

TravelProtection by Chubb Insurance Singapore Limited

Coverage Summary

CHUBB®

TravelProtection

1. Important Information

To be eligible for cover, the Insured Person must be a Singapore Resident, meet other criteria under the Group Policy and any other criteria specified by the Group Policyholder. Your claims shall be assessed in accordance with the Group Policy. You are not a contracting insured under the Group Policy or otherwise a party to the Group Policy.

Insurance cover provided is subjected to the terms, conditions and exclusions of the Group Policy underwritten by Chubb Insurance Singapore Limited, located at 138 Market Street, #11-01 CapitaGreen, Singapore 048946 to StarHub Ltd located at 67 Ubi Avenue 1, #05-01, StarHub Green, Singapore 408942.

1. This summary is not a contract of insurance. Full details of the terms, conditions and exclusions of the insurance are provided in the Group Policy at <http://starhub.com/TravelProtection>.
2. All endorsements, changes and amendments to the Group Policy as agreed between Us and the Group Policyholder shall be binding without prior notice to You.

Please read the Coverage Summary

It is important that You read carefully and understand this document, because it sets out a summary of the terms, conditions and exclusions that apply to You under the Group Policy.

Contact Us

If You have any queries or need to contact Us, please write to Us at Chubb Insurance Singapore Limited, 138 Market Street, #11-01, CapitaGreen, Singapore 048946.

You may contact Our Customer Service Hotline: +65 6398 8776, Mondays to Fridays (excluding Public Holidays), 9.00am – 5.00pm. Alternatively, You may reach Us at Our email address: CustomerService.SG@chubb.com.

Keep Your documents safe

You should keep this document in a safe place in case You need to refer to it in the future.

Certain types of cover will require You to provide receipts and other documentary evidence to Us. You should keep those documents in a safe place in case We need them to settle a claim.

Group Policy Number	5T22ONT2C
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2. Benefit Summary

Subject to the terms, conditions and exclusions of the Group Policy, We will provide the Benefits for the Insured Person as described below.

Summary of Benefits		Maximum Benefit Amount (SGD)	
		Asia Pacific	Global
A) PERSONAL ACCIDENT			
1	Accidental Death & Permanent Disablement	\$100,000	\$200,000
B) MEDICAL BENEFITS			
1	Overseas Medical Expenses	\$100,000 Maximum \$750 for Alternative Medical Expenses	\$200,000 Maximum \$750 for Alternative Medical Expenses
2	Overseas Hospital Confinement Benefit	\$100 per 24 hours Maximum \$700	\$100 per 24 hours Maximum \$700
3	Emergency Medical Evacuation & Repatriation	Unlimited	Unlimited
4	Repatriation of Mortal Remains	Unlimited	Unlimited
5	Overseas Hospital Visit and Compassionate Visit	\$4,000	\$5,000
C) TRAVEL INCONVENIENCES			
1	Travel Cancellation and Travel Postponement	\$3,000	\$5,000
2	Travel Curtailment	\$3,000	\$5,000
3	Loss or Damage of Personal Property and Baggage	\$2,000	\$3,000
	- Per Article	\$500	\$500
	- Money	\$300	\$300
4	Travel Delay	\$200 per 6 hours Maximum \$400	\$200 per 6 hours Maximum \$800
5	Baggage Delay	\$200 per 6 hours Maximum \$400	\$200 per 6 hours Maximum \$800
6	Personal Liability	\$500,000	\$1,000,000
7	Credit Card Indemnity	NIL	\$1,500
8	24 Hour Emergency Assistance 24 Hour Medical Assistance	Included	Included
D) SUPPLEMENTARY BENEFITS (*Exclusive to StarHub Customers*)			
1	Replacement of Mobile Phone	\$100	\$100
2	Replacement of SIM card in lost Mobile Phone	Included under Section C3	Included under Section C3
3	Unused Starhub Data Roaming Add-on due to Journey Cancellation or Postponement	Included under Section C1	Included under Section C1
4	Emergency Mobile Phone Charges	Actual Cost on StarHub mobile line, or Up to \$100	Actual Cost on StarHub mobile line, or Up to \$100
E) COVID-19 COVER			
1	Overseas Medical Expenses due to COVID-19	\$100,000	\$200,000
2	Overseas Hospital Confinement Benefit due to COVID-19	\$100 per 24 hours Maximum \$700	\$100 per 24 hours Maximum \$700
3	Repatriation of Mortal Remains due to COVID-19	Unlimited	Unlimited
4	Travel Cancellation and Travel Postponement due to COVID-19	\$3,000	\$5,000
5	Travel Curtailment due to COVID-19	\$3,000	\$5,000
6	Emergency Medical Evacuation & Repatriation due to COVID-19	Unlimited	Unlimited
7	Overseas Quarantine Benefit due to COVID-19	\$50 per 24 hours Maximum \$350	\$50 per 24 hours Maximum \$350

Important Notes:

- The amounts listed above are the maximum coverage payable for each benefit.
- All Benefits items are on reimbursement basis where the Insured Person will be reimbursed for the expenses incurred except for benefit items A1, B2, C4, C5, E2 and E7.
- Please refer to the Policy Wording for the full specifications, conditions and exclusions.

3. General Definitions Applicable to All Benefits

The following words when used with capital letters in the Coverage Summary has the meaning given below, unless otherwise defined or the context otherwise requires:

Accident means a sudden, unforeseen and fortuitous event, external to the body and Accidental shall have a corresponding meaning.

Accidental Injury means bodily injury resulting from an Accident which is not a Sickness and which:

- (a) occurs at an identifiable time and place during the Period of Insurance; and
- (b) may include a bodily injury caused by the Insured Person being directly and unavoidably exposed to the elements as a result of an Accident.

Adult means a person aged eighteen (18) years and above at the date of purchase of this insurance.

Act of Terrorism means any actual or threatened use of force or violence directed at or causing damage, injury, harm or disruption, or commission of an act dangerous to human life or property, against any individual, property or government, which the stated or non-stated objective of pursuing economic, ethnic, nationalistic, political, racial or religious interests, whether such interests are declared or not. Robberies or other criminal acts, primarily committed for personal gain and acts arising primarily from prior personal relationships between perpetrator(s) and victim(s) shall not be considered Act of Terrorism. Act of Terrorism shall also include any act, which is verified or recognised by the (relevant) government as an Act of Terrorism.

Alternative Medical Expenses mean the reasonable expenses for treatments of Accidental Injury or Sickness by an Alternative Medical Physician.

Alternative Medical Physician means a legally licensed traditional medical practitioner (including a Chinese acupuncturist or bonesetter) or chiropractor or physiotherapist duly registered and practicing within the scope of his license pursuant to the laws of the country in which such practice is maintained. Alternative Medical Physician shall not include the Insured Person or any of the Insured Person's relatives unless otherwise approved by the Company.

Asia Pacific means Australia, Brunei, Cambodia, China, Hong Kong SAR, India, Indonesia, Japan, Laos, Macao SAR, Malaysia, Mongolia, Myanmar, New Zealand, Philippines, South Korea, Sri Lanka, Taiwan, Thailand, Timor-Leste and Vietnam.

Benefit/Benefits means the respective benefit/benefits, as stated in the Policy, payable by Us under the terms and conditions of this Policy in respect of each event or loss covered by this Policy.

Biological Agent means any pathogenic (disease producing) microorganism(s) and/or biologically produced toxin(s) (including genetically modified organisms and chemically synthesised toxins) which cause illness and/or death in humans, animals or plants.

Cancellation Expenses mean loss of deposits, advance payments for Journey, accommodation or other charges, which are either forfeited, deemed non-refundable or levied due to the cancellation of the Journey, resulting from a Specified Cause under Section C1 - Travel Cancellation and Travel Postponement or COVID-19 Specified Cause under Section E4 - Travel Cancellation and Travel Postponement due to COVID-19.

Certificate of Insurance means the document We send to the Insured Person which evidences the cover provided to the Insured Person by Us and which is incorporated and forms part of this Policy.

Chemical Agent means any compound which, when suitably disseminated, produces incapacitating, damaging or lethal effects on people, animals, plants or material property.

Child(ren) means any Child or Children accompanying Adults on the Journey who is/are at least forty-five (45) days and below eighteen (18) years of age at the date of application of insurance. Child(ren) must be accompanied by at least one (1) Adult for the Journey made during the Period of Insurance.

Chubb Assistance means our appointed service provider which can be contacted at +65 6836 2922.

Civil Commotion means a disturbance, commotion or disorder created by civilians usually against a government body or the policies thereof.

Communicable Disease Outbreak or Communicable Disease means a disease that may be transmitted directly or indirectly by one person or animal to another by any means due to a virus, bacteria or other microorganism and that leads to:

- (a) an imposition of quarantine or restriction in movement of people or animals by any national or international body or agency; or
- (b) a travel advisory or warning being issued by a national or international body or agency.

Compulsory Quarantine means the Insured Person is quarantined in a facility appointed by the government authorities for at least one (1) full day until discharged. Compulsory Quarantine does not mean the closure of borders by a government or travel body, the enforcement of social distancing measures, a stay-at-home notice, or a period of isolation or social distancing required either before the Insured Person's departure or at the Insured Person's destination Overseas.

Confined or Confinement means confinement in a Hospital for at least a day as a Resident In-Patient (other than for day surgery) upon the advice of and under the regular care and attendance of a Doctor. For this purpose, a Day of Confinement shall mean a period for which the Hospital charges for room and board. Such Confinement and number of days of Confinement to be necessarily and reasonably prescribed.

Covered Expenses mean expenses for services provided and/or arranged by Chubb Assistance for the transportation, medical services and medical supplies necessarily incurred as a result of the Insured Person's evacuation or repatriation of the Insured Person's mortal remains.

COVID-19 refers to the strain of Novel Coronavirus 2019 classified in February 2020 by the World Health Organisation (WHO) as "Coronavirus Disease 2019 (COVID-19)" or any mutation or variation thereof or any related strain), contracted and commencing whilst this Policy is in force and results, directly and independently of all other such causes.

Curtailement Expenses mean:

- (a) loss of deposits, advance payments for travel or accommodation or other charges (excluding cost of the original travel ticket for returning to Singapore), which have not been and will not be used but become forfeited or payable under contract; and/or
- (b) any additional administrative expenses incurred where it is possible to amend the original travel ticket; or
- (c) additional travel expenses (limited to economy return air travel) if it is not possible to amend the original travel ticket as confirmed by the carrier/travel operator and reasonable accommodation expenses resulting from Specified Cause (as defined in Section CI - Travel Cancellation and Travel Postponement) or COVID-19 Specified Cause (as defined in Section E4 - Travel Cancellation and Travel Postponement due to COVID-19).

Designated Facility means facility that the local government has authorised to provide quarantine services to those diagnosed with COVID-19.

Doctor means a legally licensed doctor or surgeon duly registered and practising within the scope of his or her licence pursuant to the laws of the country in which such practice is maintained. Doctor shall not include the Insured Person or any of the Insured Person's relatives unless otherwise approved by Us.

Duo Plan means coverage for a maximum of two (2) Adult Insured Persons who need not be related.

Effective Date means the commencement date of the Period of Insurance.

Endorsement(s) means a written alteration to the terms of the Group Policy as agreed to by Us.

Enrolled Person means the Insured Person declared under this Group Policy by the Group Policyholder. This includes Adult Travel Companion(s) in the case of Duo Plans and Family Member(s) in the case of Family Plans.

Extreme Sports and Sporting Activities mean any sports or sporting activities that present a high level of inherent danger (i.e. Involves a high level of expertise, exceptional physical exertion, highly specialised gear or stunts) including but not limited to big wave surfing, canoeing down rapids, cliff jumping, horse jumping, ultra-marathons, biathlons, triathlons and stunt riding. It does not mean usual tourist activities that are accessible to the general public without restriction (other than height or general health or fitness warnings) and which are provided by a recognised local tour operator but always providing that the Insured Person is acting under the guidance and supervision of qualified guides and/or instructors of the tour operators when carrying out such tourist activities.

Family Plan means coverage for You and Your Family Member(s).

Family Member means the Insured Person's Partner, Child(ren), parent, parent-in-law, grandparent, grandparent-in-law, great grandparent, great grandparent-in-law, grandchild(ren), brother, sister, brother-in-law, sister-in-law, niece and nephew.

Financial Default means the complete suspension of operations due to financial circumstances whether or not bankruptcy petition is filed; or partial suspension of operations following a filing of a bankruptcy petition.

Global means all destinations except Cuba and Singapore.

Group Policy/Policy means this document and Group Policy Schedule, describing the insurance contract between the Group Policyholder and Us. It shall also include, after this Group Policy has taken effect, any amendment, rider, clause, warranty, Endorsement or any other document attached to this Group Policy and which has been endorsed by an authorized executive officer of Us and countersigned by the Group Policyholder.

Group Policy Schedule/Schedule means the schedule attached to this Group Policy at Annex 1.

Home Country means any country of which the Insured Person is a citizen or a permanent resident and excludes Singapore.

Hospital means a legally constituted establishment operated pursuant to the laws of the country in which it is based, which holds a licence as a hospital (if licensing is required in the state or government jurisdiction) and meets the following requirements:

- (a) operates primarily for the reception, medical care and treatment of sick, ailing or injured persons as in-patients;
- (b) provides full-time nursing service by and under the supervision of a staff of graduate nurses;
- (c) has a staff of one (1) or more Doctors available at all times; and
- (d) maintains organised facilities for the medical diagnosis and treatment and provides (where appropriate) facilities for major surgery within the confines of the establishment or in facilities controlled by the establishment.

Hospital shall not include the following:

- (a) a mental institution; an institution used primarily for the treatment of psychiatric disease including sub-normality; the psychiatric department of a hospital;
- (b) a health hydro clinic or nature cure clinic;
- (c) a place for or a special unit of a hospital used primarily as a place for drug addicts or alcoholics; or
- (d) a clinic, nursing, rest, rehabilitative, convalescent home, extended-care facility or similar establishment.

Inception Date means the date this Group Policy first comes into force, as specified in the Group Policy Schedule.

Insured Person(s) means the person(s) named in the Certificate of Insurance who satisfy the eligibility requirements and with respect to premium that has been paid or agreed to be paid by the Group Policyholder.

Journey means an Overseas trip made during the Period of Insurance by the Insured Person commencing from Singapore and which shall be deemed to commence:

- (a) at the time the Insured Person leaves his/her place of residence or usual place of employment in Singapore to go directly to the departure point; or
- (b) three (3) hours before the scheduled departure time of the Public Conveyance in Singapore in which the Insured Person has arranged to travel, whichever is later;

and shall be deemed to cease:

- (a) at the time the Insured Person returns to his/her place of residence or usual place of employment in Singapore;
- (b) three (3) hours after the scheduled arrival time of the Public Conveyance in Singapore which the Insured Person travels;
- (c) ninety (90) consecutive days after the Scheduled Departure Date; or
- (d) the date on which the Policy is terminated, whichever is the earliest.

Loss of Hearing means total and irrecoverable loss of hearing which is beyond remedy by surgical or other treatment.

Loss of Limb means total functional disablement or loss by complete and permanent physical severance of a hand at or above the wrist or a foot at or above the ankle.

Loss of Sight means the entire and permanent loss of all sight in any eye rendering the Insured Person absolutely blind in that eye and beyond remedy by surgical or other treatment.

Loss of Speech means total and irrecoverable loss of speech which is beyond remedy by surgical or other treatment.

Manual Work means work which involves the Insured Person undertaking physical labour or manual operations or active personal participation in any of the following:

- (a) underground work, mining work, military duties (other than for reservist training under the Section 14 of the Enlistment Act, Chapter 93 of Singapore), offshore work, construction work, or outside building or installation exceeding three (3) metres in height;
- (b) work that involves heavy machinery, explosives or hazardous material;
- (c) working as a diver, life guard, taxi driver, bus driver, or other commercial vehicle or heavy vehicle driver, dispatch rider or delivery person;
- (d) work of a manual nature that involves specialist equipment and training, or work that presents risk or serious injury including but not limited to oil riggers, fishermen, crane operators or welders;
- (e) working as a staff member in a bar, restaurant or hotel;
- (f) working as a musician or singer;
- (g) working as a fruit picker if the fruit picking involves operating machinery;
- (h) working as a volunteer for a charitable organisation where the Insured Person is being remunerated for the work done.

Medical Expenses mean usual, reasonable and customary Doctor's fees, hospitalisation fees, medical supplies and medications all of which have been necessary and reasonably incurred in the medical or surgical treatment of Accidental Injury or Sickness as the case may be.

Mountaineering means the ascent or descent of a mountain ordinarily necessitating the use of specified equipment including but not limited to crampons, pickaxes, anchors, bolts, carabineers and lead-rope or top-rope anchoring equipment.

Natural Disasters means extreme weather conditions (including but not limited to typhoons, hurricanes, cyclones or tornadoes), naturally occurring wildfires, floods, tsunamis, volcanic eruptions, earthquakes, landslides or other convulsion of nature or by consequences of any of the occurrences mentioned above.

Nuclear, Chemical or Biological Terrorism means the use of any nuclear weapon or device or the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous Chemical Agent and/or Biological Agent during the Period of Insurance by any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious or ideological purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public, in fear.

Overseas means anywhere outside Singapore, but excluding Cuba.

Partner means the Insured Person's spouse or de-facto partner with whom the Insured Person has been living permanently with, for at least three (3) months or more at the time of Accidental Injury or Sickness.

Period of Insurance means the period during which the coverage under this Policy is effective with respect to each Insured Person, as stated in the Certificate of Insurance.

Permanent Disablement means disablement that results solely, directly and independently of all other causes from Accidental Injury and which occurs within three hundred and sixty-five (365) consecutive days of the Accident in which such Accidental Injury was sustained, and

- (a) falls into one of the categories listed in the Table of Compensation under Section 1 of Part 7; or
- (b) is a disablement which, having lasted for a continuous and uninterrupted period of at least twelve (12) consecutive months, is at the expiry of that period, irrecoverable.

Permanent Total Disablement means disablement that results solely, directly or independently of all other causes from Accidental Injury and which occurs within three hundred and sixty-five (365) days of the Accident in which such Accidental Injury was sustained, which having lasted for a continuous and uninterrupted period of at least twelve (12) consecutive months

will in all probability, entirely prevent the Insured Person from engaging in gainful employment of any and every kind for the remainder of Your life and which is irrecoverable.

Postponement Expenses mean the resulting administrative charges incurred to postpone the Journey in which full payment was made by the Insured Person or for which the Insured Person is legally liable for, and which are not recoverable from any other source, resulting from a Specified Cause under Section C1 - Travel Cancellation and Travel Postponement or COVID-19 Specified Cause under Section E4 - Travel Cancellation and Travel Postponement due to COVID-19.

Pre-existing Medical Condition means any condition, sickness, injury, disease or physical, medical, mental or nervous condition, disorder or ailment which the Insured Person has suffered, or was or should have been aware the Insured Person was suffering within twelve (12) months prior to the Effective Date of a Journey.

Public Conveyance means any land, sea or air conveyance operated under a licence for the transportation of fare-paying passengers, and which has fixed and established routes only.

Renewal Date means 12 months from the Inception Date and subsequent anniversaries of that date.

Riot means the act of any person taking part altogether with others in any disturbance of the public peace (whether or not in connection with a Strike or lock-out) or the action of any lawfully constituted governmental authority in suppressing or attempting to suppress any such disturbance or in minimising the consequences of such disturbance.

Scheduled Departure Date means the date when the Insured Person is scheduled to depart on a Journey as set out in the Insured Person's travel ticket.

Scheduled Flight means the flight which corresponds to the flight details set out in the Insured Person's travel itinerary.

Serious Accidental Injury means a critical or dangerous condition which, in the opinion of a Doctor, needs urgent treatment to avoid death or serious impairment to a person's immediate or long-term health.

Serious Illness means a critical or dangerous condition which, in the opinion of a Doctor, needs urgent treatment to avoid death or serious impairment to a person's immediate or long-term health. For the avoidance of doubt, Serious Illness shall exclude any illness arising from COVID-19.

Sickness means an illness or a disease contracted or manifested whilst Overseas during the Journey which requires immediate treatment by a Doctor and which is not an Accidental Injury. For the avoidance of doubt, Sickness shall exclude any illness arising from COVID-19.

Singapore Resident means a Singapore Citizen, Singapore Permanent Resident or a holder of a valid Work Permit, Employment Pass, Dependant's Pass, Long-Term Visit Pass, S Pass or Student Pass issued by the authorities in Singapore.

Strike means organised industrial action or any temporary stoppage of work by the concerted action of the Public Conveyance's employees as a result of an industrial or labour dispute.

Temporary Medical & Quarantine Facility means any government temporary facility established to confine, isolate, hold or treat individuals diagnosed with COVID-19.

Travel Companion means a person who has travel bookings to accompany the Insured Person on a Journey.

We, Our, Us, the Company means Chubb Insurance Singapore Limited.

You/Your means the Insured Person(s).

4. Who is an Insured Person?

To be eligible for cover under this Policy:

- (a) the Insured Person and/or his/her Partner and/or Travel Companion(s) must be a Singapore Resident and between eighteen (18) years old and sixty-nine (69) years old (both age inclusive) at the time the Insured Person applies for this insurance.
- (b) the Child(ren) must be a Singapore Resident, and the application for insurance must be made in the name of the Child(ren)'s parent or an Adult authorised by the Child(ren)'s parent.

5. Benefits under the Group Policy

Section A - Personal Accident

A1 - Accidental Death & Permanent Disablement

If during the Period of Insurance, while the Insured Person is on a Journey, he/she sustains Accidental Injury which results in Accidental Death or Permanent Disablement within three hundred and sixty-five (365) days from the date of the Accident, We will pay the Insured Person or his/her estate the compensation according to the scale stated in the Table of Compensation below, up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

Table Of Compensation

Loss Events	Compensation Payable % of Sum Insured stated in the Certificate of Insurance
Accidental Death	100%
Permanent Total Disablement	100%
Total and Permanent Loss of Speech and Hearing	100%
Loss of Sight in	
i) both eyes	100%
ii) one eye	50%
Loss of Limb(s)	
(i) two or more Limbs	100%
(ii) one Limb	50%
Total and Permanent Loss of lens of one eye	50%
Total and Permanent Loss of Speech	50%
Total and Permanent Loss of Hearing in	
i) both ears	50%
ii) one ear	15%

Note:

If the Insured Person suffers Accidental Injury that results in more than one of the outcomes described in item 1 to 8 above, the maximum We will pay is one hundred percent (100%) of the sum insured in this section.

The occurrence of any specific loss for which indemnity is payable under this section shall at once terminate all insurance under the Policy for the specific Insured Person, but such termination shall be without prejudice to any other claim originating from the Accident causing such loss.

No payment will be made for any loss caused by or resulting from Sickness under this section.

Section B - Medical Benefits

B1 - Overseas Medical Expenses

If during the Period of Insurance, while the Insured Person is on a Journey, he/she incurs Medical Expenses as a direct result of Accidental Injury or Sickness, We will reimburse him/her in respect of such expenses up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

ADDITIONAL CONDITIONS

If the Insured Person has been treated by an Alternative Medical Physician, Our liability in respect of Alternative Medical Expenses incurred shall not exceed the maximum sum insured specified in the Benefit Schedule.

We have the option of returning the Insured Person to Singapore, if the cost of the Overseas Medical Expenses and/or additional expenses are likely to exceed the cost of returning the Insured Person to Singapore, subject always to medical advice provided by Chubb Assistance. We also have the option of evacuating the Insured Person to the nearest Hospital in another country if the necessary medical treatment and/or facility is not available in the immediate vicinity.

ADDITIONAL EXCLUSIONS

In addition to Part 7 - General Exclusions, We will not pay under Section B1 - Overseas Medical Expenses for any of the following:

1. any further expenses incurred by the Insured Person if We wish to return him/her to Singapore but he/she refuses (where in the opinion of the treating Doctor and Chubb Assistance, the Insured Person is fit to travel);
2. any expenses relating to any treatment for Accidental Injury or Sickness where such treatment was first sought more than sixty (60) days from the time the Accidental Injury or Sickness was first sustained;
3. any expenses incurred for prostheses, contact lenses, spectacles, hearing aids, dentures, or medical equipment unless prescribed by a Doctor for the treatment of Accidental Injury or Sickness;
4. any expenses incurred in relation to treatment by a Dentist; or
5. any expenses relating to specialist treatment not prescribed or referred by a Doctor in general practice.

B2 - Overseas Hospital Confinement Benefit

If, during the Period of Insurance, whilst on a Journey, the Insured Person is necessarily and reasonably Confined in a Hospital Overseas as a result of Accidental Injury or Sickness, the Company will pay him/her the relevant Benefit amount as specified in the Certificate of Insurance subject to the terms and conditions of this Policy.

The daily benefit amount shall be paid for each complete day of Confinement from the first day of Confinement and up to a maximum of the relevant Benefit amount specified in the Certificate of Insurance, and for this purpose, every day of Confinement as a result of the same event (Accidental Injury or Sickness) shall be counted towards the total number of days of Confinement, notwithstanding that such days do not run consecutively.

Provided further that this Benefit shall be payable only if the following conditions are met:

- (i) Confinement must occur within thirty (30) days after sustaining Accidental Injury or Sickness; and
- (ii) Confinement must be considered medically necessary by a Doctor in his professional capacity.

ADDITIONAL EXCLUSIONS

In addition to Part 7 - General Exclusions, We will not pay under Section B2 - Overseas Hospital Confinement Benefit for any of the following:

- (i) any expenses relating to any treatment or aid obtained in Singapore;
- (ii) any expenses relating to Confinement for any surgery or medical treatment, which in the opinion of a Doctor, could reasonably have been delayed until the return of the Insured Person to Singapore.

B3 - Emergency Medical Evacuation and Repatriation

If during the Period of Insurance, and while the Insured Person are on a Journey, he/she:

- (a) suffers an Accidental Injury or Sickness as diagnosed by a Doctor designated by Chubb Assistance; and
- (b) the necessary medical treatment is not available, either at the nearest Hospital where he/she was transported to or in the immediate vicinity thereof, after suffering the Accidental Injury or Sickness, We may, based on the advice of a Doctor that he/she is medically fit to be evacuated, determine in our sole discretion, that he/she, should be evacuated to another location for the necessary medical treatment.

Chubb Assistance or its authorised representative shall arrange for the evacuation within a reasonable timeframe and utilise the best suited means based on the medical severity of the Insured Person's condition, including but not limited to, air ambulance, surface ambulance, regular air transportation, railroad or any other appropriate means. All decisions as to the means of transportation and the final destination will be made by Chubb Assistance, or its authorised representative, and will be based solely upon medical necessity. The Insured Person may in appropriate circumstances be returned to Singapore.

We shall pay directly to Chubb Assistance the Covered Expenses, up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

If due to reasons beyond the Insured Person's control, he/she is unable to notify Chubb Assistance to make the necessary evacuation arrangements, We shall, if satisfied that the evacuation was due to the necessary medical treatment not being available, either at the nearest Hospital where he/she was transported to or in the immediate vicinity thereof, reimburse him/her for expenses incurred in relation to the evacuation, up to the amount which Chubb Assistance would have incurred for services provided under the same circumstances, subject to the terms and conditions of this Policy.

ADDITIONAL EXCLUSIONS

In addition to Part 7 - General Exclusions, We will not pay under Section B3 - Chubb Assistance - Medical Evacuation and Repatriation for any of the following:

1. any expenses incurred for services provided by another party for which the Insured Person is not liable to pay, or any expenses already included in the cost of a scheduled trip;
2. any expenses incurred for services not approved and arranged by Chubb Assistance or its authorised representative, except as otherwise mentioned in Section 3 - Medical Evacuation and Repatriation;
3. any treatment performed or ordered by a person who is not a Doctor; or
4. any expenses incurred in relation to treatment that can be reasonably delayed until the Insured Person returns to Singapore.

B4 - Repatriation of Mortal Remains

If during the Period of Insurance, while the Insured Person is on a Journey, he/she suffers death as a result of an Accidental Injury or Sickness, Chubb Assistance, or its authorised representative shall make the necessary arrangements for the return of his/her mortal remains to Singapore or his/her Home Country. We shall pay directly to Chubb Assistance the Covered Expenses for such repatriation and We shall reimburse to his/her estate the expenses actually incurred Overseas for services and supplies by a mortician or undertaker, including the cost of embalming and cremation if so elected, subject to the terms and conditions of this Policy. All payments made by Us shall not exceed the maximum sum insured specified in the Benefit Schedule.

ADDITIONAL EXCLUSIONS

In addition to Part 7 - General Exclusions, We will not pay under Section B4 - Repatriation of Mortal Remains for any of the following:

1. any expenses incurred for services provided by another party for which the Insured Person is not liable to pay, or any expenses already included in the cost of the Journey; and/or
2. any expenses incurred for the transportation of the Insured Person's remains not approved and arranged by Chubb Assistance or its authorised representative.

B5 - Overseas Hospital Visit and Compassionate Visit

If during the Period of Insurance, while the Insured Person is on a Journey and he/she is Confined in a Hospital Overseas as a result of Accidental Injury or Sickness for more than five (5) consecutive days and his/her medical condition forbids evacuation and no Adult Family Member is with him/her, We will reimburse for hotel accommodation and travel (economy return air travel) expenses necessarily incurred for one (1) Family Member, relative, or friend, who on written advice of a Doctor, is required to visit and stay with him/her until he/she is medically fit to be discharged, up to the relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

- (a) Confinement must occur within thirty (30) days of the Sickness or Accident causing the relevant Accidental Injury; and
- (b) Confinement must be considered medically necessary by a Doctor in his professional capacity.

If, during the Period of Insurance, while the Insured Person is on a Journey and he/she sustains Accidental Injury which results in Accidental Death under Section A1 - Accidental Death & Permanent Disablement and no Adult Family Member is with him/her, We will indemnify his/her estate for the hotel accommodation and travel (economy return air travel) expenses necessarily incurred for one (1) relative or friend to assist in the final arrangements of his/her death, up to the relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

Section C - Travel Inconveniences

C1 - Travel Cancellation and Travel Postponement

Travel Cancellation

If the Insured Person is forced to cancel any part of his/her Journey as the direct and necessary result of any Specified Cause occurring within thirty (30) days for events 1 to 4 and within seven (7) days for events 5 and 6, prior to the Scheduled Departure Date, We will reimburse the Insured Person in respect of Cancellation Expenses up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

This coverage is effective only if the Insured Person is enrolled under the Group Policy before he/she becomes aware of any circumstances which could lead to the disruption of his/her Journey.

ADDITIONAL DEFINITIONS

Specified Cause means

1. The Insured Person dying or becoming ill or sustaining Serious Accidental Injury rendering him/her unfit to travel in the opinion of a Doctor;
2. the unexpected death, Serious Accidental Injury or Serious Illness of the Insured Person's Family Member or Travel Companion, which the Doctor certified as being life-threatening and which resulted in him/her cancelling his/her Journey;
3. compulsory jury service, subpoena or hijack of the Insured Person or Travel Companion;
4. cancellation of scheduled Public Conveyance services consequent upon Strike, Riot or Civil Commotion;
5. the Insured Person's residence in Singapore being seriously damaged and becoming uninhabitable following fire, storm, or flood which requires his/her presence on the premises on the Scheduled Departure Date;
6. Natural Disasters which prevent the Insured Person from commencing his/her Journey and this must supported by travel advice from relevant authority.

In addition to Part 7 - General Exclusions, We will not pay for any of the following under Travel Cancellation:

1. changes in plans by the Insured Person or a Family Member for any reason;
2. financial circumstances of the Insured Person or a Family Member;
3. any business or contractual obligations of the Insured Person or a Family Member;
4. Financial Default by the person, agency or tour operator, or the operator of the Scheduled Flight with whom the Insured Person made his travel arrangements;
5. any loss that is covered by any other existing insurance scheme, government program or which will be paid or refunded by a hotel, carrier or travel agent or any other provider of travel and/or accommodation;
6. as the result of Serious Accidental Injury or Serious Illness of an Insured Person, Family Member or Travel Companion which manifests itself during the sixty (60) days immediately preceding and including the Effective Date. A Serious Illness has manifested itself when:
 - (i) medical care or treatment has been given; or
 - (ii) there exists symptoms which would cause a reasonably prudent person to seek diagnostic care or treatment.
7. any claim due to any regulations or orders given by the government or relevant authority of any country or group of countries on border closures of a country (whether land, sea, airspace or designated border control points).

Once the Insured Person cancels his/her Journey and make a claim under this Section of his/her single trip cover, his/her coverage shall be terminated upon cancellation of his/her Journey. For the avoidance of doubt, the coverage continues to have force and effect with regards to other Insured Person(s) under the Certificate of Insurance who continue with the Journey.

Travel Postponement

If, the Insured Person is forced to postpone his/her Journey as the direct and necessary result of any Specified Causes (as defined in Travel Cancellation) occurring within thirty (30) days prior to the Scheduled Departure Date, We will reimburse the Insured Person in respect of Postponement Expenses up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

This coverage is effective only if the Insured Person is enrolled under the Group Policy before he/she becomes aware of any circumstances which could lead to the disruption of his/her Journey.

In addition to Part 7 - General Exclusions, We will not pay for any of the following under Travel Postponement:

1. changes in plans by the Insured Person or a Family Member for any reason;
2. financial circumstances of the Insured Person or a Family Member;
3. any business or contractual obligations of the Insured Person or a Family Member;
4. Financial Default by the person, agency or tour operator, or the operator of the Scheduled Flight with whom the Insured Person made his travel arrangements;
5. any loss that is covered by any other existing insurance scheme, government program or which will be paid or refunded by a hotel, carrier or travel agent or any other provider of travel and/or accommodation;
6. loss or expense incurred as the result of Serious Accidental Injury or Serious Illness of an Insured Person, Family Member or Travel Companion which manifests itself during the sixty (60) days immediately preceding and including the Effective Date. A Serious Illness has manifested itself when:
 - (i) medical care or treatment has been given; or
 - (ii) there exists symptoms which would cause a reasonably prudent person to seek diagnostic care or treatment.
7. any claim due to any regulations or orders given by the government or relevant authority of any country or group of countries on border closures of a country (whether land, sea, airspace or designated border control points).

C2 - Travel Curtailment

If during the Period of Insurance, while the Insured Person is on a Journey, he/she is forced to curtail or alter the itinerary of any part of a planned Journey during the course of that Journey, as the direct and necessary result of any Specified Cause (as defined in Section C1 - Travel Cancellation and Travel Postponement), We will pay him/her in respect of Curtailment Expenses incurred up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

This coverage is effective only if the Insured Person is enrolled under the Group Policy before he/she becomes aware of any circumstances which could lead to the disruption of his/her Journey.

Where a claim under Section C2 - Travel Curtailment and Section C4 - Travel Delay result from the same occurrence, We will pay for the claim under one (1) Section only.

ADDITIONAL EXCLUSIONS

In addition to Part 7 - General Exclusions, We will not pay under Section C2 Travel Curtailment for any of the following:

1. changes in plans by the Insured Person or a Family Member for any reason;
2. financial circumstances of the Insured Person or a Family Member;
3. any business or contractual obligations of the Insured Person or a Family Member;
4. Financial Default by the person, agency or tour operator, or the operator of the Scheduled Flight with whom the Insured Person made his travel arrangements;
5. any loss that is covered by any other existing insurance scheme, government program or which will be paid or refunded by a hotel, carrier or travel agent or any other provider of travel and/or accommodation;
6. any claim due to any regulations or orders given by the government or relevant authority of any country or group of countries on border closures of a country (whether land, sea, airspace or designated border control points);

7. as the result of Serious Accidental Injury or Serious Illness of Family Member or Travel Companion which manifests itself during the sixty (60) days immediately preceding and including the Effective Date. A Serious Accidental Injury or Serious Illness has manifested itself when:
- (i) medical care or treatment has been given to the aforementioned Family Member or Travel Companion; or
 - (ii) there exist symptoms which would cause a reasonably prudent person to seek diagnostic care or treatment.

C3 - Loss or Damage of Personal Property and Baggage

If during the Period of Insurance, while the Insured Person is on a Journey, he/she sustains loss of or damage to Personal Property and Baggage and Money due to robbery, theft, burglary or any attempt thereof, We will pay him/her in respect of such loss up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

ADDITIONAL CONDITIONS

- (a) We will only pay up to the maximum sum insured specified in the Benefit Schedule for any one article, or a pair or a set of articles or Money regardless of the number of Insured Person(s) in a Duo Plan/Family Plan stated in the Certificate of Insurance for the same Journey.
- (b) The loss or damage of each article must be accompanied by proof of purchase such as but not limited to receipts, bank statements or credit card statements. If no proof of purchase is provided, We may decline the claim or accept it at a reduced value.
- (c) We may make payment subject to due allowance of wear and tear and depreciation or at Our option replace or repair such articles.
- (d) The loss or damage must be reported to the police or relevant authority having jurisdiction where the loss or damage occurred within twenty-four (24) hours from the incident. Any claim for indemnity under this section must be accompanied by a copy of a police report or a report issued by the relevant authority evidencing such loss.
- (e) We will only pay up to the maximum of one (1) Mobile Device and one (1) Portable Computer per Insured Person.
- (f) You must take every possible safeguard to ensure the security of Your Money.
- (g) We will only pay for loss or damage of the Insured Person and/or his/her Child(ren)'s checked-in baggage that is tagged under his/her name by the airline or service provider. Any claims that result from the Insured Person losing his/her baggage or it being damaged while being held by an airline or service provider should be made to the airline or service provider first. Any claim made under Section C3 - Loss or Damage of Personal Property and Baggage must be accompanied by proof of compensation received from the airline or service provider or where such compensation is denied, proof of such denial.

ADDITIONAL DEFINITIONS

Personal Property and Baggage mean personal goods belonging to the Insured Person which are taken on the Journey or acquired by him/her or hand-carried or check-in as accompanied baggage with the carrier during the Journey.

Mobile Device means handheld devices like mobile phones, tablets, netbooks, and the like equipment, excluding Portable Computers.

Money means coins, bank notes, postal money orders or travellers' cheques.

Portable Computers mean the complete laptop computers including accessories or attachments that come as standard equipment with the laptop. Any handheld computers, tablets (including but not limited to iPads, Samsung Galaxy tablets) or similar devices are excluded from this category.

Public Place means any place the public has access to.

ADDITIONAL EXCLUSIONS

In addition to Part 7 - General Exclusions, We will not pay under Section C3 - Loss or Damage of Personal Property and Baggage for any of the following:

- 1. loss or damage of baggage caused by wear and tear, gradual deterioration, moths, vermin, inherent vice or damage sustained due to any process or while actually being worked upon or resulting therefrom;

2. loss or damage of baggage caused by mechanical or electrical breakdown or derangement or damage sustained due to any process initiated by the Insured Person to repair, clean or alter any baggage;
3. loss or damage of baggage resulting directly or indirectly from insurrection, rebellion, revolution, civil war, usurped power, or action taken by governmental authorities in hindering, combating or defending against such an occurrence, seizure or destruction under quarantine or customs regulations, confiscation by order of any government or public authority or risk of contraband or illegal transportation or trade;
4. loss or damage of property from confiscation or retention by customs or other officials;
5. loss or damage of property as a result of the Insured Person's failure to take due and reasonable care and precautions to safeguard and secure such property;
6. loss or damage of watches and Portable Computers not carried as hand carried baggage or kept under the Insured Person's supervision;
7. loss of data recorded on tapes, cards, discs, Mobile Devices or otherwise, including the cost of reproducing the data;
8. damage or breakages of fragile or brittle articles;
9. loss or damage not reported to either the police or relevant authority having jurisdiction where the loss or damage occurred within twenty-four (24) hours of the discovery of such loss or damage;
10. loss or damage of property whilst in the custody of an airline or other carrier, unless reported immediately on discovery and, in the case of an airline, a property irregularity report is obtained;
11. loss of or damage to property left unattended in a Public Place;
12. loss of or damage to property left unattended in any motor vehicle (unless stored in the locked boot or compartment);
13. devaluation of currency or shortage due to errors or omissions during any transactions involving money; or
14. loss of postal money orders or travellers' cheques not immediately reported to the local branch or agent of the issuing authority.

Property Not Covered

We will not pay for damage to or loss of any of the following:

- (a) animals;
- (b) motor vehicles, aircraft, and other conveyances or equipment or parts pertaining to such conveyance;
- (c) artificial limbs, false teeth, any type of eyeglasses, contact lenses or corneal lenses;
- (d) tickets, except for administrative fees required to reissue tickets;
- (e) coupons, negotiable instruments, title deeds, manuscripts, stamps, stocks and bonds;
- (f) securities of any kind;
- (g) property shipped as freight, or shipped prior to the Scheduled Departure Date;
- (h) cards; including but not limited to credit card(s), cash card, identity card, EZ-Link card, driving licence;
- (i) contraband;
- (j) business goods or samples/prototypes or equipment of any kind or any products/components meant for trade;
- (k) hired or leased equipment;
- (l) any consumable and/or any perishable item(s);
- (m) computers (including software and accessories) other than Portable Computers;
- (n) jewellery;
- (o) golf equipment;
- (p) cash equivalents, bank note(s), casino chip(s), voucher(s);

- (q) musical instrument, household effect(s) antique(s), artefact(s), painting(s), object(s) of art, gem, stone(s); or
- (r) derangement or breakage of fragile or brittle articles.

C4 - Travel Delay

If during the Period of Insurance, while the Insured Person is on a Journey, the departure of the Public Conveyance in which he/she had arranged to travel is delayed for at least six (6) consecutive hours at any single location Overseas due to:

- (a) Strike or other industrial action;
- (b) Natural Disaster or adverse weather conditions;
- (c) grounding of the Public Conveyance as a result of mechanical or structural defect; or
- (d) any event leading to airspace restriction or airport closure.

We will pay the Insured Person the relevant Benefit for every full six (6) consecutive hours of delay (the delay being calculated from actual departure time of the Public Conveyance and the scheduled departure time specified in the travel itinerary), up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

In the event after the Insured Person has checked-in in Singapore, the delay is in Singapore for the same reasons listed above, and where the Insured Person is enrolled under the Group Policy before he/she becomes aware of any circumstances which could lead to the disruption of his/her Journey, We will pay him/her the relevant Benefit after six (6) consecutive hours of departure delay, up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

The delay must be verified in writing by the operator(s) of the Public Conveyance or their handling agent(s) as well as the number of hours delayed and the reason for the delay.

This coverage is effective only if the Insured Person is enrolled under the Group Policy before he/she becomes aware of any circumstances which could lead to the disruption of his/her Journey.

ADDITIONAL EXCLUSIONS

In addition to Part 7 - General Exclusions, We will not pay under Section C4 - Travel Delay for any of the following:

1. the Insured Person's failure to check-in according to the itinerary supplied to him/her;
2. Strike or industrial action existing on the date the Insured Person applied for cover under this Policy.

Where a claim under Section C2 - Travel Curtailment results from the same occurrence, We will pay for the claim under one (1) Section only.

C5 - Baggage Delay

If during the Period of Insurance, while the Insured Person is on a Journey, all his/her checked-in baggage is delayed by a Public Conveyance operator and is not delivered to him/her within six (6) hours of his/her arrival at the scheduled destination Overseas, We will pay him/her the relevant Benefit for every full six (6) consecutive hours of delay up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

In the event the checked-in baggage is delayed after six (6) consecutive hours upon returning to Singapore, We will pay the Insured Person the relevant Benefit for the baggage delay, up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

The delay must be verified in writing by the operator(s) of the Public Conveyance or their handling agent(s) as well as the number of hours delayed and the reason for the delay.

ADDITIONAL CONDITIONS

- (a) We will pay for one (1) piece of delayed baggage per Insured Person.
- (b) Regardless of the number of Insured Person inconvenienced by one (1) piece of delayed baggage, We will pay for one (1) Insured Person only.
- (c) If the baggage is later proved to be permanently lost, We shall review the claim under Section C3 - Loss of or Damage to Personal Property and Baggage and recover the paid amount under Section C5 - Baggage Delay.

C6 - Personal Liability

If during the Period of Insurance, while the Insured Person is on a Journey, he/she commits an act of negligence which results in him/her becoming legally liable to pay compensation for:

- (a) death or Accidental Injury to any third party; or
- (b) Accidental Property Damage to any third party.

We will pay up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

ADDITIONAL DEFINITION

Property Damage means any physical damage to, destruction of, or loss of use of tangible property.

ADDITIONAL EXCLUSIONS

In addition to Part 7 - General Exclusions, We will not pay under Section C6 - Personal Liability for any of the following:

1. any Property Damage to the property of or Accidental Injury to any person who is the Insured Person's relative or employee or deemed by law to be his/her employee;
2. Property Damage to property belonging to or held in trust by the Insured Person, or while in his/her custody or control;
3. any liability assumed under contract;
4. liability arising out of any wilful, malicious or unlawful act or omission on the Insured Person's part;
5. liability arising from the negligent supervision or vicarious liability for the acts of a minor in connection with the ownership, possession or use of vehicles, aircraft, firearms or animals;
6. liability arising out of past or present business, trade or professional activities, including the rendering of or failure to render business, trade or professional services;
7. any criminal proceedings taken against the Insured Person whether he/she is actually convicted or not;
8. liability arising out of the transmission of communicable disease by the Insured Person;
9. the possession or use of any controlled substance/drugs unless prescribed by a Doctor;
10. sexual molestation, corporal punishment, physical or mental abuse; or
11. pollution which includes the alleged or potential introduction of substance which makes the environment impure or harmful.

C7 - Credit Card Indemnity

If during the Period of Insurance, while You are on a Journey, You sustain financial loss as a direct result of a credit, charge or bankers card being lost or stolen and being subsequently used fraudulently by any person other than You, We will pay You for such loss up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

ADDITIONAL CONDITIONS

- (a) The loss must be reported to the card company(s) within six (6) hours after the incident. Any claim must be accompanied by a copy of the report issued by the card company(s) evidencing such loss and confirming Your liability for the loss.
- (b) You must take every possible safeguard to ensure the security of Your credit, charge or bankers card(s).
- (c) The loss must be reported to either the police or relevant authority having jurisdiction where the loss occurred within twenty-four (24) hours of the discovery of such loss.

C8 - 24 Hour Emergency Assistance

The services provided under this section are by way of referral and arrangement only, and all expenses including telecommunication charges incurred are to be borne by the Insured Person:

Travel Assistance Services:

- (a) Embassy/Interpreter Referral
- (b) Lost Baggage Assistance
- (c) Lost Passport Assistance
- (d) Legal Referral
- (e) Loss Reporting Assistance
- (f) Emergency Reservation for Airline and Hotel

Medical Assistance Services:

- (a) Telephone Medical Advice
- (b) Medical Service Provider Referral
- (c) Arrangement of Hospital Admission
- (d) Monitoring of Medical Condition during hospitalization

Section D - Supplementary Benefits

D1 - Replacement of Mobile Phone

If during the Period of Insurance, while the Insured Person is on a Journey, he/she sustains loss of mobile phone due to robbery, theft, burglary or any attempt thereof, We will reimburse him/her for the cost of replacement of such mobile phone within 7 days upon arrival back to Singapore, up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

ADDITIONAL CONDITIONS

- (a) The purchase of mobile phone must be accompanied by proof of purchase such as but not limited to receipts, bank statements or credit card statements. If no proof of purchase is provided, We may decline the claim.
- (b) We will only pay up to the maximum of one (1) mobile phone purchase per Insured Person.
- (c) You must take every possible safeguard to ensure the security of Your mobile phone.
- (d) We will only pay for the benefit under this section when claim has been paid for loss of mobile phone under C3 - Loss or Damage of Personal Property and Baggage for the same incident.
- (e) Your new mobile phone must be purchased from a Singapore mobile network operator or Singapore mobile network operator exclusive dealer or manufacturer of mobile phones.

ADDITIONAL EXCLUSIONS

In addition to Part 7 - General Exclusions, We will not pay under Section D1 - Replacement of mobile phone for any of the following:

1. any cost of replacement of SIM card onto Your replaced mobile phone;
2. any accessories of Your replaced mobile phone;
3. any cost incurred for the restoration of data onto Your replaced mobile phone or within the SIM card in Your replaced mobile phone or storage media;
4. any other fees incurred for replacing with new mobile phone other than the cost of the mobile phone;
5. if the loss of mobile phone claimable under Section C3 is caused by a member of Your family, relatives or friends;
6. if the loss of mobile phone claimable under Section C3 is caused by servicing, inspections, modifications, adjustments or cleaning; or
7. any other loss or expense incurred as a result of not being able to use Your lost mobile phone.

D2 - Replacement of SIM Card in Lost Mobile Phone

If during the Period of Insurance, while the Insured Person is on a Journey, he/she sustains loss of SIM Card as a result of loss of mobile phone due to robbery, theft, burglary or any attempt thereof, We will reimburse him/her in respect of the SIM Card replacement charges under StarHub, subject to the terms and conditions of this Policy.

ADDITIONAL CONDITION

We will only pay for the benefit under this section when claim has been paid for loss of mobile phone under C3 - Loss or Damage of Personal Property and Baggage.

ADDITIONAL EXCLUSIONS

1. loss of data recorded on mobile phone, or otherwise, including the cost of reproducing the data;
2. any of loss of data/information, or any software/programs loaded onto Your SIM Card;
3. any loss or expense incurred as a result of not being able to use Your SIM Card;
4. loss or expense incurred for the restoration of data stored on Your SIM card;
5. any reconnection fees for Your SIM Card or Replacement SIM Card;
6. any fees You pre-paid for services which You were unable to use after Your SIM Card was lost; or
7. if the Serial Number cannot be identified on Your lost SIM Card and You are unable to provide Us with evidence satisfactory to Us which proves the identity of Your SIM Card.

D3 - Unused StarHub Data Roaming Add-on due to Journey Cancellation or Postponement

If the Insured Person is forced to cancel or postpone his/her Journey as the direct and necessary result of any Specified Causes (as defined in Travel Cancellation) under C1 - Travel Cancellation and Travel Postponement Travel, We will reimburse him/her in respect of unused Data Roaming Add-on charges from StarHub, subject to the terms and conditions of this Policy.

ADDITIONAL CONDITION

We will only pay for the benefit under this section when claim has been paid under C1 - Travel Cancellation and Travel Postponement Travel.

ADDITIONAL DEFINITION

Unused StarHub Data Roaming Add-on Charges mean deposits, advance payments for Data Roaming or other charges, which have not been and will not be used but become forfeited or payable under contract.

D4 - Emergency Mobile Phone Charges

If during the Period of Insurance, while the Insured Person is on a Journey, he/she suffers Accidental Injury or Sickness and incur charges for personal mobile phone or standard land line used for the sole purpose of engaging the services of Chubb Assistance, or an authorised representative of Chubb Assistance, during a medical emergency, and for which an Overseas Medical Expense claim has been paid under Section B1 - Overseas Medical Expenses or Section E1 - Overseas Medical Expenses due to COVID-19, We will reimburse him/her in respect of Emergency Mobile Phone Charges up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

ADDITIONAL CONDITION

Charges incurred must be supported by an itemised statement of charges.

ADDITIONAL EXCLUSION

In addition to Part 7 - General Exclusions, We will not pay under Section D4 - Emergency Mobile Phone Charges for any public telephone charges using an international calling card.

Section E - COVID-19 Cover

E1 - Overseas Medical Expenses due to COVID-19

If, during the Period of Insurance, whilst the Insured Person are on a Journey, he/she is necessarily and reasonably Confined in a Hospital or other Temporary Medical & Quarantine Facility as a direct result of COVID-19 and as diagnosed by a Doctor who is directly treating, testing or, attending to the his/her medical circumstances, We will cover him/her in respect of such Medical Expenses upon notification to Chubb Assistance for hospitalization and medical arrangement up to the maximum Benefit specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

ADDITIONAL CONDITIONS

If due to reasons beyond the Insured Person's control, the Insured Person is unable to notify Chubb Assistance to make the necessary arrangements, We shall reimburse him/her up to the amount which Chubb Assistance would have incurred for the services provided under the same circumstances, subject to the terms and conditions of this Policy.

ADDITIONAL EXCLUSIONS

In addition to Part 7 - General Exclusions, We will not pay under Section E1 - Overseas Medical Expenses due to COVID-19 for any of the following:

1. any further expenses incurred by the Insured Person if We wish to return the Insured Person back to Singapore, but the Insured Person refuses (where in the opinion of the treating Doctor and Chubb Assistance, the Insured Person is fit to travel);
2. any expenses relating to any treatment for COVID-19 where such treatment was first sought more than sixty (60) days from the time the COVID-19 was first sustained;
3. any expenses incurred in relation to treatment by an Alternative Medical Physician;
4. any expenses relating to specialist treatment not prescribed or referred by a Doctor in general practice;
5. expenses incurred for mandatory diagnostic tests that the Insured Person is required to take for the trip, such as pre-departure tests and post-arrival tests; or
6. any expenses covered under any government sponsored scheme or project.

E2 - Overseas Hospital Confinement Benefit due to COVID-19

If, during the Period of Insurance, While the Insured Person is on the Journey, he/she is necessarily and reasonably Confined in a Hospital or other Temporary Medical & Quarantine Facility Overseas as a result of COVID-19, and as diagnosed by a Doctor who is directly treating, testing or, attending to his/her medical circumstances, We will pay him/her the relevant daily Benefit up to the maximum Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

The daily Benefit amount shall be paid for each complete day twenty-four (24) hours of Confinement from the first (1st) day of Confinement and up to the maximum Benefit specified in the Benefit Schedule.

For this purpose, each day of Confinement shall be counted towards the total number of days of Confinement, notwithstanding that such days do not run consecutively.

ADDITIONAL CONDITIONS

Overseas Hospital Confinement Benefit due to COVID-19 shall be payable only if the following conditions are met:

- (a) after a minimum Confinement period of twenty-four (24) hours; and
- (b) Confinement must be considered medically necessary by a Doctor in his professional capacity.

ADDITIONAL EXCLUSIONS

We will not pay under Overseas Hospital Confinement Benefit due to COVID-19 for any of the following:

1. any Confinement in Singapore.

E3 - Repatriation of Mortal Remains due to COVID-19

If, during the Period of Insurance, while the Insured Person is on a Journey, the Insured Person suffers death as a direct result of COVID-19, Chubb Assistance or its authorised representative shall make the necessary arrangements for the return of the Insured Person's mortal remains to Singapore or his/her Home Country. We shall pay directly to Chubb Assistance the Covered Expenses for such repatriation and We shall reimburse to the Insured Person's estate the actual expenses incurred Overseas for services and supplies by a mortician or undertaker, including the cost of embalming and cremation if so elected, subject to the terms and conditions of this Policy. All payments made by Us shall not exceed the maximum Benefit specified in the Benefit Schedule.

ADDITIONAL EXCLUSIONS

In addition to Part 7 - General Exclusions, We will not pay under Section E3 - Repatriation of Mortal Remains due to COVID-19 for any of the following:

1. any expenses incurred for services provided by another party for which the Insured Person is not liable to pay, or any expenses already included in the cost of a scheduled trip;
2. any expenses for a service not approved and arranged by Chubb Assistance or its authorised representative, except as otherwise mentioned in this Section;
3. any treatment performed or ordered by a person who is not a Doctor;
4. any expenses incurred in relation to treatment that can be reasonably delayed until the Insured Person return to Singapore; and
5. any expenses which are recoverable from any other insurance coverage that You are entitled to.

E4 - Travel Cancellation and Travel Postponement due to COVID-19**Travel Cancellation due to COVID-19**

If the Insured Person is forced to cancel any part of his/her Journey as the direct and necessary direct result of any COVID-19 Specified Cause occurring within fifteen (15) days prior to the Scheduled Departure Date, We will reimburse him/her in respect of Cancellation Expenses up to the maximum Benefit specified in the Benefit Schedule, subject to the terms and conditions of this Policy. This coverage is effective only if the Insured Person is enrolled under the Group Policy before he/she becomes aware of any circumstances which could lead to the disruption of his/her Journey.

ADDITIONAL DEFINITION**COVID-19 Specified Cause means**

- (a) the Insured Person or his/her Travel Companion is diagnosed with COVID-19 and certified by a Doctor as unfit to travel;
- (b) the death of the Insured Person's Family Member or Travel Companion due to COVID-19 which resulted in him/her cancelling the Journey; or
- (c) the Insured Person or his/her Travel Companion serving a Compulsory Quarantine order given by the government to close contacts of a positive COVID-19 case, which is enforceable by law. And as a result of such order, the Insured Person or his/her Travel Companion missed the Scheduled Departure Date.

Once the Insured Person cancels his/her Journey and make a claim under this Section of his/her single trip cover, his/her cover shall be terminated upon cancellation of his/her Journey. For the avoidance of doubt, the cover continues to have force and effect with regards to other Insured Person(s) under the Certificate of Insurance who continue with the Journey.

TRAVEL POSTPONEMENT DUE TO COVID-19

If, the Insured Person is forced to postpone his/her Journey as the direct and necessary result of any COVID-19 Specified Cause (as defined in Travel Cancellation due to COVID-19) occurring within fifteen (15) days prior to the Scheduled Departure Date, We will reimburse the Insured Person in respect of Postponement Expenses up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

This coverage is effective only if the Insured Person is enrolled under the Group Policy before he/she becomes aware of any circumstances which could lead to the disruption of his/her Journey.

ADDITIONAL EXCLUSIONS

In addition to Part 7 - General Exclusions, We will not pay under Section E4 - Travel Cancellation and Travel Postponement due to COVID-19 for any of the following:

1. any change of plans on the Insured Person's part or that of any other person to travel (except as a result of the COVID-19 Specified Cause);
2. financial circumstances of the Insured Person or a Family Member;
3. any business or contractual obligations of the Insured Person or a Family Member;
4. Financial Default (whether full or partial suspension of operations due to financial circumstances following a filing of bankruptcy) or failure to provide promised services by a person, agency, tour operator or organisation with whom the Insured Person has made his/her travel arrangements;
5. any loss that is covered by any other existing insurance scheme, government programme or which will be paid or refunded by a hotel, carrier or travel agent or any other provider of travel and/or accommodation;
6. any loss that will be paid, credited by a voucher or credit or refunded by a hotel, carrier or travel agent or any other provider of travel and/or accommodation;
7. any claim due to any regulations or orders given by the government or relevant authority of any country or group of countries on border closures of a country (whether land, sea, airspace or designated striker control points); or
8. compensation for any air miles or holiday points the Insured Person has used to pay for the Overseas Journey in part or in full.

E5 - Travel Curtailment due to COVID-19

If, during the Period of Insurance, while the Insured Person is on a Journey, he/she is forced to curtail or alter the itinerary of any part of a planned Journey, as the direct and necessary result of any of the COVID-19 Specified Cause (as defined in Section E4 - Travel Cancellation and Travel Postponement due to COVID-19) which takes place during the Journey, We will pay him/her in respect of Curtailment Expenses incurred up to the maximum Benefit specified in the Benefit Schedule, subject to the terms and conditions of this Policy. This coverage is effective only if the Insured Person is enrolled under the Group Policy before he/she becomes aware of any circumstances which could lead to the disruption of his/her Journey.

ADDITIONAL EXCLUSIONS

In addition to Part 7 - General Exclusions, We will not pay under Section E5 - Travel Curtailment due to COVID-19 for any of the following:

1. any change of plans on the Insured Person's part or that of any other person to travel (except as a result of the COVID-19 Specified Cause);
2. financial circumstances of the Insured Person or a Family Member;
3. any business or contractual obligations of the Insured Person or a Family Member;
4. Financial Default (whether full or partial suspension of operations due to financial circumstances following a filing of bankruptcy) or failure to provide promised services by a person, agency, tour operator or organisation with whom the Insured Person has made his/her travel arrangements;
5. any loss that is covered by any other existing insurance scheme, government programme or which will be paid or refunded by a hotel, carrier or travel agent or any other provider of travel and/or accommodation;
6. any loss that will be paid, credited by a voucher or credit or refunded by a hotel, carrier or travel agent or any other provider of travel and/or accommodation;
7. any claim due to any regulations or orders given by the government or relevant authority of any country or group of countries on border closures of a country (whether land, sea, airspace or designated striker control points); or
8. compensation for any air miles or holiday points the Insured Person has used to pay for the Overseas Journey in part or in full.

E6 - Emergency Medical Evacuation & Repatriation due to COVID-19

If, during the Period of Insurance, whilst the Insured Person is on a Journey, he/she:

- (a) is diagnosed with COVID-19 by a Doctor who is directly treating, testing or, attending to the Insured Person's medical circumstances, and this is further validated by the designated Doctor appointed by Chubb Assistance; and
- (b) the necessary medical treatment is not available, either at the nearest Hospital where the Insured Person was transported to or in the immediate vicinity thereof, after being diagnosed with COVID-19; We may, based on the advice of the designated Doctor appointed by Chubb Assistance that the Insured Person is medically fit to be evacuated, determine in our sole discretion, that he/she, should be evacuated to another location for the necessary medical treatment.

Chubb Assistance or its authorised representative, shall arrange for the evacuation within a reasonable timeframe and utilise the best suited means based on the medical severity of the Insured Person's condition, including but not limited to, air ambulance, surface ambulance, regular air transportation, railroad or any other appropriate means. All decisions as to the means of transportation and the final destination will be made by Chubb Assistance, or its authorised representative, and will be based solely upon medical necessity. The Insured Person may in appropriate circumstances be returned to Singapore.

We shall pay directly to Chubb Assistance the Covered Expenses, up to the maximum Benefit specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

If due to reasons beyond the Insured Person's control, that he/she is unable to notify Chubb Assistance to make the necessary evacuation arrangements, We shall, if satisfied that the evacuation was due to the necessary medical treatment not being available, either at the nearest Hospital where the Insured Person was transported to or in the immediate vicinity thereof, reimburse him/her for expenses incurred in relation to the evacuation, up to the amount which Chubb Assistance would have incurred for services provided under the same circumstances, subject to the terms and conditions of this Policy.

ADDITIONAL EXCLUSIONS

In addition to Part 7 - General Exclusions, We will not pay under Section E6 - Emergency Medical Evacuation & Repatriation due to COVID-19 for any of the following:

1. any expenses incurred for services provided by another party for which the Insured Person is not liable to pay, or any expenses already included in the cost of a scheduled trip;
2. any expenses for a service not approved and arranged by Chubb Assistance or its authorised representative, except as otherwise mentioned in this Section;
3. any treatment performed or ordered by a person who is not a Doctor;
4. any expenses incurred in relation to treatment that can be reasonably delayed until the Insured Person return to Singapore; or
5. any expenses which are recoverable from any other insurance coverage that You are entitled to.

E7 - Overseas Quarantine Benefit due to COVID-19

If, during the Period of insurance, while the Insured Person is on a Journey, he/she is necessarily placed under Compulsory Quarantine at Designated Facility Overseas as a direct result of being diagnosed with COVID-19 and confirmed by a Doctor, We will pay him/her the relevant daily Benefit up to the maximum Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy.

The Overseas Quarantine Benefit due to COVID-19 will only be paid for each twenty-four (24) consecutive hour period of Compulsory Quarantine and up to the maximum sum insured specified in the Benefit Schedule. For this purpose, each day of Quarantine shall be counted towards the total number of days of Quarantine, notwithstanding that such days do not run consecutively.

In addition to Part 7 - General Exclusions, We will not pay under Overseas Quarantine Benefit due to COVID-19 for any Compulsory Quarantine in Singapore.

6. Overall Compensation Limit

Our maximum liability in respect of all Insured Persons travelling in one (1) aircraft or surface transport vehicle or vessel shall not exceed the conveyance limit of fifteen million Singapore dollars (S\$15,000,000) or the total amount of all Benefits payable in respect of such Insured Persons, whichever is the lesser.

If the total amount of all claims for Insured Persons travelling in one (1) conveyance exceeds the conveyance limit, Our liability in respect of each of such Insured Persons will be a ratable proportion of the Benefits due in respect of that person.

7. General Exclusions Applicable to All Benefits

1. We will not (under any sections) pay for claims arising directly or indirectly from:
 - (a) declared or undeclared war or any act of war, invasion, foreign enemy hostilities, civil war, rebellion, revolution, insurrection, military or usurped power.
 - (b) any nuclear reaction or contamination, ionising rays or radioactivity.
 - (c) any Nuclear, Chemical or Biological Terrorism.
 - (d) any mental and/or nervous disorder, self-inflicted injury or condition, suicide, attempted suicide, or provoked homicide or assault.
 - (e) any wilful or intentional acts by the Insured Person whether sane or insane.
 - (f) the Insured Person acting as a law enforcement officer, emergency medical or fire service personnel, civil defence personnel or military personnel of any country or international authority, whether full-time service or as a volunteer, other than for reservist training under Section 14 of the Enlistment Act, Chapter 93 of Singapore.
 - (g) the Insured Person participating in:
 - i. Extreme Sports and Sporting Activities;
 - ii. any professional competitions or sports in which the Insured Person receives remunerations, sponsorships or any forms of financial rewards;
 - iii. racing, other than on foot but this does not include ultra-marathons, biathlons and triathlons;
 - iv. off-piste skiing;
 - v. white water rafting grade 4 and above;
 - vi. Mountaineering;
 - vii. trekking (including mountain trekking) above three thousand (3,000) metres; or
 - viii. scuba diving unless the Insured Person holds a PADI certification (or similar recognised qualification) or when diving with a qualified instructor. In these situations, the maximum depth that this Policy covers is specified under the Insured Person's PADI certification (or similar recognised qualification) but no deeper than thirty (30) metres and the Insured Person must not be diving alone.
 - (h) any condition that results from or is a complication of infection with Human Immunodeficiency Virus ('HIV'), any variance including Acquired Immune Deficiency Syndrome ('AIDS'), and AIDS Related Complications ('ARC'), or any opportunistic infections and/or malignant neoplasm (tumour) found in the presence of HIV, AIDS or ARC.
 - (i) any condition that results from or is a complication of pregnancy, childbirth, miscarriage (except miscarriage due to Accidental Injury).
 - (j) intoxication by alcohol or drugs not prescribed by a Doctor.
 - (k) illegal acts (or omissions) of the Insured Person or his/her executors, administrators, legal heirs or personal representatives, loss resulting directly or indirectly from action taken by the Government Authorities including confiscation, seizure, destruction and restriction.

- (l) air travel other than as a fare-paying passenger on a fully licensed passenger carrying aircraft operated by an airline or an air charter company for the regular transportation of passengers.
- (m) travel booked or undertaken against the advice of any Doctor or for the purpose of seeking medical attention.
- (n) any Pre-Existing Medical Condition.
- (o) any government prohibition, regulation or intervention.
- (p) the Insured Person not taking all reasonable efforts or his/her carelessness, negligence or recklessness in safeguarding his/her property or avoiding any injury or minimising any claim under the Policy.
- (q) the Insured Person is engaging in naval, military or air force service or operation or testing of any kind of conveyance or being engaged in Manual Work or whilst engaging in offshore activities including but not limited to diving, oil-rigging, mining or aerial photography or handling of explosive or loss of or damage to hired or leased equipment.
- (r) any condition which results from or is a complication of venereal disease.
- (s) any loss or expenses which arises in connection with or is contributed by the Insured Person undertaking any Journey against travel advice (including non-essential travel) by the Ministry of Foreign Affairs of Singapore or the Ministry of Health of Singapore, in relation to the country of his/her destination, unless the Journey had already commenced prior to the issuance of such travel advice. This shall not apply in respect of travel advice based solely on the COVID-19 (or any mutation or variation thereof or any related strain) and/or its outbreak.
- (t) any Communicable Disease Outbreak or any fear or threat of a Communicable Disease Outbreak unless expressly included at the Inception Date or Renewal Date of this Policy.
- (u) any known event/foreseen circumstance, which means Riot, Strike, Civil Commotion or Natural Disaster that were publicised or reported by the media or through travel advice issued by a national or international body or agency before the Effective Date.
- (v) any loss or expenses with respect to Cuba.

2. Sanction Exclusions Applicable to this Policy

This insurance does not apply to the extent that trade or economic sanctions or other laws or regulations prohibit Us from providing insurance, including, but not limited to, the payment of claims. All other terms and conditions of the Policy remain unchanged.

Chubb Insurance Singapore Limited is a subsidiary/branch of a US company and Chubb Limited, a NYSE listed company. Consequently, Chubb Insurance Singapore Limited is subject to certain US laws and regulations in addition to EU, UN and Singapore sanctions restrictions which may prohibit it from providing cover or paying claims to certain individuals or entities or insuring certain types of activities related to certain countries such as Cuba.

8. General Conditions Applicable to All Benefits

8.1 Disputes

Any disputes between Us and the Insured Person(s) arising out of or in connection with the coverage available under this Group Policy shall be referred to the Financial Industry Disputes Resolution Centre Ltd (FIDREC) for adjudication. Any determination by FIDREC in respect of any dispute shall be final and binding on the Insured Person and Us.

If any dispute or disagreement between Us and the Insured Person cannot be referred to or resolved by FIDREC, the dispute or disagreement must be referred to and finally resolved by arbitration under the Arbitration Act (Cap. 10) and any statutory modification or re-enactment thereof then in force, and administered by the Singapore International Arbitration Centre (“SIAC”) in accordance with the Arbitration Rules of the SIAC for the time being in force, which rules are deemed to be incorporated by reference in this clause. The seat of the arbitration shall be Singapore, the Tribunal shall consist of one arbitrator, and the language of the arbitration shall be English. In no case shall the Insured Person(s) seek to recover on the Group Policy before the expiration of 60 days after written proof of claim has been submitted to Us in accordance with the provisions of the Group Policy.

8.2 Governing law

The Group Policy shall be governed by and interpreted in accordance with the laws of the Republic of Singapore.

8.3 Fraud

If any claim under this Group Policy shall be, in any respect, fraudulent or if any fraudulent means or devices shall be used by any person to obtain a benefit under this Group Policy, We shall have no liability in respect of such claim and We shall be entitled to terminate the relevant Insured Person's cover with immediate effect.

8.4 Due Diligence

The Insured Person will exercise due diligence and precaution to avoid or reduce any loss under this Policy.

8.5 Duty of Disclosure

The Insured Person must fully and faithfully disclose all facts which he/she knows or should know. Otherwise, the coverage may be void. The insurance cover under this Policy is based on the information submitted by the Insured Person to Us in the application form. If the Insured Person provided Us with any information that is incorrect, please notify Us immediately, otherwise the Insured Person may receive no benefit in the event of a valid claim.

If the information which the Insured Person subsequently provides Us differs materially from the information set out in the application form, We may offer cover on different terms or decline it altogether.

If we do not hear from the Insured Person within fourteen (14) days from the date of issue of Certificate of Insurance, We will take it that the information is complete and correct.

8.6 Automatic termination of cover

1. Cover under the Group Policy in respect of any particular Insured Person shall terminate on the earliest of the following events:
 - a. upon the expiry of Period of Insurance;
 - b. when the Insured Person ceases to satisfy any of the eligibility requirements;
 - c. upon the Insured Person's death; or
 - d. upon the Group Policyholder giving written notice to Us to cancel that Insured Person's cover.
2. The Insured Person will only be covered for the Period of Insurance as stated in the Certificate of Insurance up to a maximum of ninety (90) consecutive days for the Journey, and We shall not be liable in respect of any loss occurring from 12.01 a.m. on the ninety-one (91st) day after the commencement of the Journey.

8.7 Commencement of Coverage

- a. Coverage is effective upon the issuance of the Certificate of Insurance or within thirty (30) days prior to the Scheduled Departure Date, whichever is later and shall cease on the commencement of the Journey for Section C1 - Travel Cancellation and Travel Postponement.
- b. Coverage is effective upon the issuance of the Certificate of Insurance or within fifteen (15) days prior to the Scheduled Departure Date, whichever is later and shall cease on the commencement of the Journey for Section E4 - Travel Cancellation and Travel Postponement due to COVID-19.
- c. For all other sections, cover is effective upon commencement of the Journey.

8.8 Claims payment

Any Benefits payable under this Policy shall be paid to the Insured Person or his/her estate in the event of his/her death except under Part 7, Section B3 - Emergency Medical Evacuation and Repatriation, Section B4 - Repatriation of Mortal Remains, Section E3 - Repatriation of Mortal Remains due to COVID-19 or Section E6 - Emergency Medical Evacuation & Repatriation due to COVID-19.

The receipt of any Benefit payable under this Policy by the Insured Person or his/her estate in the event of his/her death, shall in all cases be deemed final and complete discharge of all Our liability in respect of such Benefit. Payment of claims will be paid to his/her nominated account unless otherwise approved by Us.

8.9 Conditions precedent to liability

Our liability for any Benefit to each Insured Person enrolled under this Group Policy is conditional upon:

- a) the statements and information provided to Us by the Group Policyholder and that Insured Person being true; and
- b) the due observance and fulfilment of the terms and conditions of this Group Policy insofar as they relate to anything to be done or complied with by the Group Policyholder and that Insured Person.

8.10 Misrepresentation

A claim under this Group Policy may be rejected in the event of any misrepresentation, misdescription, non-disclosure or concealment of any circumstances by the Insured Person making the claim.

8.11 Data Privacy and Security Notice

It is hereby declared that as a condition precedent to Our liability, We can collect, use, disclose, and/or process Insured Persons' personal data provided by the Group Policyholder and/or Insured Persons to Us, Our affiliated companies, third party service providers, business partners and/or other parties, which may be sited outside Singapore, for policy administration, customer services and claims handling.

Chubb acknowledges its obligation to comply with all applicable privacy and information security laws in Singapore concerning such personal data.

8.12 Coverage validity

Insured Person will not be covered if he/she lives outside of Singapore for more than 182 days in the 12 month period following the Scheduled Departure Date.

8.13 Other insurance

The Insured Person can only be covered under one (1) travel insurance policy paid by him/her and underwritten by Us for the same Journey. For the avoidance of doubt, this does not apply to any complementary travel insurance policy which he/she may have with Us.

8.14 Enrolment

Enrolment for the Group Policy shall be by declaration by the Group Policyholder.

9 Claims

9.1 Claims Procedure

Written notice shall be given to Our Claims Department at 138 Market Street #11-01 CapitaGreen Singapore 048946. Alternatively, the Insured Person can submit his/her claim online at www.chubbclaims.com.sg.

If the Insured Person, or his/her legal representative wants to make a claim, he/she or they must:

- (a) complete a claim form (claim forms are available from Us), and attach to the claim form:
 - (i) original receipts for any expenses incurred that are being claimed;
 - (ii) all reports that have been made with or obtained from the police, a carrier or other authorities about the Accident, loss or damage; and
 - (iii) any other documentary evidence required by Us under the Policy.
- (b) provide Us with the completed claim form and accompanying documents as soon as practicable, in any event within thirty (30) days of the incident taking place which gives rise to the claim; and
- (c) provide any documents or evidence required by Us to verify the claim at the Insured Person's expense. Any medical examination required by Us (including post-mortem examinations where it is not prohibited by law) to verify the claim will be at Our expense.

Failure to notify Us within the time limit prescribed shall not invalidate the claim if it can be shown, to Our satisfaction, that it was not reasonably possible to give such proof within the prescribed time limit for an otherwise legitimate claim.

About Chubb in Singapore

Chubb is the world's largest publicly traded property and casualty insurer. Chubb Insurance Singapore Limited, via acquisitions by its predecessor companies, has been present in Singapore since 1948. Chubb in Singapore provides underwriting and risk management expertise for all major classes of general insurance. The company's product offerings include Financial Lines, Casualty, Property, Marine, Industry Practices as well as Group insurance solutions for large corporates, multinationals, small and medium-sized businesses. In addition, to meet the evolving needs of consumers, it also offers a suite of tailored Accident & Health and Personal & Specialty insurance options through a multitude of distribution channels including bancassurance, independent distribution partners and affinity partnerships.

Over the years, Chubb in Singapore has established strong client relationships by delivering responsive service, developing innovative products and providing market leadership built on financial strength.

More information can be found at www.chubb.com/sg.

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