

携宠乘机保险产品权益说明（国际）

Explanation of Benefits for the Pet Air Travel Insurance Product (International)

一、合作产品

I. Cooperative Product

(一) 产品名称：平安携宠乘机保险（国际版）

(I) Product Name: Ping An Insurance for Traveling with
Pets (International)

产品名称 Product name	保障项目 Insurance item	保障 额度 Insur ance limit	保障内容 Insurance scope	保险期间 Insuranc e period	适用条款 Liability
平安携宠 乘机保险 (国际 版) Ping An Insuranc	宠物乘机意 外死亡 Accidental death of a pet during flight	2000 0	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。 During the insurance period, if the insured pet accidentally dies	单次航 班，即自 宠物进入 有效乘坐 凭证载明 航班的客	PL0283002 平安宠物死亡 保险 PL0283002 Ping An Insurance

<p>e for Traveling with Pets (Internat ional Edition)</p>			<p>during the flight, the insurance company will compensate the passenger based on the actual value of the pet, up to the maximum coverage stipulated in the insurance contract.</p>	<p>运飞机的 舱门时起 至宠物到 达有效乘 坐凭证载 明的终点</p>	<p>for Pet Death</p>
	<p>宠物乘机意 外医疗 Medical treatment for accidental injury to a pet during flight</p>	<p>2000</p>	<p>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 a pet gets injured accidentally during the flight/consignment process and receives treatment at a veterinary hospital, the insurance company will reimburse the insured for the actual, necessary, and reasonable medical expenses incurred in accordance with the terms of the insurance agreement.</p>	<p>离开客运 飞机的舱 门时止 During a single flight, i.e., from the time when the pet enters the cabin door of the passeng er</p>	<p>PL0200331 平安产险宠物 医疗健康保险 (A款) PL0200331 Ping An Property & Casualty Insurance Pet Medical Health Insurance (Plan A)</p>

	<p>宠物三者责任意外伤害身故与伤残</p> <p>Accidental injury, death or disability of a third party caused by a pet</p>	<p>20000</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。</p> <p>During the insurance period, if the insured pet causes physical disability or death to a third party during the flight, the insurance company shall provide compensation benefits for death or disability as specified in the insurance contract.</p>	<p>aircraft specified in the effective flight voucher to the time when the pet arrives at the</p>	<p>PL0283001</p> <p>平安产险家养宠物责任保险</p> <p>PL0283001</p> <p>Ping An Property & Casualty Insurance</p>
	<p>宠物三者责任意外伤害医疗</p> <p>Medical treatment for accidental injury of a third party</p>	<p>3000</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。</p> <p>During the insurance period, if the insured pet causes personal injury and incurs medical expenses to a third party during the flight, the insurance company shall provide compensation benefits as</p>	<p>destination specified in the effective flight voucher and leaves the cabin</p>	<p>Domestic Pet Liability Insurance</p>

	caused by a pet		stipulated in the insurance contract.	door of the passenger aircraft	
	宠物三者责任财产损失 Property loss to a third party caused by a pet	300	<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。</p> <p>During the insurance period, if the insured pet causes personal injury or property loss to a third party during the flight, the insurance company shall provide compensation benefits as stipulated in the insurance contract.</p>		<p>PL0283001 平安产险家养宠物责任保险 Ping An Property & Casualty Insurance Domestic Pet Liability Insurance</p>
	个人法律责任 Individual legal liability	5000	<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支付的其它必需且合理的费用。</p>		<p>PL03Y0336 平安产险法律费用补偿保险 PL03Y0336 Ping An Property & Casualty Insurance Legal Fees Reimbursement Insurance</p>

		<p>During the insurance period, if arbitration or litigation arises against the insured due to the acts of the insured pet such as attacks or bites, the corresponding arbitration or litigation expenses, along with other necessary and reasonable costs pre-approved in writing by the insurer, shall be borne by the insured.</p> <p>特别说明：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）合法注册的机关、单位、机构、组织以及其他合法入境、经营的自然人。</p> <p>Note: This applies exclusively to agencies, units, institutions, and organizations legally registered in the People's Republic of China (excluding Hong Kong, Macao, and Taiwan), as well as other individuals engaged in lawful entry and operations.</p>		
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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 insurance does not cover any diseases or symptoms that existed prior to the effective date of the insurance contract, nor does it cover expenses resulting from a pet's medical history.

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(包括但不限于宠物年龄、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. Only one policy is valid per pet; multiple policies for the same pet are invalid. This product only covers domestic pet cats or dogs owned by the insured. When purchasing the insurance, please accurately fill in the true information of your pet in the *Cabin Pet Transportation Agreement* and provide relevant supporting documents (*Animal Quarantine Certificate*, and for dogs, a *Small Animal Vaccination Certificate* must also be provided). In the event of a claim, if the insurer discovers

significant discrepancies between the insured pet's information and that provided at the time of purchase (including but not limited to age, coat color, appearance, physique, etc.), rendering it impossible to identify as the same pet, no compensation will be provided under this insurance.

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 Additional Special Provisions for the Insurance Period* and only covers pet insurance liability during the single flight journey specified on the insurance policy (i.e., from the moment the pet enters the cabin door of the passenger aircraft for the flight indicated on the valid travel document until the pet exits the cabin door at the destination specified on the valid travel document. If the flight ends, the insurance liability terminates. If the actual flight taken by the pet does not match the one specified on the insurance policy, the insurer shall not be liable for insurance coverage).

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 insurance claim, the insured must report the incident to the insurer within 24 hours after the pet arrives at the destination specified on the valid travel document. If delayed reporting makes it difficult to determine the nature, cause, or extent of the loss, the insurer shall not be liable for compensation for the undetermined portion.

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 Legal Expenses Compensation Insurance Clause* only applies to insured individuals who are legally registered natural persons or entities operating lawfully within the territory of the People's Republic of China (excluding Hong Kong, Macau, and Taiwan regions).

6.24 小时全国理赔报案电话：95511。

6. 24-hour Nationwide Claim Reporting Hotline: 95511.

(二) 条款名称及注册号：

(II) Policy 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 & Casualty 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 Compensation Insurance C00001731912022061332303

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

Ping An Additional Special Provisions for Insurance Period C00001731922017102705501

《平安产险附加调整投保人范围保险》

Ping An Property & Casualty Insurance Additional Adjustment of Policyholder Scope Insurance

C00001731922023101165151

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。

Service provider: The service provider for this insurance product is Air Union Insurance Sales Co., Ltd., with the website at 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

Insurer: Ping An Property & Casualty Insurance Company of China, Ltd. Zhejiang Branch

投保人：海南航空控股股份有限公司

Policyholder: Hainan Airlines Holding Company Limited

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，您可以通过平安财险官网 <http://property.pingan.com/>对电子保单进行电子保单的查询、下载和验真。

Insurance contract formation and electronic policy: Upon completion of the insurance application and generation of a policy number, an electronic policy will be provided for this product. You can query, download, and verify the electronic policy through the Ping An Property & Casualty Insurance official website at <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

AUIS National Customer Service Hotline: 400-810-2688

保险公司全国客服电话：95511

Insurer National Customer Service Hotline: 95511

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

Insurer Official Website: <http://property.pingan.com/>

三、常见问答:

III. FAQs:

(一) 本保险产品投保后能否退保?

(I) Can I cancel this insurance policy after purchasing it?

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 complimentary offering from the airline with a premium of RMB 0. It cannot be canceled independently; the insurance will be automatically canceled if you request a refund for your airline ticket from Hainan Airlines.

(二) 本保险产品如何开具发票?

(II) How can I obtain 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 complimentary offering from the airline with a premium of RMB 0. No insurance invoice can be issued.

(三) 如何办理理赔?

(III) How do I file a claim?

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。

In the event of an insurance claim, the insured must report the incident to the insurer within 24 hours after the pet arrives at the destination specified on the valid travel document. 24-hour Nationwide Claim Reporting Hotline: 95511.