



Etiqua Corporate Travel Insurance Frequently Asked Questions

1) Who is Etiqua Corporate Travel for?

Etiqua Corporate Travel is designed to provide comprehensive coverage for your employees while they travel the world for business. In addition, the leisure portion of their trip is covered too!

2) Who is eligible to purchase Etiqua Corporate Travel?

You must be fully vaccinated and fulfil the pre-departure & post-arrival tests requirements imposed by the country that you are travelling to, or the transport operator that you will be travelling on.

You can purchase Etiqua Corporate Travel if you fulfil the following:

- A Singaporean, Singapore Permanent Resident, Employment Pass Holders with valid passes
- Residing in Singapore
- Age from 16 to 70 years old
- A professional that perform office-related and indoor activities

3) What is covered under Etiqua Corporate Travel?

Etiqua Corporate Travel provides a wide range of coverages such as:

- Overseas Medical Expenses (includes COVID-19)
- Medical Expenses in Singapore (includes COVID-19)
- Accidental Death and Permanent Disablement Benefits
- Travel Inconveniences such as Trip Cancellation, Trip Curtailment and Travel Delay
- Damage or Loss of Portable Business Equipments

Please refer to our [policy wording](#) for the comprehensive coverage list.

4) How long is the period of coverage?

This is a yearly renewable annual plan.

5) What are the plans available under Etiqua Corporate Travel?

- Named Basis: For employees travelling frequently
- Un-Named Basis: For employees travelling on ad-hoc basis

6) What are the benefits available under Etiqua Corporate Travel?

Please refer to the [product page](#) for the list of benefits.

7) Is there a minimum policy premium required?

There is no minimum policy premium required.



8) Is there a minimum headcount requirement?

- Named Basis: minimum of 2 headcounts
- Un-Named Basis: minimum of 5 employees

9) What is the maximum duration that I can be overseas for?

Each overseas trip that you take shall not exceed 180 days.

10) Are there any exclusions under Etiqa Corporate Travel?

Yes, there are exclusions such as pre-existing physical defect or infirmity or any wilful or intentional acts of the Insured.

Please refer to our [policy wording](#) for the full exclusions list.

11) What are the available payment methods?

You can make payment via a Visa/ MasterCard Credit or Debit Card.

12) What documents will I receive upon successful payment?

You will receive the following documents via email:

- Official Receipt
- Policy Schedule
- Policy Wording

13) Is there a free-look period?

You have 14 days from the date you receive the policy to exercise the free-look. Premium paid will be fully refunded if a claim has not been made under the policy.

14) Can I get a refund if I cancel my plan after the free look period?

If no claim has been made, you can get a pro-rated refund for the balance period of the coverage. However, no refund will be given if a claim has been made.

15) How do I file for a claim?

You can simply file a claim [here](#).

If you need further assistance, you may reach out to our partnering Travel Agents that you have purchased your Policy from.

Alternatively, you may also contact our friendly Customer Care Consultant via WhatsApp at +65 6887 8777 or email at customer.service@etiqa.com.sg (Operating hours: Monday to Friday, 8:45am to 5:30pm, excluding Public Holidays).

Information is accurate as of 27 September 2022.