

### **1. What is Oman Air Travel Insurance?**

Allianz Assistance is a travel insurance program that is offered exclusively by Oman Air to its customers.

### **2. Who can purchase Oman Air Travel Insurance?**

Any Oman Air passenger can purchase Oman Air Travel Insurance on any route of the Oman Air network where it is offered. The passenger must be a valid and legal resident of the country of departure that Oman Air flies from and where Oman Air Travel Insurance is offered.

### **3. Does Oman Air Travel Insurance enforce an age limit?**

Yes, the maximum age at the time of buying the policy is 79 years. For details please refer to the product details and description.

### **4. Can I purchase Oman Air Travel Insurance for my infant traveling alone?**

Currently Oman Air Travel Insurance is not offered to infants travelling alone on the airline.

### **5. What is the coverage period for my Oman Air Travel Insurance policy?**

Oman Air Travel Insurance covers you for the duration of your trip or to a maximum of 90 days from the date of travel.

### **6. Am I still covered by Oman Air Travel Insurance if I catch a connecting flight to a different destination?**

Yes, at least one flight/ticket must be a Oman Air or Oman Air codeshare flight carrying a OM flight number only.

## **PROCEDURES**

### **7. What do I do if I encounter an accident abroad?**

It is important that you call the number of the Assistance Company, provided by Oman Air, as detailed in your policy before taking any action.

For any outpatient treatment, please retain all original receipts and claim them on your return to your country of residence. For further details please refer to the Claims Procedure document & the Claims by clicking this link here.

### **8. Can I cancel my Oman Air Travel Insurance Policy?**

No, Oman Air Travel Insurance purchased from Oman Air, once purchased is non-cancellable.

**9. Is Oman Air Travel Insurance premium refundable?**

No, as the Oman Air Travel Insurance is not cancellable the premium is non-refundable.

**10. Can I amend my Oman Air Travel Insurance?**

Yes, the Oman Air Travel Insurance policy can be modified/amended in special cases; the change can only be made prior to the departure of the first leg of the journey.

**11. What happens to my Oman Air Travel Insurance if Oman Air reschedules my Return Flight to a later date?**

Your Oman Air Travel Insurance is automatically extended up to a maximum of 3 days if your Return Flight is rescheduled by Oman Air to a later date.

**12. Do I have to carry a copy of my Certificate of Insurance with me when travelling?**

No, you don't need to carry a copy of your Certificate of Insurance. All you need is your Policy Number which will be available to you from the email you will receive after purchasing the plan. And the 24-hour Emergency Allianz Assistance phone number: +971-4-270 8719

**13. What do I do if I did not receive or lost my Certificate of Insurance?**

Your Oman Air Travel Insurance was successfully processed if it is reflected on the Confirmation Page of this site. You should receive your confirmation within 4 hours of completing your purchase.

To get a copy, simply e-mail us your Policy Number (if available), Full Name, Flight Booking Number, Travel Dates, Date of Purchase and E-mail Address to: [travel@nextcarehealth.com](mailto:travel@nextcarehealth.com)

**14. Where can I get the full terms and condition of my Oman Air Travel Insurance?**

The full Terms and Condition of your Oman Air Travel Insurance is available in our Policy Wording section of Oman Air Travel Insurance.

## **COVERAGE**

### **15. What kind of benefits do I get with Oman Air Travel Insurance?**

For more detailed information about the benefits available, please visit our Product Description and Policy Wording sections.

### **16. When does my Oman Air Travel Insurance policy coverage begin?**

For Comprehensive return trip Plans, coverage begins when you check-in for your Oman Air Departure Flight. The Trip Cancellation Benefit takes effect on the Issue Date.

### **17. How will my outpatient medical expenses be paid under the Oman Air Travel Insurance?**

You will be reimbursed for medical expenses incurred as a result of a covered sickness & accident as detailed in the Terms & Conditions.

### **18. If I require treatment for an illness during my trip, can I claim for medical/hospital and other related expenses?**

Yes, Oman Air Travel Insurance covers emergency sickness medical expenses. This can be claimed as detailed in the claims procedure for covered sickness.

### **19. Does Oman Air Travel Insurance cover sports and other similar activities?**

No, currently Oman Air Travel Insurance does not cover sports and similar activities. For more details, please refer to the detailed Terms & Conditions of coverage.

### **20. Can I cancel my trip for any reason and get all my money back through my Trip Cancellation Benefit?**

The Trip Cancellation Benefit is only applicable for insurable reasons indicated in the detailed Terms & Conditions of coverage section.

Covered reasons include, but are not limited to, unforeseen emergencies such as illness, injury or death involving you, your travel companion and/or an immediate family member. Pre-existing Conditions are not covered.

### **21. Can I buy Oman Air Travel Insurance if I have a pre-existing condition?**

Yes! However, Oman Air Travel Insurance has exclusions on pre-existing conditions as detailed in the Terms & Conditions of coverage section.

"Pre-existing Condition" refers to injury, sickness, disease, illness or other medical conditions that you knew about before you purchased Oman Air Travel Insurance.

## **22. Does my Baggage & Personal Effects Benefit cover theft?**

Yes! Oman Air Travel Insurance covers theft (and damage due to attempted theft) as long as it occurs during the duration of your policy.

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## **CLAIMS**

### **23. How do I file a claim?**

In the event of an insurance claim, you can download a copy of our Claim Form which is available in customer support section of Oman Air Travel Insurance here.

After completing, please fax or post it to the contact information indicated in the document.

### **24. How long is the claim processing time?**

Claims will be processed within 14 days after you've submitted all required documentation.

### **25. What is the time limit for filing a claim?**

All claims must be submitted to the travel claims department within 30 days of your Policy End Date.

### **26. What do I do if I disagree with the claims decision made?**

Oman Air Travel Insurance will advise you in writing of your right to appeal the claim decision and the procedures for filing an appeal. You can appeal to:

#### **For Travel Claims, non-emergency:**

NEXtCARE Claims Management  
Eiffel Boulevard Limited Building (Eiffel 2)  
1st floor, Umm Al Sheif,  
Sheikh Zayed Road  
PO80864  
Dubai-UAE

**Contact Number:**

Travel Claims +97142708705

Or email to: [travel.claims@nextcarehealth.com](mailto:travel.claims@nextcarehealth.com)

**27. Can I contact the Travel Claims team if I wish to amend or cancel my travel itinerary?**

No. the Travel Claims team will only assist in filing your claim if you have cancelled or cut short your trip.

**28. Can I file a claim if Oman Air has cancelled my flight?**

No. Oman Air Travel Insurance does not cover a claim if the airline cancels the flight.