机过程中造成第三者人身残疾或身故的,保险公司按照保险合同约定给付身故或伤残保险金。 During the insurance period, if the insured pet causes the disability or death of a third party during a flight, the Insurer shall pay the death or disability insurance benefits in accordance with the insurance contract.</p>	<p>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</p>	<p>PL0283001 平安产险家 养宠物责任 保险 PL0283001 Ping An Property Insurance – Domestic Pet Liability Insurance</p>
<p>宠物三者 责任意外 伤害医疗 Third party liability for pets – medical care for accidental injury</p>	<p>2000</p>	<p>在保险期间内,被保险宠物在乘机过程中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保险金。 During the insurance period, if the insured pet causes bodily injury or medical expenses to a third party during air travel, the insurer shall provide compensation as stipulated in the insurance policy.</p>		<p>PL0283001 平安产险家 养宠物责任 保险 PL0283001 Ping An Property & Casualty Insurance Domestic Pet Liability Insurance</p>
<p>宠物三者 责任财产 损失 Third- party Liability for Pet- related Property Damage</p>	<p>100</p>	<p>在保险期间内,被保险宠物在乘机过程中造成第三者人身伤害财产损失的,保险公司按照保险合同约定给保险金。 During the insurance period, if the insured pet causes bodily injury or property damage to a third party during air travel, the insurer shall provide compensation as stipulated in the insurance policy.</p>		<p>PL03Y0336 平安产险法 律费用补偿 保险 PL03Y0336 Ping An Property & Casualty Insurance</p>
<p>个人法律 责任 Personal Legal Liability</p>	<p>3000</p>	<p>在保险期间内,被保险人因被保险宠物的袭击、撕咬或其他行为被提起仲裁或诉讼,对应由被保险人支付的仲裁或诉讼费用以及事先经本保险人书面同意的其它必需且合理的费用。 During the insurance period, if the insured faces arbitration or litigation due to the insured pet's attack, bite, or other behaviors, the insurer shall cover the corresponding arbitration/litigation costs</p>		

			and other necessary, reasonable expenses—provided they are pre-approved in writing by the insurer.		Legal Expenses Insurance
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(二) 特别约定:

(II) Special provisions:

1. 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。

1. 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.

2. 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。

2. 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.

3.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坐的宠物保险责任（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，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。

3. This product is subject to the *Ping An Special Clauses for Additional Insurance Period* and only covers the pet insurance liability for a single flight journey specified in the policy (i.e., from the time the pet enters the cabin door of the aircraft for the flight specified on the valid travel document until the pet leaves the cabin door of the aircraft upon arrival at the destination specified on the document). The insurance coverage terminates when the flight ends. If the pet's actual flight does not match the

flight specified in the policy, the Insurer shall not be liable.

4.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。因延迟报案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，不承担赔偿责任。

4. In the event of an insured incident, the Insured must report it to the Insurer within 24 hours of the pet's arrival at the destination specified on the valid travel document. If a delay in reporting makes it difficult to determine the nature, cause, or extent of loss of the insured incident, the Insurer shall not be liable for any portion of the loss that cannot be determined.

5.《平安产险法律费用补偿保险条款》只适用于被保险人为中华人民共和国境内（港澳台地区除外）合法注册的以及其他合法经营的自然人。

5. The *Ping An Property & Casualty Insurance Compensation Terms on Legal Expenses* is applicable only to natural persons who are legally registered or otherwise legally operating within the People's Republic of China (excluding the Hong Kong, Macao, and Taiwan regions).

6.24 小时全国理赔报案电话：95511。

6. 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（A款）》

C00001732112024121003873

Ping An Property & Casualty Insurance Pet Medical and Health Insurance (Plan A) C00001732112024121003873

《平安产险家养宠物责任保险》

C00001730912021080613461

Ping An Property Insurance – Domestic Pet Liability Insurance, C00001730912021080613461

《平安产险法律费用补偿保险》

C00001731912022061332303

Ping An Property & Casualty Insurance Legal Expenses Insurance C00001731912022061332303

《平安附加保险期间特约条款》

C00001731922017102705501

Special Terms during the Ping An Additional Insurance Period, C00001731922017102705501

《平安产险附加调整投保人范围保险》

C00001731922023101165151

Ping An Property & Casualty Insurance Rider for Adjusting Policyholder Scope C00001731922023101165151

《保险条款及除外责任》

Insurance Terms and Exclusions

7. 特别提示:

本保险仅适用于通过海南航空 APP/小程序、客服热线 95339、直属售票处等线上或代客下单渠道成功预订并投保成功的客舱宠物。如因旅客本人原因或保司限制条款无法投保成功的，或现场临时预定客舱宠物因投保系统限制无法正常投保的，并不影响携宠出行，但无法享受本次宠物险保障权益。

7. Special Notice:

This insurance applies exclusively to cabin pets successfully booked and insured to travel in the cabin via the Hainan Airlines app/mini-program, the 95339 customer service hotline, direct ticketing offices, or other online or agent-assisted channels. If insurance cannot be issued due to reasons attributable to passengers, the Insurer's policy restrictions, or for last-minute on-site bookings due to system limitations, the passengers may still travel with their pets but will not be eligible for the pet insurance benefits on that trip.

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.ehangelian.com。

Service provider: The service provider of this insurance product is Air Union Insurance Sales Co., Ltd., and its website is 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.

（四）现场通过线下“逾重行李单”模式预订的客舱宠物是否赠送宠物险？

(IV) Is complimentary pet insurance offered for cabin pets booked on-site via the offline "Excess Baggage Ticket" method?

现场通过线下“逾重行李单”模式预订的客舱宠物不享受当次赠送的宠物险权益。

No, cabin pets booked on-site via the offline "Excess Baggage Ticket" method are not eligible for the complimentary pet insurance benefit on that trip.