

**Letter of Indemnity**  
**(for refund of deposit/charges of deceased consumer)**

(Note: Only applicable to amount below \$1,000 and the applicant is the specified family member of the deceased consumer listed in this form)

The Water Authority  
43/F, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong

Tel : 2824 5000

Dear Sir,

I \_\_\_\_\_ (\*HKID No./Passport No. for non-resident \_\_\_\_\_)  
hereby apply for the refund of the deposit/charges set out in the table below:

Account number	Name of Registered Consumer	Refund amount (\$)
Service address		

I certify that I am the \*husband /wife /son /daughter /father /mother /brother /sister of the above registered consumer who died on \_\_\_\_\_ and I do not intend to apply for a Grant of Probate /Letters of Administration/Confirmation Notice issued by Home Affairs Department in support of my claim for the refund of the deposit/charges. To the best of my knowledge and belief I am the only person to submit this application and no other person has applied on behalf of the registered consumer's estate for the refund of the deposit/charges now claimed by me.

In consideration of the refund of the deposit/charges to me, I hereby undertake to indemnify the Water Authority and the Government of the Hong Kong Special Administrative Region against all claims, demands, proceedings, liabilities, losses, damages, costs, charges and expenses whatsoever arising out of or in relation to the said refund.

I fully understand the purpose and agree to the Water Authority using data collected from me for the purpose of or directly related to processing this letter of indemnity. If I do not provide sufficient data, the Water Authority may not be able to process my letter of indemnity. I agree that these data and other related information may be transferred to other Government bureaux and departments for the purposes for which the personal data was collected or for a purpose directly related to such purposes. I understand that I can request the Departmental Secretary of the Water Supplies Department at 48/F, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong for access to and correction of the personal data.

Particulars of Witness and Signature

(Must be a person aged 18 or above other than the applicant)

Signature \_\_\_\_\_

Name \_\_\_\_\_

(In Block Letters)

Address \_\_\_\_\_

\_\_\_\_\_

Particulars of Applicant and Signature

Signature \_\_\_\_\_

Name \_\_\_\_\_

(In Block Letters)

Address \_\_\_\_\_

Correspondence Address (if different from the above)

\_\_\_\_\_

Contact Telephone No. \_\_\_\_\_ Date \_\_\_\_\_

\* Delete where inappropriate.

Please return this letter of indemnity together with the following documents to this office for arranging the refund of the deposit/charges:-

1. Original deposit receipt (*Applicable to non-domestic accounts opened before 22 January 2005*) is
  - (i)  returned herewith
  - (ii)  not available (*Please complete 'Application for Refund - Loss of Water Deposit Receipt (WWO213)'*)
2. A photocopy of the death certificate of the registered consumer
3. A photocopy of any documentary evidence supporting your above relationship with the registered consumer
4. A photocopy of your HK Identity card/Passport

*Note: For refund of \$1,000 or above or your relationship with the registered consumer is other than the above, you should complete WWO 368 and provide the Grant of Probate/Letters of Administration/Confirmation Notice issued by Home Affairs Department.*

Please "✓" whichever appropriate

WWO 365 (Rev. 3/2024)