

## Frequently Asked Questions - TravelCare Plus

### 1. Who can apply for TravelCare Plus?

Any person aged 18 years and above can apply for the insurance.

### 2. What are the types of plans available?

There are 2 types of plans available: Business and Suite.

### 3. What is a Family Plan?

A Family Plan is applicable to you (the policyholder, main insured person), your legal spouse and and/or your legal child.

### 4. What is the meaning of "Child"?

"Child" means the Adult applicant's legal child who is unmarried and unemployed, at least 3 months old and below 18 years or up to 24 years of age if studying full time in a recognised tertiary institution.

### 5. What is a Single Return Trip Policy?

A Single Return Trip Policy covers the entire return trip (not exceeding 90 consecutive days) from the time during the Period of Insurance that the Insured person leaves his/her home or workplace in Singapore for the sole purpose of commencing a trip abroad to six (6) hours after the Insured Person arrives back in Singapore or on the expiry date of the Period of Insurance shown in the Certificate, whichever is sooner.

### 6. What is an Annual Policy?

An Annual Policy covers you for all trips taken during the Period of Insurance. You can make unlimited number of trips during the Period of Insurance, provided each trip does not exceed 90 consecutive days from the departure date.

### 7. How do I select the Travel Region if I am travelling to more than one country?

If you are going to more than one country, please select the furthest destination from Singapore.



**8. Can foreigners buy TravelCare Plus?**

Yes, foreigners residing in Singapore and holding an employment pass or valid work permit can buy it. Please note that this insurance will only cover for a round trip commencing and returning to Singapore within the period of insurance.

**9. Can I apply for TravelCare Plus if I am above 70 years old?**

Yes, you can apply as our policy covers 70 years old and above with reduced benefits.

**10. Are there any exclusions under TravelCare Plus?**

Yes, pre-existing illnesses, hazardous occupations or those who participate in professional high-risk sports. Please refer to our TravelCare Plus policy terms and conditions for more details.

**11. Can I change my commencement date?**

Yes. You can only change the commencement date if you notify Etiqua Insurance Pte. Ltd. prior to the commencement of your trip or Period of Insurance, whichever is sooner.

**12. How do I make a claim?**

Please call us at 6336 0477 for claim assistance or visit [www.etiqa.com.sg](http://www.etiqa.com.sg) for more details.



## Data Protection and Privacy Statement (“Statement”)

Individual personal data and privacy are important to Etiqa Insurance Pte. Ltd., especially yours. We would like to keep you informed of how Etiqa Insurance Pte. Ltd. manages your personal data as required under the Singapore Personal Data Protection Act (No.26 of 2012) (“the Act”). As this is of utmost importance to you and Etiqa Insurance Pte. Ltd., we would urge you to read the Statement available at [www.etiqa.com.sg](http://www.etiqa.com.sg) under Privacy Policy so that you will know and understand the purpose of collecting, using and disclosing your personal data by Etiqa Insurance Pte. Ltd.

For more information, kindly visit the PDPC website at: <http://www.pdpc.gov.sg>.

## 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 your policy is automatic and no further action is required from you.

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 your insurer or visit the GIA/LIA or SDIC websites ([www.gia.org.sg](http://www.gia.org.sg) or [www.lia.org.sg](http://www.lia.org.sg) or [www.sdic.org.sg](http://www.sdic.org.sg)).