

| Coverage                          | When It Applies   | Maximum Benefit          |
|-----------------------------------|---|--------------------------|
|                                   |   | Standard                 |
| Trip Cancellation Coverage        | You have to cancel your trip before you depart.   | \$5,000                  |
| Trip Interruption Coverage        | Your travel plans are interrupted while you are on your trip.   | \$5,000                  |
| Travel Delay Coverage             | Your travel plans are delayed while you are on your trip.<br>Maximum reimbursement per 24-hour period of delay: | \$1,500                  |
|                                   | No receipts daily limit:<br>(Min. required delay - 6 hours)   | \$200                    |
|                                   | With receipts daily limit:<br>(Min. required delay - 6 hours)   | \$400                    |
| Baggage Coverage                  | Your baggage is lost, damaged, or stolen while on your trip.  | \$5,000                  |
|                                   | Maximum benefit for all high value items:   | \$1,000                  |
| Baggage Delay Coverage            | Your baggage is delayed by an airline, cruise line, or other travel carrier while on your trip.                 | \$1,000                  |
|                                   | No receipts sublimit:<br>Minimum required delay – 6 hours   | \$200<br>(Outbound only) |
| Emergency Medical/Dental Coverage | You have to pay for emergency medical or dental treatment while on your trip.                                   | \$400,000                |
|                                   | Dental care maximum sublimit:   | \$500                    |
| Emergency Transportation Coverage | Transportation is needed following a medical emergency while on your trip.                                      | \$50,000                 |
|                                   | Search & Rescue sublimit:   | \$10,000                 |
| Personal Liability Coverage       | You are financially liable for damage you cause to a third party or their property while on your trip.          | \$250,000                |
| Travel Accident Coverage          | You suffer a death or disability as a result of a travel accident during your trip.                             | \$50,000                 |
|                                   | Death:  | \$50,000                 |
|                                   | Loss of sight or limb(s):<br>Permanent disablement:   | \$25,000<br>\$50,000     |
| ID/Document Coverage              | Your ID or travel document is stolen, lost or damaged while on your trip.                                       | \$650                    |

The above is only a brief description of the coverage available under your policy. Terms, conditions, limits, sub-limits and exclusions apply to all coverages. Please carefully review your policy for complete details. The definitions of the terms in the Definitions section of the policy will also apply to this Coverage Summary. Maximum Benefits apply per Insured Person.

**Important Notice:** This policy does not cover pre-existing medical conditions.

## Our promise to you

Since your satisfaction is our priority, we are pleased to give you 14 days to review your policy. If, during this 14-day period, you are not completely satisfied for any reason, you may cancel your policy and receive a full refund. Please note that this refund is only available if the trip has not started and if a claim has not been initiated. After this 14-day period, your premium is non-refundable.

### For Customer Service, please:

Call: +65 6327 2210

Mon – Fri, 09:00 – 17:30 (Singapore Time)

E-mail: [sg.travelhelp@allianz.com](mailto:sg.travelhelp@allianz.com)

### To File a Claim, please visit:

<https://www.allianz-assistance.com.sg/claims.html>

### For Claims Enquiries, please:

Call: +65 6327 2215

Mon – Fri, 09:00 – 17:30 (Singapore Time)

E-mail: [sg.travelclaim@allianz.com](mailto:sg.travelclaim@allianz.com)

### For 24-hour Emergency Assistance during your trip, please:

Call: +65 6995 1111

# General conditions

## Who is your insurer?

This *policy* is underwritten by Allianz Insurance Singapore Pte. Ltd., as the insurer. The insurer may be referred to as “we”, “our” and “us” in this policy wording.

AWP Services Singapore Pte. Ltd. (operating under the consumer-facing branding of Allianz Travel) has been appointed by Allianz Insurance Singapore Pte. Ltd. to act as agent to arrange the policy and provide general advice and as service provider to provide other services on our behalf.

## About this policy

This *policy* is *our* contract with *you*. Please read it carefully. *We* have tried to make it simple and easy to understand while also clearly describing the terms and conditions of *your* coverage. If *you* have any questions, *we* are available during our working hours listed in the Coverage Summary. Just visit *us* online or give *us* a call using the contact information listed in the Coverage Summary. And, if *your* travel arrangements change, please be sure to let *us* know so *we* can make any necessary updates to *your policy*.

Before commencing this contract of insurance, *you* have a duty to disclose to *us* every matter that *you* know, or could reasonably be expected to know, is relevant to *our* decision whether to accept the risk of the insurance and if so, on what terms. *You* have the same duty to disclose those matters to *us* before *you* extend or vary this contract. Otherwise *you* may not receive any benefit from this *policy*.

*We* will provide the insurance described in this *policy* in return for payment of the premium and *your* compliance with all provisions of this *policy*. *You* will also notice that some words are italicised. These words are defined in the “Definitions” section. Words that are capitalised refer to the document and coverage names found in this *policy*. Headings are provided for convenience only and do not affect *your* coverage in any way.

## What this policy includes and who it covers

This travel insurance *policy* covers only the sudden and unexpected specific situations, events, and losses included in this *policy*, and only under the conditions described. Please review this *policy* carefully.

*Your policy* consists of three parts:

1. The Certificate of Insurance document, which provides the particular list of individuals covered under *your policy*.
2. The Coverage Summary document, which provides the particular list of coverages and benefits covered under *your policy*; and
3. This General Conditions document, which describes the coverages, main provisions, and conditions that govern this *policy*.

### **NOTE:**

Not every loss is covered, even if it is due to something sudden, unexpected, or out of *your* control. Only those losses meeting the conditions described in this General Conditions document may be covered. Please refer to the General Exclusions section of this document for exclusions applicable to all coverages under *your policy*.

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## Definitions

Throughout this *policy*, words and any form of the word appearing in italics are defined in this section.

|                            |  |
|----------------------------|--|
| <b>Accident</b>            | An unexpected and unintended event that causes <i>injury</i> , property damage, or both.   |
| <b>Accommodation</b>       | A hotel or any other kind of lodging for which <i>you</i> make a reservation or where <i>you</i> stay and incur an expense.  |
| <b>Adoption proceeding</b> | A mandatory legal proceeding or other meeting required by law to be attended by <i>you</i> as a prospective adoptive parent(s) in order to legally adopt a minor child.  |
| <b>Baggage</b>             | Personal property <i>you</i> take with <i>you</i> or acquire on <i>your trip</i> .   |
| <b>Climbing sports</b>     | An activity utilising harnesses, ropes, belays, crampons, or ice axes. It does not include supervised climbing on artificial surfaces intended for recreational climbing.  |
| <b>Cohabitant</b>          | A person <i>you</i> currently live with and have lived with for at least 12 consecutive months and who is at least 18 years old.   |
| <b>Computer system</b>     | Any computer, hardware, software, or communication system or electronic device (including but not limited to smart phone, laptop, tablet, wearable device), server, cloud, microcontroller, or similar system, including any associated input, output, data storage device, networking equipment, or backup facility.  |
| <b>Covered reasons</b>     | The specifically named situations or events for which <i>you</i> are covered under this <i>policy</i> .  |
| <b>Cyber risk</b>          | Any loss, damage, liability, claim, cost, or expense of any nature directly or indirectly caused by, contributed to by, resulting from, or arising out of or in connection with, any one or more instances of any of the following: <ol style="list-style-type: none"><li>1. Any unauthorised, malicious, or <i>illegal act</i>, or the threat of such act(s), involving access to, or the processing, use, or operation of, any <i>computer system</i>;</li><li>2. Any error or omission involving access to, or the processing, use, or operation of any <i>computer system</i>;</li><li>3. Any partial or total unavailability or failure to access, process, use, or operate any <i>computer system</i>; or</li><li>4. Any loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any data, including any amount pertaining to the value of such data.</li></ol> |
| <b>Departure date</b>      | The originally scheduled date that <i>you</i> have selected to begin travel as shown on <i>your trip</i> itinerary and in <i>your</i> Certificate of Insurance.  |
| <b>Doctor</b>              | Someone who is legally authorised to practice medicine or dentistry and is licensed if required. This cannot be <i>you</i> , a <i>travelling companion</i> , <i>your family member</i> , a <i>travelling companion's family member</i> , or the sick or <i>injured person's family member</i> .  |
| <b>Epidemic</b>            | A contagious disease recognised or referred to as an epidemic by a representative of the World Health Organisation (WHO) or an official government authority.  |

|                                    |   |
|------------------------------------|---|
| <b>Family member</b>               | <p>Your:</p> <ol style="list-style-type: none"> <li>1. Spouse (by marriage, common law, domestic partnership, or civil union);</li> <li>2. <i>Cohabitants</i>;</li> <li>3. Parents and stepparents;</li> <li>4. Children, stepchildren, foster children, adopted children, or children currently in the adoption process;</li> <li>5. Siblings;</li> <li>6. Grandparents and grandchildren;</li> <li>7. The following in-laws: mother, father, son, daughter, brother, sister, and grandparent;</li> <li>8. Aunts, uncles, nieces, and nephews;</li> <li>9. Legal guardians and wards;</li> <li>10. Paid, live-in caregivers.</li> <li>11. <i>Service animals</i>.</li> </ol> |
| <b>First responder</b>             | Emergency personnel (such as a police officer, emergency medical technician, or firefighter) who are among those responsible for going immediately to the scene of an accident or emergency to provide aid and relief.  |
| <b>High-altitude activity</b>      | An activity that includes, or is intended to include, going above 4500 metres in elevation, other than as a passenger in a commercial aircraft.   |
| <b>High value items</b>            | Collectibles, jewellery, watches, gems, pearls, furs, cameras (including video cameras) and related equipment, musical instruments, professional audio equipment, binoculars, telescopes, <i>sporting equipment</i> , mobile devices, smartphones, computers, radios, drones, robots, and other electronics, including parts and accessories for the aforementioned items.  |
| <b>Hospital</b>                    | <p>An acute care facility that has a primary function of diagnosing and treating sick and <i>injured</i> people under the supervision of <i>doctors</i>. It must:</p> <ol style="list-style-type: none"> <li>1. Be primarily engaged in providing inpatient diagnostic and therapeutic services;</li> <li>2. Have organised departments of medicine and major surgery; and</li> <li>3. Be licensed where required.</li> </ol>   |
| <b>Illegal act</b>                 | An act that violates law where it is committed.   |
| <b>Injury</b>                      | Physical bodily harm.   |
| <b>Local public transportation</b> | Local, commuter, or other urban transit system carriers (such as commuter rail, city bus, subway, ferry, taxi, for-hire driver, or other such carriers) that transport <i>you</i> or a <i>travelling companion</i> less than 150 kilometres.  |
| <b>Mechanical breakdown</b>        | A mechanical issue, which prevents the vehicle from being driven normally, including running out of fluids (except fuel).   |
| <b>Medical escort</b>              | A professional person contracted by <i>our</i> medical team to accompany an ill or <i>injured</i> person while they are being transported. A <i>medical escort</i> is trained to provide medical care to the person being transported. This cannot be a friend, <i>travelling companion</i> , or <i>family member</i> .   |
| <b>Medically necessary</b>         | Treatment that is required for your illness, <i>injury</i> , or medical condition, consistent with <i>your</i> symptoms, and can safely be provided to <i>you</i> . Such treatment must meet  |

the standards of good medical practice and is not for *your* or the provider's convenience.

**Natural disaster** A large-scale extreme weather or geological event that damages property, disrupts transportation or utilities, or endangers people, including without limitation: earthquake, fire, flood, hurricane, or volcanic eruption.

**Pandemic** An *epidemic* that is recognised or referred to as a pandemic by a representative of the World Health Organisation (WHO) or an official government authority.

**Policy** The travel insurance coverage purchased. The *policy* includes this General Conditions document and the Certificate of Insurance document.

**Political risk** Any kind of events, organised resistance or actions intending or implying the intention to overthrow, supplant or change the existing ruler or constitutional government, including but not limited to:

- Nationalisation;
- Confiscation;
- Expropriation (including Selective Discrimination and Forced Abandonment);
- Deprivation;
- Requisition;
- Revolution;
- Rebellion;
- Insurrection;
- Civil commotion assuming to proportion of or amounting to an uprising;
- Military and usurped power.

**Pre-existing medical condition** Any medical or physical conditions, injuries, signs, symptoms or circumstances:

a) which you are aware of, or ought to have been aware of; or

b) for which advice, care, treatment, medication or medical attention has been sought, given or recommended; or

c) which have been diagnosed as a medical condition or illness, or which are indicative of an illness; or

d) which are of such a nature to require, or which potentially may require medical attention; and

e) which are of such a nature as would have caused a prudent, reasonable person to seek medical attention prior to the start date of cover under this policy.

The illness, injury, or medical condition does not need to be formally diagnosed in order to be considered a pre-existing medical condition.

This definition applies to you, your family members, travelling companions and any other person on whom your trip depends.

**Primary residence** Your permanent, fixed home address in Singapore for legal and tax purposes.

|                                       |  |
|---------------------------------------|--|
| <b>Public place</b>                   | Any area to which the public has access (whether authorised or not) including but not limited to hotel foyers and grounds, restaurants, public toilets, beaches, airports, railway stations, bus terminals, taxi stands and wharves.   |
| <b>Quarantine</b>                     | Mandatory involuntary confinement by order or other official directive of a government, public or regulatory authority, or the captain of a commercial vessel on which <i>you</i> are booked to travel during <i>your trip</i> , which is intended to stop the spread of a contagious disease to which <i>you</i> or a <i>travelling companion</i> has been exposed.   |
| <b>Reasonable and customary costs</b> | The amount usually charged for a specific service in a particular geographic area. The charges must be appropriate to the availability and complexity of the service, the availability of needed parts/materials/supplies/equipment, and the availability of appropriately-skilled and licensed service providers.   |
| <b>Refund</b>                         | Cash, credit, or a voucher for future travel that <i>you</i> are eligible to receive from a <i>travel supplier</i> , or any credit, recovery, or reimbursement <i>you</i> are eligible to receive from <i>your</i> employer, another insurance company, a credit card issuer, or any other entity.   |
| <b>Rental Car</b>                     | An automobile or other vehicle designed for use on public roads that <i>you</i> have rented for the period of time shown in a <i>rental car agreement</i> for use on <i>your trip</i> .  |
| <b>Rental car agreement</b>           | The contract issued to <i>you</i> by the rental car company that describes all of the terms and conditions of renting a <i>rental car</i> , including <i>your</i> responsibilities and the responsibilities of the rental car company.   |
| <b>Service animal</b>                 | Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Examples of work or tasks include, but are not limited to guiding people who are blind, alerting people who are deaf, and pulling a wheelchair. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship are not considered work or tasks under this definition. |
| <b>Severe weather</b>                 | Hazardous weather conditions including but not limited to windstorms, hurricanes, tornados, fog, hailstorms, rainstorms, snow storms, or ice storms.   |
| <b>Sporting equipment</b>             | Equipment or goods used to participate in a sport.   |
| <b>Terrorist event</b>                | An act carried out by an organised terrorist group recognised by the government authority and applicable law of <i>your</i> country of residence that <i>injures</i> people or damages property to achieve a political, ethnic, or religious result. It does not include general civil protest, unrest, rioting, or acts of war.   |
| <b>Traffic Accident</b>               | An unexpected and unintended traffic-related event, <i>other than mechanical breakdown</i> , that causes <i>injury</i> , property damage, or both.   |
| <b>Travel Agency</b>                  | A Travel Agency with a current license issued by the Singapore Tourism Board.  |



|                             |  |
|-----------------------------|--|
| <b>Travel carrier</b>       | A company licensed to commercially transport passengers between cities for a fee by land, air, or water. It does not include: <ol style="list-style-type: none"> <li>1. Rental vehicle companies;</li> <li>2. Private or non-commercial transportation carriers;</li> <li>3. Chartered transportation, except for group transportation chartered by <i>your</i> tour operator; or</li> <li>4. <i>Local public transportation</i>.</li> </ol>   |
| <b>Travel supplier</b>      | A travel agent, tour operator, airline, cruise line, hotel, railway company, or other travel service provider.   |
| <b>Travelling companion</b> | A person or <i>service animal</i> travelling with <i>you</i> or travelling to accompany <i>you</i> on <i>your trip</i> . A group or tour leader is not considered a <i>travelling companion</i> unless <i>you</i> are sharing the same room with the group or tour leader.   |
| <b>Trip</b>                 | <i>Your</i> travel to, within, and/or from a location away from <i>your primary residence</i> . It cannot include travel with the intent to receive health care or medical treatment of any kind, or moving, or commuting to and from work, and it cannot last longer than 90 days.  |
| <b>Unattended</b>           | Leaving <i>your baggage</i> and any personal effects including money and ID documents: <ol style="list-style-type: none"> <li>1. With a person who is not named on <i>your</i> Certificate of Insurance or who is not a <i>travelling companion</i> or who is not a <i>family member</i>; or</li> <li>2. With a person who is named on <i>your</i> Certificate of Insurance or who is a <i>travelling companion</i> or a <i>family member</i> but who fails to keep <i>your</i> baggage and effects under close supervision; or</li> <li>3. Where they can be taken without <i>your</i> knowledge; or</li> <li>4. At such a distance from <i>you</i> or outside of <i>your</i> line of sight that <i>you</i> are unable to prevent them from being taken.</li> </ol> |
| <b>Uninhabitable</b>        | A <i>natural disaster</i> , fire, flood, burglary, or vandalism has caused enough damage (including extended loss of power, gas, or water) to make a reasonable person find their home or destination inaccessible or unfit for use.   |
| <b>We, Us, or Our</b>       | Allianz Insurance Singapore Pte. Ltd., or its agent AWP Services Singapore Pte. Ltd.   |
| <b>You or Your</b>          | All persons listed as insureds in the Certificate of Insurance.  |

## When your coverage begins and ends

You are only eligible for coverage if we accept *your* request for insurance. *Your policy's* coverage effective date and coverage end date are indicated in *your* certificate of insurance. The *policy* is effective the day the order is received and the full premium is paid. The order must be received and the full premium must be paid on or before the *departure date*.

Coverage is only provided for losses that occur while *your policy* is in effect.

Except for one-way and same-day return *trips*, the *departure date* and return date that *you* provided at time of purchase are counted as two separate days of travel when we calculate the duration of *your trip*.

*Your policy* ends on the coverage end date listed in *your* certificate of insurance. However, there are situations where *your policy* may end on a different date. If *your policy* was purchased with a one-way booking, *your coverage end date* will be the scheduled return date for *your trip*, as shown on *your* travel documents (not exceeding 90 days from the *departure date* shown on *your* travel documents). Additionally, *your policy* will end on the earliest of:

1. At 23:59 on the day *you* cancel *your policy*; or
2. At 23:59 on the day *you* file a trip cancellation claim with us;
3. At 23:59 on the day *you* end *your trip*, if *you* end *your trip* early;
4. At 23:59 on the day *you* arrive at a medical facility for further care if *you* end *your trip* due to a medical reason; or
5. At 23:59 on the 90<sup>th</sup> day of the *trip*.

However, if *your* return travel is delayed due to a *covered reason*, we will extend *your* coverage period until the earlier of when *you* are able to return to *your* point of origin or *primary residence*, or until *you* arrive at a medical facility for further care following a medical repatriation or *trip* interruption.

This *policy* applies for a specific *trip* and cannot be renewed.

## Description of coverages

In this section, we will describe the many different types of insurance coverages which are included in *your policy*. We explain each type of coverage and the specific conditions that must be met for the coverage to apply.

**Specific exclusions may apply to individual coverages, and you must check the GENERAL EXCLUSIONS for exclusions applying to all coverages under this *policy*.**

**We will only provide cover under this *policy* for events and covered reasons that are sudden, unforeseeable and outside of your control occurring during your period of insurance.**

### A. Trip cancellation coverage

This coverage only applies before you have left for your trip.

If your trip is cancelled or rescheduled for a covered reason listed below, we will reimburse you for your non-refundable trip payments, deposits, cancellation fees, and change fees (less available refunds), up to the maximum benefit for Trip Cancellation Coverage listed in your Coverage Summary.

Also, if you prepaid for shared accommodation and your travelling companion cancels their trip due to one or more of the covered reasons listed below, we will reimburse any additional accommodation fees you are required to pay.

**IMPORTANT:** You must notify all of your travel suppliers within 72 hours of discovering that you will need to cancel your trip (this includes being advised to cancel your trip by a doctor). If you notify any travel suppliers later than that and get a smaller refund as a result, we will not cover the difference. If a serious illness, injury, or medical condition prevents you from being able to notify your travel suppliers within that 72-hour period, you must notify them as soon as you are able.

#### Covered reasons:

1. You or a travelling companion becomes ill or injured, or develops a medical condition disabling enough to make you cancel your trip (including being diagnosed with an epidemic or pandemic disease such as COVID-19).

The following conditions apply:

- a. A doctor advises you or a travelling companion to cancel your trip before you cancel it.
2. A family member who is not travelling with you becomes ill or injured, or develops a medical condition (including being diagnosed with an epidemic or a pandemic disease such as COVID-19).

The following condition applies:

- a. The illness, injury, or medical condition must be considered life threatening by a doctor, or require hospitalisation.
3. You, a travelling companion, or family member dies on or after your policy's Coverage Effective Date and before your trip.
4. You or a travelling companion is quarantined before your trip due to having been exposed to:
  - a. A contagious disease other than an epidemic or pandemic; or
  - b. An epidemic or pandemic (such as COVID-19), but only when the following conditions are met:

- i. The *quarantine* is specific to *you* or a *travelling companion*, meaning that *you* or a *travelling companion* must be specifically and individually designated by name in an order or directive to be placed in *quarantine* due to an *epidemic* or *pandemic*; and
- ii. The *quarantine* does not apply generally or broadly (a) to some segment or all of a population, geographical area, building, or vessel (including without limitation shelter-in-place, stay-at-home, safer-at-home, or other similar restriction), or (b) based on to, from, or through where the person is travelling. This condition (ii) applies even if the *quarantine* order or directive specifically designates *you* or a *travelling companion* by name to be *quarantined*.

5. *You* or *your travelling companion* is in a *traffic accident* on the *departure date*.

One of the following conditions must apply:

- a. *You* or *your travelling companion* need medical attention; or
- b. *Your* or *your travelling companion's* vehicle needs to be repaired because it is not safe to operate.

6. *You* are legally required to attend a legal proceeding during *your trip*.

The following condition applies:

- a. The attendance is not in the course of *your* occupation (for example, if *you* are attending in *your* capacity as an attorney, court clerk, expert witness, law enforcement officer, or other such occupation, this would not be covered).

7. *Your primary residence* is *uninhabitable*.

8. *Your travel carrier* cannot get *you* to *your* original itinerary's destination for at least 24 consecutive hours from the originally scheduled arrival time due to one of the following reasons:

- a. *natural disaster*; or
- b. *Severe weather*.

However, if *you* can get to *your* original destination another way, *we* will reimburse *you* for the following, up to *your policy's* trip cancellation coverage maximum benefit:

- i. The reasonable cost of the alternative transportation, less available *refunds*; and
- ii. The cost of any lost prepaid *accommodation* caused by *your* delayed arrival, less available *refunds*.

The following condition applies:

- a. Alternate transportation arrangements must be in a similar or lower class of service as *you* were originally booked with *your travel carrier*.

9. *You* or a *travelling companion* is terminated or laid off by a current employer after *your policy's* purchase date.

The following conditions apply:

- a. The termination or layoff is not *your* or *your travelling companion's* fault;
- b. The employment must have been permanent (not temporary or contract); and
- c. The employment must have been for at least 12 continuous months.

10. *You* or a *travelling companion* secures permanent, paid employment, after *your policy's* purchase date, that requires presence at work during the originally scheduled *trip* dates.

11. *Your* or a *travelling companion's primary residence* is permanently relocated by at least 150 kilometres due to a transfer by *your* or a *travelling companion's* current employer. This coverage includes relocation due to transfer by *your spouse's* current employer.

12. *You* or a *travelling companion* serving as a first responder is called in for duty due to an accident or emergency (including a *natural disaster*) to provide aid or relief during the originally scheduled *trip* dates.
13. *You* or a *travelling companion* receives a legal notice to attend an *adoption proceeding* during your trip.
14. *You*, a *travelling companion*, or a *family member* serving in the armed forces is reassigned or has personal leave status changed, except because of war or disciplinary action.
15. *You* or a *travelling companion* is medically unable to receive an immunisation required for entry into a destination.
16. *Your* or *travelling companion's* travel documents required for the *trip* are stolen.

The following condition applies:

- a. *You* must make diligent efforts and provide documentation of *your* efforts to obtain replacement documents that would allow you to keep the originally scheduled *trip* dates

## B. Trip interruption coverage

If *you* have to interrupt *your trip* or end it early due to one or more of the *covered reasons* listed below, we will reimburse *you*, less available *refunds*, up to the maximum benefit for trip interruption coverage listed in *your* Coverage Summary, for:

- i. The prorated portion of *your* unused non-refundable *trip* payments and deposits.
- ii. Additional *accommodation* fees *you* are required to pay, if *you* prepaid for shared *accommodation* and *your travelling companion* has to interrupt their *trip*.
- iii. Reasonable transportation expenses *you* incur to continue *your trip* or return to *your primary residence*.
  - We will reimburse *you* either for the return *travel carrier* ticket to your *primary residence* or for the non-refundable portion of *your* original return ticket, but not both.
- iv. Additional *accommodation* and transportation expenses if the interruption causes *you* to stay at *your* destination (or the location of the interruption) longer than originally planned. **There is a per policy maximum of \$500 per day for 5 days.**

**IMPORTANT:** *You* must notify all of *your travel suppliers* within 72 hours of discovering that *you* will need to interrupt *your trip* (this includes being advised to interrupt *your trip* by a *doctor*). If *you* notify any *travel suppliers* later than that and get a smaller *refund* as a result, we will not cover the difference. If a serious illness, *injury*, or medical condition prevents *you* from being able to notify *your travel suppliers* within that 72-hour period, *you* must notify them as soon as *you* are able.

### Covered reasons:

1. *You* or a *travelling companion* becomes ill or *injured*, or develops a medical condition disabling enough to make *you* interrupt *your trip* (including being diagnosed with an epidemic or pandemic disease such as COVID-19).

The following conditions apply:

- a. A *doctor* must either examine or consult with *you* or the *travelling companion* before *you* make a decision to interrupt the *trip*.
- b. *You* must not have travelled against your home country's government advice or against local

authority advice at your *trip* destination.

2. A *family member* who is not travelling with *you* becomes ill or *injured*, or develops a medical condition (including being diagnosed with an epidemic or a pandemic disease such as COVID-19).

The following condition applies:

- a. The illness, *injury*, or medical condition must be considered life threatening by a *doctor*, or require hospitalisation.

3. *You*, a *travelling companion*, or *family member* dies during *your trip*.
4. *You* or a *travelling companion* is *quarantined* during *your trip* due to having been exposed to:
  - a. A contagious disease other than an *epidemic* or *pandemic*; or
  - b. An *epidemic* or *pandemic* (such as COVID-19), but only when the following conditions are met:
    - i. The *quarantine* is specific to *you* or a *travelling companion*, meaning that *you* or a *travelling companion* must be specifically and individually designated by name in an order or directive to be placed in *quarantine* due to an *epidemic* or *pandemic*; and
    - ii. The *quarantine* does not apply generally or broadly (a) to some segment or all of a population, geographical area, building, or vessel (including without limitation shelter-in-place, stay-at-home, safer-at-home, or other similar restriction), or (b) based on to, from, or through where the person is travelling. This condition (ii) applies even if the quarantine order or directive specifically designates *you* or a *travelling companion* by name to be *quarantined*.
5. *You* or a *travelling companion* is in a *traffic accident*

One of the following conditions must apply:

- a. *You* or a *travelling companion* needs medical attention; or
- b. The vehicle needs to be repaired because it is not safe to operate.

6. *You* are legally required to attend a legal proceeding during *your trip*.

The following condition applies:

- a. The attendance is not in the course of *your* occupation (for example, if *you* are attending in *your* capacity as an attorney, court clerk, expert witness, law enforcement officer or other such occupation, this would not be covered).

7. *Your primary residence* is *uninhabitable*.
8. *Your travel carrier* cannot get *you* to *your* original itinerary's destination for at least 24 consecutive hours from the originally scheduled arrival time due to one of the following reasons:
  - a. A *natural disaster*; or
  - b. *Severe weather*.

However, if *you* can get to *your* original destination another way, we will reimburse *you* for the following, up to *your policy's* maximum trip interruption coverage maximum benefit:

- i. The reasonable cost of alternate transportation, less available *refunds*; and
- ii. The cost of any lost prepaid *accommodation* caused by *your* delayed arrival, less available *refunds*.

The following condition applies:

- a. Alternate transportation arrangements must be in a similar or lower class of service as *you* were originally booked with *your travel carrier*.
9. *You* or a *travelling companion* serving as a first responder is called in for duty due to an accident or emergency (including a *natural disaster*) to provide aid or relief during the originally scheduled *trip* dates.
  10. *You* or a *travelling companion* is a traveller on a hijacked aircraft, train, vehicle, or vessel.
  11. *You*, a *travelling companion*, or a *family member* serving in the armed forces is reassigned or has personal leave status changed, except because of war or disciplinary action.
  12. *You* miss at least 50% of the length of *your trip* due to one of the following:
    - A. A *travel carrier* delay (this does not include a *travel carrier's* cancellation prior to your *departure date*);
    - B. A strike, unless threatened or announced prior to the purchase of *your policy*;
    - C. A *natural disaster*;
    - D. Roads are closed or impassable due to *severe weather*;
    - E. Lost or stolen travel documents that are required and cannot be replaced in time for continuation of *your trip*;
      - i. *You* must provide evidence of *your* efforts to obtain replacement documents
    - F. Civil disorder, unless it rises to the level of *political risk*; or
  13. A *travel carrier* denies *you* or a *travelling companion* boarding based on a suspicion that *you* or a *travelling companion* has a contagious medical condition (including an *epidemic* or *pandemic* disease such as COVID-19). This does not include *your* refusal or failure to comply with rules or requirements to travel or of entry to your destination.

## c. Travel delay coverage

If *your* or a *travelling companion's* *trip* is delayed for one of the *covered reasons* listed below, we will reimburse *you* for the following expenses, less available *refunds*, up to the maximum benefit shown in *your* Coverage Summary for travel delay:

- i. *Your* lost prepaid *trip* expenses and additional expenses *you* incur while and where *you* are delayed for meals, *accommodation*, communication, and local transportation, subject to a daily (24 hours) limit listed in *your* Coverage Summary.
- ii. If the delay causes *you* to miss the departure of your cruise or tour, reasonable transportation expenses to either help *you* re-join *your* cruise/tour or reach *your* destination.
- iii. If the delay causes *you* to miss the departure of your flight or train due to a *local public transportation* delay on *your* way to the departure airport or train station, reasonable transportation expenses to either help *you* reach *your* destination or return home.

The delay must be for at least the Minimum Required Delay listed in *your* Coverage Summary and due to one of the following *covered reasons*:

1. A *travel carrier* delay (this does not include a *travel carrier's* cancellation prior to your *departure date*);
2. A strike, unless threatened or announced prior to the purchase of *your policy*;
3. *Quarantine* during *your trip* due to having been exposed to:

- a. A contagious disease other than an *epidemic* or *pandemic*; or
- b. An *epidemic* or *pandemic* (such as COVID-19), but only when the following conditions are met:
  - i. The *quarantine* is specific to *you* or a *travelling companion*, meaning that *you* or a *travelling companion* must be specifically and individually designated by name in an order or directive to be placed in *quarantine* due to an *epidemic* or *pandemic*; and
  - ii. The *quarantine* does not apply generally or broadly (a) to some segment or all of a population, geographical area, building, or vessel (including shelter-in-place, stay-at-home, safer-at-home, or other similar restriction), or (b) based on to, from, or through where the person is travelling. This condition (ii) applies even if the quarantine order or directive specifically designates *you* or a *travelling companion* by name to be *quarantined*.
- 4. A *natural disaster*;
- 5. Lost or stolen travel documents;
- 6. Hijacking;
- 7. Civil disorder, unless it rises to the level of *political risk*; or
- 8. A *traffic accident*.

## D. Baggage coverage

If *your baggage* is lost, damaged, or stolen while *you* are on *your trip*, we will pay *you*, less available *refunds*, the lowest of the following, up to the maximum benefit listed for baggage loss in *your* Coverage Summary:

- i. Cost to repair the damaged *baggage*; or
- ii. Cost to replace the lost, damaged, or stolen *baggage* with the same or similar item, reduced by 10% for each full year since the original purchase date, up to the maximum of 50% reduction.

The following conditions apply:

- a. *You* have taken reasonable steps to keep *your baggage* safe and intact and to recover it;
- b. *You* have filed and retained a copy of a report giving a description of the property and its value with the appropriate local authorities, *travel carrier*, hotel, or tour operator within 24 hours of discovery of the loss;
- c. *You* must provide original receipts or another proof of purchase for the lost, damaged, or stolen items. **For items without an original receipt or a proof of purchase, we will cover up to 50% of the cost to replace the lost, damaged, or stolen item with the same or similar item;** and
- d. *You* must report theft or loss of a cellular device to *your* network provider and request to block the device

The following items are not covered:

- 1. **Animals, including remains of animals;**
- 2. **Cars, motorcycles, motors, aircraft, watercraft, and other vehicles and related accessories and equipment;**
- 3. **Bicycles, skis, and snowboards (except while they are checked with a *travel carrier*);**
- 4. **Hearing aids, prescription eyewear, and contact lenses;**
- 5. **Artificial teeth, prosthetics, and orthopaedic devices;**
- 6. **Wheelchairs and other mobility devices;**
- 7. **Consumables, medicines, medical equipment/supplies, and perishables;**
- 8. **Tickets, passports, deeds, blueprints, stamps, and other documents;**
- 9. **Money, currency, credit cards, notes or evidences of debt, negotiable instruments, travel cheques, securities, bullion, and keys;**
- 10. **Rugs and carpets;**
- 11. **Antiques and art objects;**
- 12. **Fragile and brittle items;**
- 13. **Firearms and other weapons, including ammunition;**



- 14. Intangible property, including software and electronic data;
- 15. Property for business or trade;
- 16. Property *you* do not own;
- 17. *High value items* stolen from a car, locked or unlocked; and
- 18. *Baggage* while it is:
  - a. Shipped, unless with *your travel carrier*;
  - b. In or on a car trailer;
  - c. *Unattended* in an unlocked motor vehicle; or
  - d. *Unattended* in a locked motor vehicle, unless the *baggage* cannot be seen from the outside;
- 19. *Baggage* left *unattended* in a *public place*.

## E. Baggage delay coverage

If *your baggage* is delayed by a *travel supplier* during *your trip*, we will reimburse *you* for expenses *you* incur for the essential items *you* need until *your baggage* arrives, up to the maximum benefit shown in *your Coverage Summary* for baggage delay.

The following conditions apply:

- a. *Your baggage* must be delayed for at least the Minimum Required Delay listed under baggage delay in *your Coverage Summary*.
- b. If *you* do not provide receipts, the maximum amount payable is the No Receipts Limit listed in *your Coverage Summary*. Only available for *your* outbound travel (not *your* return travel).

## F. Emergency medical/dental coverage abroad

If *you* receive emergency medical or dental care while *you* are on *your trip* for one of the following *covered reasons*, we will reimburse the *reasonable and customary costs* of that care for which *you* are responsible, up to the maximum benefit listed for Emergency Medical/Dental Coverage in *your Coverage Summary* (dental care is subject to the maximum sublimit listed for dental care):

- 1. While on *your trip* abroad, *you* have a sudden, unexpected illness, *injury*, or medical condition that could cause serious harm if it is not treated before *your* return home (including being diagnosed with an epidemic or pandemic disease such as COVID-19).
- 2. While on *your trip* abroad, *you* have a dental *injury* or infection, a lost filling, or a broken tooth that requires treatment.

If *you* need to be admitted to a *hospital* as an inpatient, we may be able to guarantee or advance payments, where accepted, up to the limit of *your* emergency medical/dental coverage.

The following conditions and exclusions apply:

- a. The care must be *medically necessary* to treat an emergency condition, and such care must be provided by a *doctor, dentist, hospital, or other provider* authorised to practice medicine or dentistry.
- b. This coverage will not pay for continuation of medical treatment in Singapore;
- c. This coverage will not pay for any care for any illness, injury, or medical condition that did not originate during *your trip* abroad.
- d. This coverage will not pay for non-emergency care or services, such as:
  - 1. Elective cosmetic surgery or care;
  - 2. Annual or routine exams;

3. Long-term care;
  4. Allergy treatments (unless life threatening);
  5. Exams or care related to or loss of/damage to hearing aids, dentures, eyeglasses, and contact lenses;
  6. Physical therapy, rehabilitation, or palliative care (except as necessary to stabilise you);
  7. Experimental treatment; and
  8. Any other non-emergency medical or dental care.
- e. **You must not have travelled against the orders or advice of any government or other public authority at any location to, from, or through which you are travelling on your trip.**

## G. Emergency transportation coverage

### IMPORTANT:

- If *your* emergency is immediate or life threatening, seek local emergency care at once.
- We act in compliance with all national and international laws and regulation, and *our* services are subject to approvals by appropriate local authorities and active travel & regulatory restrictions.

### Emergency Evacuation (Transporting you to the nearest appropriate medical facility)

If you become seriously ill or *injured* or develop a medical condition (including being diagnosed with an *epidemic* or *pandemic* disease such as COVID-19) while on *your trip*, we will pay for local emergency transportation from the location of the initial incident to a local *doctor* or local medical facility. If we determine that the local medical facilities are unable to provide appropriate medical treatment:

1. Our medical team will consult with the local *doctor*;
2. We will identify the closest appropriate *hospital* or other appropriate facility, make arrangements to transport you there, and pay for that transport; and
3. We will arrange and pay for a *medical escort* if we determine one is necessary.

The following conditions apply to items 1, 2, and 3 above:

- a. You or someone on *your* behalf must contact us, and we must make all transportation arrangements in advance. If we did not authorise and arrange the transportation, we will only pay up to what we would have paid if we had made the arrangements;
- b. One or more emergency transportation providers must be willing and able to transport you from your current location to the identified *hospital* or facility;
- c. You must not have travelled against the orders or advice of any government or other public authority at any location to, from, or through which you are travelling on *your trip*.

### Medical Repatriation (Getting you home after you receive care)

If you become seriously ill or *injured* or develop a medical condition (including being diagnosed with an *epidemic* or *pandemic* disease such as COVID-19) while on *your trip* and our medical team confirms with the treating *doctor* that you are medically stable to travel, we will:

1. Arrange and pay for you to be transported via a commercial transportation carrier in the same class of service that you originally booked, unless otherwise *medically necessary*, for the return leg of *your trip*, less available *refunds* for unused tickets. The transportation will be to one of the following:
  - a. Your *primary residence*;
  - b. A location of your choice in your country of residence; or
  - c. A medical facility near your *primary residence* or in a location of your choice in your country of residence. In either case, the medical facility must be willing and able to accept you as a patient and must be approved by our medical team as medically appropriate for your continued care.
2. Arrange and pay for a *medical escort* if our medical team determines that one is necessary.

The following conditions apply:

- a. Special accommodation must be *medically necessary* for *your* transportation (for example, if more than one seat is *medically necessary* for *you* to travel).
- b. *You* or someone on *your* behalf must contact *us*, and *we* must make all transportation arrangements in advance. If *we* did not authorise and arrange the transportation, *we* will only pay up to what *we* would have paid if *we* had made the arrangements.
- c. One or more emergency transportation providers must be willing and able to transport *you* from *your* current location to *your* chosen destination.
- d. *You* must not have travelled against the orders or advice of any government or other public authority at any location to, from, or through which *you* are travelling on *your trip*.

### **Transport to Bedside (Bringing a friend or family member to you)**

If *you* are told by the treating *doctor* that *you* will be hospitalised for more than 120 hours or that *your* condition is life-threatening during *your trip*, *we* will arrange and pay for round-trip transportation in economy class on a *travel carrier* for one friend or *family member* to stay with *you*.

The following condition applies:

- a. *You* or someone on *your* behalf must contact *us*, and *we* must make all transportation arrangements in advance. If *we* did not authorise and arrange the transportation, *we* will only pay up to what *we* would have paid if *we* had made the arrangements.

### **Return of Dependents (Getting minors and dependents home)**

If *you* are told by the treating *doctor* that *you* will be hospitalised for more than 24 hours during *your trip*, *we* will arrange and pay to transport *your travelling companions* who are under the age of 18, or dependents requiring *your* full-time supervision and care to one of the following:

1. *Your primary residence*; or
2. A location of *your* choice in *your* country of residence.

*We* will arrange and pay for an adult *family member* to accompany *your travelling companions* who are under the age of 18 or dependents requiring *your* full-time supervision and care, if *we* determine that it is necessary.

Transportation will be on a *travel carrier* in the same class of service that was originally booked. Available *refunds* for unused tickets will be deducted from the total amount payable.

The following conditions apply:

- a. This benefit is only available while *you* are hospitalised and if *you* do not have an adult *family member* travelling with *you* that is capable of caring for the *travelling companions* under the age of 18 or dependents.
- b. *You* or someone on *your* behalf must contact *us*, and *we* must make all transportation arrangements in advance. If *we* did not authorise and arrange the transportation, *we* will only pay up to what *we* would have paid if *we* had made the arrangements.

### **Repatriation of Remains (Getting your remains home)**

*We* will arrange and pay for the reasonable and necessary services and supplies to transport *your* remains to one of the following:

1. A funeral home near *your primary residence*; or
2. A funeral home located in *your* country of residence

The following conditions apply:

- a. Someone on *your* behalf must contact *us*, and *we* must make all transportation arrangements in advance. If *we* did not authorise and arrange the transportation, *we* will only pay up to what *we* would have paid if *we* had made the arrangements; and
- b. The death must occur while on *your trip*.

If a *family member* decides to make funeral, burial, or cremation arrangements for *you* at the location of *your* death, *we* will reimburse the necessary expenses up to the amount it would have cost *us* to transport *your* remains to a funeral home near *your primary residence*.

### **Search and Rescue**

*We* will pay the cost of search and rescue activities by a professional rescue team, up to the maximum benefit listed for search and rescue coverage in *your* Coverage Summary, if *you* are reported missing during *your trip* or have to be rescued from a physical emergency.

## **H. Personal liability coverage**

*We* will cover *your* legal liability for payment of compensation in respect of:

- i. Death, bodily injury or illness, and/or
- ii. Physical loss of damage to property, occurring during *your journey*, which is caused by an accident or a series of accidents attributable to one source or originating cause.

*We* will also reimburse *your* reasonable legal costs and legal expenses for settling or defending the claim made against *you*. *We* will decide whether the costs were reasonable. *You* must not accept liability without prior written approval from *us*.

***You* are not covered for expenses:**

1. Relating to bodily injury to *you*, *your* travelling companion, or to a relative or employee of either of *you*.
2. Relating to damage to property belonging to *you*, or in *your* care or control, or belonging to, or in the care or control of, a relative of *yours*, or *your* travelling companion, or to an employee of either of *you*.
3. Arising out of the ownership, custody or use of any animal, aerial device, watercraft or mechanically propelled vehicle.
4. Arising out of the conduct of a business, profession or trade.
5. Relating to any loss, damage or expenses which are covered or should have been covered under a statutory or compulsory insurance policy, statutory or compulsory insurance or compensation scheme or fund, or under workers' compensation legislation, an industrial award or agreement, or accident compensation legislation.
6. Relating to any fine, penalty or aggravated, punitive or exemplary or liquidated damages.
7. Caused by disease that is transmitted by *you*.
8. Concerning any relief or recovery other than monetary amounts.
9. Relating to liability arising from a contract that imposes on *you* a liability which *you* would not otherwise have.
10. Due to assault and/or battery committed by *you* or at *your* direction.
11. Relating to conduct intended to cause personal injury, property damage or liability with reckless disregard for the consequences of *you* or any person acting with *your* knowledge, consent or connivance.

## I. Travel accident coverage

We will pay in the event an accident occurs during *your journey*, which causes death or permanent disablement within 90 days from the occurrence, or the transport vessel you are aboard disappears, sinks or crashes and *you* are presumed dead and *your* body is not found within 12 months from the occurrence, we will pay up to the maximum benefit stated in the Coverage Summary according to the following Schedule of Compensation.

| Schedule of Compensation                                  | Percentage of Maximum Benefit |
|---|-------------------------------|
| 1. Death  | 100%                          |
| 2. Permanent total disablement                            | 100%                          |
| 3. Permanent and Incurable paralysis of all limbs         | 100%                          |
| 4. Permanent total loss of sight of both eyes             | 100%                          |
| 5. Permanent total loss of or the of use of two limbs     | 100%                          |
| 6. Permanent total loss of speech                         | 100%                          |
| 7. Permanent total loss of hearing in:                    |                               |
| a) both ears  | 75%                           |
| b) one ear  | 15%                           |
| 8. Permanent total loss of sight in one eye               | 50%                           |
| 9. Loss of or the permanent total loss of use of one limb | 50%                           |

The following conditions apply:

- a. The accident must take place outside Singapore.
- b. If the accident is during a commercial flight, the flight must be operated by a commercial airline company and be between two commercial airports.

## J. ID and document coverage

If *your ID document* is lost, stolen or damaged, we will reimburse *you* for the cost of replacing it, up to the maximum benefit listed for ID and Document protection in *your* Coverage Summary.

The following conditions apply:

- a. *ID documents* are covered only if the ID expiration date expires over 6 months after the triggering event.
- b. For theft, *you* need to report the robbery or theft within 24 hours to the police and if applicable to an office of the carrier, *you* were travelling on when the theft occurred.

The following definition applies:

**ID Document:** national identity card, residence permit, driving licence, registration certificate, passport, boat licence, fishing and hunting licence. For natural persons acting as individual entrepreneurs and in the context of their professional activity, the registration certificates for vehicles for professional use.

## K. Travel services during your trip

If *you* need emergency travel or medical assistance during *your trip*, we are available 24 hours a day. With *our* global reach and multi-lingual staff, we are here to help *you*.

For emergency assistance during your *trip*, call anytime  
**+65 6995 1111**

For policy questions/customer service, call Mon – Fri, 9:00 - 17:30 Singapore Time  
**+65 6327 2210**

or email  
sg.travelhelp@allianz.com

### **Finding a *Doctor* or Medical Facility**

If *you* need care from a *doctor* or medical facility while *you* are traveling, we can assist *you* in finding one.

### **Monitoring *Your Care***

If *you* are hospitalized, *our* medical staff will stay in contact with *you* and the *doctor* caring for *you*. We can also notify *your* family and *your doctor* back home of *your* illness or *injury* and update them on *your* status.

### **Lost Travel Documents Assistance**

If *your* passport or other travel documents are lost or stolen, we can assist *you* in getting *your* documents replaced and can help *you* change *your* travel arrangements as required.

### **Emergency Language Translation**

We can assist you with translation services in the event you need help in a foreign country.

### **Emergency Cash Assistance**

If *your* travel is delayed or interrupted and *you* need extra money to pay for unexpected expenses, we can assist in arranging the transfer of funds from *your* family or friends.

### **Legal Referrals**

We can help *you* find local legal advice if *you* need it while *you* are traveling.

### **Emergency Message Delivery**

We can assist *you* in getting an urgent message to someone back home.

## General exclusions

This section describes the general exclusions applicable to all coverages under *your policy*. An “exclusion” is something that is not covered by this insurance *policy*, and therefore no payment or service would be available.

This *policy* does not provide coverage for any loss that results directly or indirectly from any of the following general exclusions if they affect *you*, a *travelling companion*, or a *family member*.

1. Any loss, condition, or event that was known, foreseeable, intended, or expected when *your policy* was purchased;
2. *Pre-existing medical conditions*;
3. *Your* intentional self-harm or if *you* attempt or commit suicide;
4. Pregnancy or childbirth (except for sudden unforeseen medical complications or emergencies occurring within the first 20 weeks/140 days of *your* pregnancy). There is no cover for a child born overseas unless, after the birth *you* apply for cover and we agree in writing to include the child in this cover;
5. Fertility treatments or elective abortion;
6. A mental or nervous health disorder, such as Alzheimer’s disease, anxiety, dementia, depression, neurosis, psychosis, or their related physical symptoms. This exclusion applies only to Trip Cancellation Coverage and Trip Interruption Coverage;
7. The use or abuse of alcohol or drugs, or any related physical symptoms. This does not apply to drugs prescribed by a *doctor* and used as prescribed;
8. Acts committed with the intent to cause loss;
9. Operating or working as a crew member (including as a trainee or learner/student) aboard any aircraft or commercial vehicle or commercial watercraft;
10. Participating in or training for any professional or semi-professional sporting competition;
11. Participating in or training for any amateur sporting competition while on *your trip*. This does not include participating in informal recreational sporting competitions, such as tournaments organised by hotels, resorts, or cruise lines to entertain their guests.
12. Participating in extreme, high-risk sports and activities, such as:
  - a. Any *high-altitude activity*, BASE jumping, or free climbing;
  - b. Rafting/kayaking above Class V rapids or canoeing above Class III rapids;
  - c. Heli-skiing or skiing or snowboarding in an area designated unsafe by the resort management;
  - d. Personal combat or fighting sports, Running of the Bulls, or rodeo activities;
  - e. Racing any motorised vehicle or watercraft other than go-karts; or
  - f. Free diving at a depth greater than 30 feet (10 metres) or scuba diving at a depth greater than 100 feet (30 metres) or, for uncertified divers, diving without a certified dive master

For high-risk sports and activities that are not expressly excluded, they must be:

- i. Arranged as part of *your trip*;
- ii. Provided by a company that is regulated or licensed where required; and
- iii. Not otherwise prohibited by law.

*You* must wear all recommended safety equipment while participating in *your* sporting activities in order to be eligible for coverage.

13. An *illegal act* resulting in a conviction, except when *you*, a *travelling companion*, or a *family member* is the victim of such act;
14. An *epidemic* or *pandemic*, except when an *epidemic* or *pandemic* is expressly referenced in and covered under Trip Cancellation Coverage, Trip Interruption Coverage or Emergency Medical/Dental Coverage;

15. *Natural disaster*, except as expressly covered under Trip Cancellation Coverage, Trip Interruption Coverage, or Travel Delay Coverage;
16. Air, water, or other pollution, or the threat of a pollutant release, including thermal, biological, and chemical pollution or contamination;
17. Nuclear reaction, radiation, or radioactive contamination;
18. War (declared or undeclared) or acts of war;
19. Military duty, except as expressly covered under trip cancellation coverage or trip interruption coverage;
20. *Political risk*;
21. *Cyber risk*;
22. Civil disorder or unrest, except when civil disorder or unrest is expressly referenced in and covered under trip interruption coverage or travel delay coverage;
23. *Terrorist events*. This exclusion does not apply to Emergency Medical/Dental Coverage or Emergency Transportation Coverage.
24. Acts, travel alerts/bulletins, or prohibitions by any government or public authority, except as expressly covered under trip cancellation coverage or trip interruption coverage;
25. Any *travel supplier's* complete cessation of operations due to financial condition, with or without filing for bankruptcy, unless expressly referenced in and covered under trip cancellation coverage;
26. *Travel supplier* restrictions on any *baggage*, including medical supplies and equipment;
27. Ordinary wear and tear or defective materials or workmanship;
28. An act of gross negligence by *you* or a *travelling companion*;
29. *Your* intent to receive health care or medical treatment of any kind while on *your* trip; or
30. Travel against the orders or advice of any government or other public authority.

This *policy* does not provide any coverage, benefit, or services for any activity that would violate any applicable law or regulation, including without limitation any economic/trade sanction or embargo.

**IMPORTANT:** *You* are not eligible for reimbursement under any coverage if:

1. *Your travel carrier* tickets do not show travel date(s); or
2. The travel dates in *your* Certificate of insurance do not represent when *you* actually intended to travel (does not apply to insurance purchased with a one-way booking).
3. *You* intend to receive health care or medical treatment of any kind while on *your trip*.



## Claims information

Before *you* file a claim, please review *your policy* details and the Coverage Summary to ensure that *your* situation meets the criteria for a covered claim. Please note that not every loss is covered, even if it is due to something sudden, unexpected, or out of *your* control.

### To File *Your* Claim Online, please:

Go to <https://www.allianz-assistance.com.sg/claims.html>

Provide *policy* details.

- Determine which forms and documentation are required.
- File *your* claim and track *your* claim status.

### To File *Your* Claim by Contacting *Us* by Phone or Email, please:

- Email : [sg\\_travelclaim@allianz.com](mailto:sg_travelclaim@allianz.com)
- Call : **+65 6327 2215**

We need supporting documentation in order to collect information, confirm, and validate claims. General supporting documentation requirements for different claim types are listed below. Please note, that, in some cases, we may request additional documentation if what is provided is insufficient.

### For all claims, we will need:

- *Your trip* booking invoice(s) and travel documents showing the dates and times of travel and all *trip* costs
- Original invoices, receipts, and proof of payment for all claimed expenses
- Information on any other insurance *you* may have, such as home or private medical insurance, that may cover the same loss
- Any other evidence and supporting documentation that helps support *your* claim

### For trip cancellation and trip interruption claims, we will need:

- For all claims:
  - The original *trip* invoice, ticket, or itinerary
  - The original cancellation invoice (or invoices) showing all cancellation charges
  - A full explanation of *why you* had to cancel or interrupt *your trip*
  - A proof of payment for all claimed expenses
  - Information on any *refunds* issued to *you*
- If caused by a medical reason:
  - A medical certificate provided by *your doctor* that contains diagnosis confirming *your illness, injury, or medical condition*
  - A certified copy of the death certificate, if applicable
  - Medical records, if requested
  - *Hospital* admission/discharge papers, if applicable
- If caused by *quarantine*:
  - A letter from the appropriate authorities confirming the times and dates of *your quarantine*
- If caused by a *traffic accident*:
  - A police report that confirms and describes the *traffic accident*
- If caused by legal proceedings:
  - A copy of the letter from the court containing the dates of *your* required appearance
- If caused by home being *uninhabitable*:

- A letter from the appropriate authorities confirming that *your* home was *uninhabitable*
- If caused by a *terrorist event*:
  - Information about the *terrorist event* that caused you to cancel or interrupt *your trip*
- If caused by termination of employment:
  - A letter from *your* employer confirming the reason for *your* termination and the date when *you* were notified
- If caused by military reassignment of leave revocation:
  - A copy of the military order

**For loyalty program redeposit fee claims, we will need:**

- A proof of payment of the redeposit fee

**For emergency medical claims, we will need:**

- Medical evidence from *your* treating *doctor* that confirms the illness or *injury* and treatment given
- Original receipts and accounts for all medical treatment and other related expenses that *you* paid or agreed to pay

**For travel delay claims, we will need:**

- An explanation of why *your* trip was delayed
- Supporting information, such as flight numbers, airlines, and dates, that would help *us* confirm flight delays, if applicable
- Original receipts for additional transportation and/or *accommodation* expenses
- The original *trip* invoice, ticket, or itinerary

**For baggage loss/damage/theft claims, we will need:**

- A written police report for the loss or theft
- A written report from your travel representative or accommodation manager, if appropriate.
- A written confirmation from your *travel carrier* or accommodation provider detailing the damage or loss
- Original receipts or other suitable proof of ownership and monetary value
- An estimate of repair costs, if applicable

**For baggage delay claims, we will need:**

- A written confirmation from the *travel carrier* detailing the temporary loss and when *your* luggage was returned to *you*
- Original receipts for any items purchased while waiting for *your* luggage to be returned to *you*

## General provisions and conditions

In addition to the conditions, limitations, and exclusions specified above, the below general provisions and conditions apply to all coverages under *your policy*.

### Proof of Loss

As with any insurance, *you* are responsible for proving *your* loss. *We* require that *you*:

1. Notify *us* of *your* claim within 90 days of the date of loss or as soon as reasonably possible (except as otherwise allowed by law). If *you* do not report *your* claim within this time, *we* will not invalidate or reduce it unless the delay impairs *our* rights;
2. Make all reasonable efforts to minimise *your* loss (including without limitation making reasonable efforts to start, catch up to, or continue *your trip*; and promptly notifying *your travel supplier* upon discovering that *you* need to cancel or interrupt *your trip*, including being advised to cancel or interrupt *your trip* by a *doctor*);
3. Provide to *us* a signed proof of loss upon *our* request;
4. Retain the original invoice and any other supporting documentation
5. Provide all requested documentation listed in the Claims Information section;
6. Cooperate with *us* in the investigation of *your* claim.

### Residency requirement

This *policy* is only available to *you* if *you* ordinarily reside in Singapore. Your *trip* must commence in Singapore and end in Singapore. If *you* are travelling on a one-way *policy*, *your trip* must commence in Singapore.

The *policy* is issued in Singapore and is subject to the Insurance Act (Cap 142) (the “Act”) and all rules, regulations, subsidiary legislation and government orders enacted thereunder. For this *policy* to be treated as a Singapore *policy*, *you* should be ordinarily resident in Singapore at the date of *your* application for this *policy*. The Act provides that *you* are treated as being ordinarily resident in Singapore if:

- a) *You* are a citizen of Singapore, unless *you* have resided outside Singapore continuously for 5 or more years preceding the application date of the *policy* and are not currently residing in Singapore;
- b) *You* are a permanent resident, unless *you* have resided in Singapore for less than a total of 183 days in the 12 months preceding the application date of the *policy*;
- c) *You* have a work pass or permit required under the Employment of Foreign Manpower Act (Cap. 91A), unless *you* have resided in Singapore for less than a total of 183 days in the 12 months preceding the application date of the *policy*; or
- d) *You* have a pass or permit required under the Immigration Act (Cap. 133) that has duration longer than 90 days and *you* have resided in Singapore continuously for at least 90 days in the 12 months preceding the application date of the *policy*.

If *you* do not satisfy any one of the aforesaid definitions of being “ordinarily resident in Singapore”, *you* must notify *us* immediately.

The insurance will be invalid if *we* have previously informed *you* that *we* do not want to insure *you* (anymore). In this case, *we* will refund any premium paid by *you*.

### International sanctions

This *policy* does not provide any coverage, benefit, or services for any activity that would violate any applicable law or regulation, including without limitation any economic/trade sanction or embargo.

### **Emergency assistance**

1. If *you* require assistance, *you* should contact *our* emergency centre, which can be reached 24 hours a day.
2. The emergency centre will provide the required assistance as soon as possible and practical, in mutual consultation with *you*.
3. Government regulations or other circumstances may limit *our* ability to provide assistance.
4. Assistance that *you* have arranged for *yourself* is *your* responsibility.
5. The emergency centre is not liable for the acts and omissions of others.

### **Multiple insurances**

If *you* are entitled to compensation under another insurance policy, public scheme or obligation arising from a law or a regulation then *we* will not compensate *you* under this *policy*:

1. *We* will, however, compensate *you* for the damage not covered by the other insurance policy, public scheme or legal obligation arising from a law or a regulation;
2. This limitation does not apply to payments in the event of death and/ or disability by an accident;
3. If *we* compensate *you* for damage or pay costs up front at *your* request, *you* assign *your* right to compensation under another insurance policy, public scheme or any legal obligation arising from a law or regulation to *us*.

### **False declaration and non-disclosure**

*You* have an obligation to provide complete and accurate information during the application process and when making a claim. *We* may not provide assistance or compensation, if *you* intentionally or carelessly provide *us* incorrect information when taking out the insurance *policy* or when making a claim. This includes failure to cooperate in the settlement of the claim or failing to pass on important information or changes.

### **Fraud and Misrepresentation**

*You* are responsible for all statements or other representations *you* make. Any materially misleading or inaccurate information in any statements or representations *you* make may result in *us* voiding *your policy* or reducing benefits, or *we* may use them to defend *our* decision about a claim.

Fraud is illegal and may subject *you* to criminal prosecution and civil penalties. *We* will deny *your* claim if *you* or someone acting on *your* behalf:

1. Makes any false statements or statements that are deliberately misleading or deceptive;
2. Conceals or misrepresents any material fact; or
3. Otherwise attempts or commits fraud.

### **Option to withdraw**

*You* have a right to withdraw from this *policy* in certain circumstances. Please refer to *your* Certificate of insurance for further information.

### **Policy cancellation by us**

*We* may be entitled to cancel or change the terms of *your* insurance *policy*, if *you*:

1. mislead *us* through dishonesty or incomplete information when taking out the insurance *policy*;
2. purposely misrepresent or fail to disclose the facts when submitting a claim;
3. commit fraud, cheat, or deceive *us*.

In the event that *we* choose to cancel or to change *your* insurance *policy*, *we* will notify *you* in writing.

### **Subrogation**

When someone is responsible for *your* loss, *we* have the right to recover any payments *we* have made to *you* or someone else in relation to *your* claim, as permitted by law. In such case, *we* may require any person receiving payment from *us* to assign their rights to recover such payment, including signing and

providing any documents reasonably required allowing *us* to do so. Everyone eligible to receive payment for a claim submitted to *us* must cooperate with this process and must refrain from doing anything that would adversely affect *our* rights to recover payment.

In consideration for the payment of compensation and, up to its limit amount, *we* become beneficiaries of the rights and actions that *you* have or are entitled to against anyone liable for the claim. If, by *your* act, *we* are no longer able to perform this action, *we* can be discharged of all or part of our obligations towards *you*.

### **Recovery**

*We* have the right to recover any amount *you* receive from *us* that exceeds the total amount of *your* loss unless prohibited by law. If *we* compensate for loss of an insured item, *we* may request *you* to make such refund back to *us*.

### **Claim settlement period**

As soon as *your* case is complete, compensation will be paid within 10 days following the agreement between *us* or following an enforceable court ruling.

### **Complaints**

If *you* have a complaint, please contact *us*. If *you* are not satisfied with our solution, *you* may have a right to submit the complaint to *your* local complaints authority. Please see *your* Certificate of insurance for further details.

### **Governing law**

*Your* insurance *policy* is subject to the law of Singapore.

### **Duplication of cover**

If *you* are covered under more than one travel insurance policy underwritten by *Us* for the same trip, cover will be effective only under one policy. *You* must let *us* know which policy *you* want to claim under and henceforth, all the benefits under the policy *you* elected will apply. The other policy/policies for the same trip is/are deemed to be void

In the event that *you* are covered under more than one insurance policy for the same peril underwritten by other insurance companies, including *us*, *you* must seek compensation from other companies before submitting *your* claim to *us*. *We* will reimburse the balance if *you* do not get full compensation from other companies.

### **Interpretation**

This policy, certificate and the schedule shall be read together and any word or expression to which a specific meaning has been attached in any part of this policy, certificate or schedule shall bear such meaning wherever it may appear.

### **Clerical error**

A clerical error by AWP Services Singapore Pte. Ltd or Allianz Insurance Singapore Pte. Ltd., shall not invalidate an insurance which is otherwise validly in force, nor would it continue insurance otherwise not validly in force.

### **Arbitration**

Any dispute about any matter arising under, out of, or in connection with this *policy* shall first be referred to the Financial Industry Disputes Resolution Centre Ltd (“FIDReC”). This applies as long as the dispute can be brought before FIDReC. If the dispute cannot be referred to or resolved by FIDReC, it shall be referred to and finally resolved by arbitration in Singapore in accordance with the Arbitration Rules of the

Singapore International Arbitration Centre (“SIAC Rules”) for the time being in force, which rules are deemed to be incorporated by reference in this clause. The tribunal shall consist of one (1) arbitrator.

**Exclusion of Rights under Contracts (Rights of Third Parties) Act**

Any person or entity who is not a party to this *policy* shall have no rights under the Contracts (Right of Third Parties) Act (Cap. 53B) to enforce any terms of the *policy*.

**Policy Owners’ Protection Scheme**

This *policy* is protected under the Policy Owners’ Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for the *policy* is automatic and no further action is required. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact the Company or visit the GIA or SDIC websites ([www.gia.org.sg](http://www.gia.org.sg) or [www.sdic.org.sg](http://www.sdic.org.sg)).

**Personal Data Use**

Any information collected or obtained in relation to this *policy*, whether contained in the application or otherwise obtained may be used and/or disclosed to Allianz Insurance Singapore Pte. Ltd. associated individuals/companies within Allianz Group or any independent third parties (within or outside Singapore) for any matters relating to the application, any policy issued and to provide advice or information about Allianz Insurance Singapore Pte. Ltd.’s products and services which Allianz Insurance Singapore Pte. Ltd. believes may be of the policyholder and/or the insured person’s interest and to communicate with the policyholder and/or the insured person for any purpose. Such data may also be used for audit, business analysis and reinsurance purposes, amongst others.

Allianz Insurance Singapore Pte. Ltd. may collect, use, disclose and/or process such data in accordance with the Personal Data Protection Act 2012 for the purposes and uses described in Allianz Insurance Singapore Pte. Ltd.’s Privacy Policy. The Privacy Policy can be found at Allianz Insurance Singapore Pte. Ltd.’s website.

Assistance services are arranged and managed by AWP Services Singapore Pte. Ltd. of 79 Robinson Road, #09-01 Singapore 068897, a subsidiary company of Allianz Partners SAS.

This insurance is underwritten by Allianz Insurance Singapore Pte. Ltd. with assistance services provided by AWP Services Singapore Pte. Ltd. (operating under the consumer-facing branding of Allianz Travel).