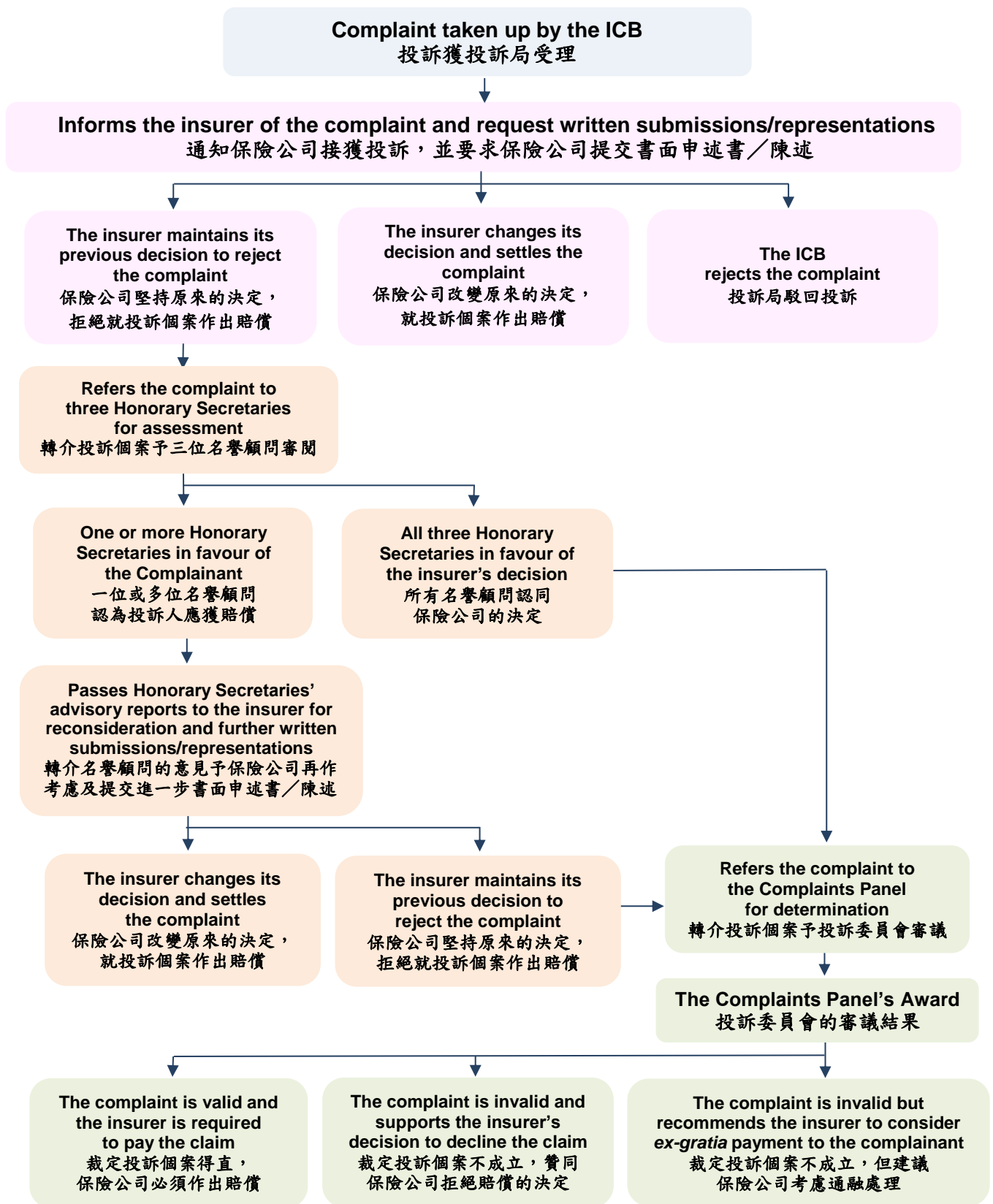


## Processing of Claim-related Complaints Flow Chart

### 處理索償相關的投訴個案之流程圖



Remarks: This flow chart is a summary of the Claim-related Complaints handling procedures and is for reference only. For details, please refer to the Terms of Reference of the ICB.

備註：有關流程圖簡述處理索償相關的投訴個案的步驟，僅作參考。詳情請參閱投訴局的《職權範圍》。