

## Tiq Travel Insurance

### Important Notice

In accordance with the Insurance Act 1966, we would remind You that You must disclose to Us fully and faithfully all the facts You know or could reasonably be expected to know, otherwise You may not receive any benefit from this Policy.

### General Terms

1. This Policy, Schedule, Endorsement, application, proposal form, declaration and attached papers together with other statements in writing, if any, are evidence of the contract between You and Us and shall hereinafter be referred to as the "Policy". The proposal made to Us in connection with this Insurance shall be the basis and forms part of this contract. The Policy is to be read as one document and any word or expression to which a specific meaning has been attached in any part shall bear the same meaning wherever it appears.
2. We shall provide the respective Insurance in the terms set out in this Policy, provided that You pay the premium in full and We agree to accept it.
3. The conditions which appear in this Policy must be complied with. Failure to comply may mean that You or the Insured Person(s) may not be able to claim under this Policy.
4. Any word denoting a singular pronoun shall also mean to include the plural.
5. Throughout this Policy, where the context so admits, words embodying the masculine gender shall include the feminine gender and vice-versa.

### Eligibility

To be eligible under this Policy:

- (a) The Insured Person(s) named in the Schedule is a Singapore Resident or Transit Traveller.
- (b) The Policy Owner named in the Schedule must be at least eighteen (18) years of age on the Effective Date of Insurance.
- (c) The Insured Person(s) and/or Policy Owner should not be from any country under Our Zone country exclusions.
- (d) Any child(ren) named as an Insured Person under the Policy must be Your Legal Child.

### Payment Before Cover Warranty (Applicable to Individual Policy Owner Only)

- (a) The premium due must be paid to the Insurer (or the intermediary through whom this Policy was effected) on or before the inception date (“the inception date”) or the renewal date of the coverage. Payment shall be deemed to have been effected to the Insurer or the intermediary when one of the following acts takes place:
- (b) Cash or honoured cheque for the premium is handed over to the Insurer or the intermediary;
- (c) A credit or debit card transaction for the premium is approved by the issuing bank;
- (d) A payment through an electronic medium including the internet is approved by the relevant party;
- (e) A credit in favour of the Insurer or the intermediary is made through an electronic medium including the internet.
- (f) In the event that the total premium due is not paid to the Insurer (or the intermediary through whom this Policy was effected) on or before the inception date or the renewal date, then the insurance shall not attach and no benefits whatsoever shall be payable by the Insurer. Any payment received thereafter shall be of no effect whatsoever as cover has not attached.

### Premium Basis & Adjustment

Your Premium shall be calculated based upon Your attained age as at the Effective Date of Insurance. The premium rates are not guaranteed and may be increased or varied by Us upon renewal of the Policy, based on Our portfolio claims experience in this class of business. We will advise You of the change in writing at least thirty (30) days before Your Premium is increased or varied by Us.

### General Definitions

**Accident / Accidental** means an unforeseen event of violent, accidental, external and visible nature, occurring during the Period of Insurance, which results in Bodily Injury or death.

**Act of Terrorism** means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or ethnic purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public, in fear.

**Age** means age attained.

**AGA** means AWP Services Singapore Pte. Ltd. (Company Reg. No. 198903487R), trading as Allianz Global Assistance, a third party provider contracted by Us to provide travel information and emergency assistance services to the Insured Person(s).

**Benefit** means the respective Benefit, as stated in the Policy, Schedule and/or Endorsement payable by Us under the terms and conditions and exclusions in respect of each event or loss covered by this Policy.

**Bodily Injury** means any injury sustained by an Insured Person(s) during the period of insurance and is caused by an Accident solely and independently of any other causes within twelve (12) months from the date of such Accident.

**Child(ren)** means legal Child(ren) including step Child(ren) and/or legally adopted Child(ren):

- (a) who is / are at least three (3) months of age and not more than eighteen (18) years of Age (or not more than twenty-five (25) years of Age if studying full-time in a recognised tertiary institution) on the Effective Date of Insurance;
- (b) wholly dependent on the adult Insured Person(s) or His Legal Spouse for financial support; and
- (c) unmarried.

**Compulsory Quarantine** means the Insured Person, under the order of a government issued quarantine order, being quarantined in a facility designated by a government authority due to being diagnosed with COVID-19 for a minimum of twenty four (24) consecutive hours until discharged. Compulsory Quarantine does not include a period of quarantine that is the result of the closure of borders by a government or travel body, the enforcement of social distancing measures, a stay at home notice, or a period of isolation or social distancing required in relation to the Insured Person's departure or arrival at the Insured Person's destination Overseas or Usual Country of Residence.

**Cover Type** means

The level of cover selected by You at the time of Your insurance application:

- (a) Entry Plan, Savvy Plan, Luxury Plan, Pre-Ex Entry Plan, Pre-Ex Savvy Plan or Pre-Ex Luxury Plan; providing different types and levels of benefits
- (b) Individual Plan, Family Plan, Married Couple Plan or Group Plan; and
- (c) Single Trip Policy or Annual Multi-Trip Policy as stated in the Schedule.

**COVID-19 Specified Cause** means:

- (a) Insured Person or Insured Person's Travel Companion being diagnosed with COVID-19 and confirmed by a Doctor;
- (b) the death of the Insured Person or their immediate family member or Travel Companion due to COVID-19, as certified by a Doctor;
- (c) the Insured Person or Insured Person's Travel Companion serving a Compulsory Quarantine or stay home notice order from the government due to close contact with a positive COVID-19 carrier, and as a result missed the departure date of the Trip.

**Effective Date of Insurance** means the commencement date of insurance as specified on the Schedule.

**Endorsement** means written evidence of an agreed change to this Policy.

**Extreme Sports** mean any sporting activity that presents a high level of inherent danger (that is, involving exceptional speed and height, high level of expertise, exceptional physical exertion or highly specialised gear or stunts) including but not limited to big wave surfing, canoeing down rapids, cliff jumping, horse jumping, racing or motor rallies, off-piste skiing, potholing, ultra-marathons, biathlons, triathlons and stunt riding.

**Family Member** means Your spouse, parent, parent-in-law, grandparent, child, brother or sister.

## **Family Plan**

Family Plan is only available under Non Pre-Ex Plans.

**For Single Trip policies** - Maximum of up to six (6) adults traveling with up to nine (9) children. The maximum number of Insured Person(s) under one Family plan is ten (10) persons. The adults need not be related but the child(ren) must be the Legal Child(ren) or grandchild to either of the adult Insured Person(s). All must depart from and return to Singapore together at the same time.

**For Annual Multi-Trip Policy** - The Insured Person(s) will comprise You, Your Legal Spouse and any number of Your Legal Children. The child(ren) need not be accompanied by either of the parent for any trips made during the Period of Insurance.

## **Group Plan** means

- (a) A Policy issued to You in respect of the Insured Persons named in the Schedule who are travelling as a group, that is not issued under a Family Plan or a Married Couple Plan.
- (b) The Insured Persons under the Group Plan must travel together on a Journey.
- (c) Group Plan is only available under Single Return Trip Policy for Pre-Ex Plans and Non Pre-Ex Plans.

**Hijack** means an illegal seize of an aircraft, ship or vehicle while in transit and force it to go to a different destination or use it for the hijacker's own purposes.

**Home Contents** shall mean any moveable household item belonging to the Insured Person in the Insured Person's Home, except for the following:

- (a) Property more specifically insured under another policy.
- (b) Motor vehicles and accessories, pedal cycles and watercraft.
- (c) Deeds, bonds, bills of exchange, promissory notes, cheques, traveller's cheques, securities for money, stamps, certificates or documents of any kind, manuscripts, medals, contact lenses, hearing aids and livestock unless specially mentioned herein.
- (d) Any part of the structure or ceilings of the building(s), wallpapers and the like or external television and radio antennae, aerials, aerial fittings, masts and towers.
- (e) Any property the value of which is included in the Total Sum Insured on Renovation, fixtures and fittings or Building(s).
- (f) Landlord's fixtures and fittings.
- (g) Property owned or held in trust in connection with any business profession or trade.
- (h) Livestock.

**Home** means a building occupied as private dwelling (house, flat or apartment) together with its garages and outbuildings, all used for domestic purposes at the Insured Person's residential address.

**Hospital** means any institution which fully meets all of the following criteria:

- (a) maintains permanent and full-time facilities for care of overnight resident patients;
- (b) has diagnostic and therapeutic facilities for surgical and medical diagnosis and treatment and care of injured and sick persons by or under the supervision of a staff of Medical Practitioners;
- (c) continuously provides twenty four (24) hours a day nursing service supervised by qualified nurses,

and;

- (d) is not other than incidentally a mental institution or a place for rest or a place for the aged or for drug addicts or for alcoholics.

**Hospital Confinement** means an admission or a series of admissions from the same cause except that if admissions from the same cause are separated by twelve (12) months or more then each such admission shall constitute a separate Hospital Confinement.

**Hostage** means a person taken by force to secure the taker's demand.

**Illness** means any sudden and unexpected deterioration in health which manifests itself while Overseas during the Period of Insurance and is not caused by Bodily Injury.

**Individual Plan** means a Policy issued to the Insured in respect of You as the Insured Person named in the Schedule.

**Infectious Disease** shall mean the definitive diagnosis of any of the following infectious diseases by a Medical Practitioner during the Period of Insurance and is supported by acceptable clinical, radiological, histological and laboratory evidence:

- 1) Hand, foot and mouth disease (HFMD)
- 2) Dengue fever (DHF)
- 3) Avian influenza or 'bird flu' due to influenza A viral strains H5N1, H9N2, H7N7, H7N9 or H1N1
- 4) Mumps
- 5) Rubella
- 6) Tuberculosis
- 7) Measles
- 8) Malaria
- 9) Anthrax infection
- 10) Yellow fever
- 11) Plague
- 12) Melioidosis or 'soil disease'
- 13) Rabies
- 14) Legionnaires' disease
- 15) Chikungunya
- 16) Nipah viral encephalitis
- 17) Japanese viral encephalitis
- 18) Variant Creutzfeldt-Jakob disease (vCJD) or 'mad cow disease'
- 19) Severe acute respiratory syndrome (SARS)
- 20) Middle-East respiratory syndrome coronavirus (MERS-CoV)
- 21) COVID-19
- 22) Zika virus
- 23) Group B Streptococcus infection Type III GBS ST283

**Insured Person(s) / His / Him / He** in respect of Individual Plan means the person named in the Schedule as the Insured Person; in respect of Group, Married Couple or Family Plan means the person(s) as defined under such plan.

**Journey** means the period of travel which commences when the Insured Person completes the immigration departure clearance procedure in Singapore on or after the departure date specified in the Schedule for the purpose of commencing such journey and ends (a) on the last day specified in the Schedule or (b) when the Insured Person completes the immigration arrival clearance procedure upon returning to Singapore after such journey, whichever is earlier.

**Kidnap** means to seize and detain or carry away by unlawful force for fraud and often with a demand for ransom.

**Laptop Computer** means the complete laptop computer including accessories or attachments that come as standard equipment with the laptop. Any handheld computers, tablets (including but not limited to Apple iPads, Samsung Galaxy tablets) or similar devices are excluded from this category.

**Major Unexpected Event** means

- (a) Natural Disaster;
- (b) Epidemic or pandemic as declared by the World Health Organisation;
- (c) Major industrial accident as determined by Us;
- (d) Civil unrest, riot or commotion resulting in cancellation of scheduled Public Conveyance services or in a relevant government warning against non-essential travel;
- (e) Strike resulting in the cancellation of scheduled Public Conveyance services; or
- (f) Any event leading to airspace or multiple airport closures.

**Married Couple Plan** means:

- (a) A Policy issued to You in respect of the Insured Persons named in the Schedule who are travelling
- (b) as a married couple. The Insured Person(s) will comprise You and Your Legal Spouse.
- (c) The Insured Person(s) under the Married Couple Plan must travel together on a Journey.
- (d) Married Couple Plan is only available under Single Return Trip Policy for Pre ex Plans and Non Pre-Ex Plans.

**Medical Expenses** means the necessary and reasonable expenses incurred and paid to a medical practitioner, physician, Hospital and/or ambulance service provider for medical, surgical, X-ray, Hospital or nursing treatment including the cost of medical supplies and ambulance hire. All treatment, including specialist treatment, must be prescribed or referred by a Medical Practitioner in order for expenses to be reimbursed under this Policy and such reimbursement will not exceed the usual level of charges for similar treatment, medical services or supplies in the location where the expenses were incurred and paid had this insurance not existed. Treatments and services including medicines must be customary for the treatment of a condition you have and cannot be experimental or elective.

**Medical Practitioner** means a registered and legally qualified physician, doctor or surgeon by a medical degree in western medicine and authorised by the medical licensing authority of that country to provide medical or surgical services within the scope of their licence and training. This cannot be You, Your Family Member or travelling companion, partner, business partner, employer, employee or agent.

**Natural Disasters** mean extreme weather conditions as determined by Us, including but not limited to cyclones, hurricanes, typhoons, tornadoes, fires, floods, tsunamis, volcanic eruptions, earthquakes, landslides or other convulsion of nature or by consequences of any of the occurrences mentioned above.

**Non Pre-Ex Plans** refers to the Entry plan, the Savvy plan and/or the Luxury plan.

**Overseas** means beyond the territorial limits of Singapore.

**Payment Card** means an ATM card, NETS card, credit card, charge card or debit card issued by a registered financial institution in Singapore for personal use only.

**Period of Insurance** means the period during which the coverage under this Policy is effective, as stated in the Schedule.

**Permanent Disablement** means one of the items of disability listed in the scale of compensation under Section 1 in the table of cover, and which was caused only by an accident, as long as: the disability lasts for twelve (12) months consecutively from the date of the accident; and Our Medical Practitioner confirms that it is beyond improvement after twelve (12) months.

**Pre-Ex Plans** refers to the Pre-Ex Entry plan, Pre-Ex Savvy plan and/or the Pre-Ex Luxury plan.

#### **Pre-existing Condition**

For Non Pre-Ex Plans, this means any medical condition for which:

- (a) The Insured Person(s) received medical treatment, diagnosis, consultation or prescribed drugs within a twelve (12) month period immediately prior to the Effective Date of Insurance; or
- (b) Medical advice or treatment was recommended by a Medical Practitioner within a twelve (12) month period immediately prior to the Effective Date of Insurance; or
- (c) A reasonable person in the circumstances would be expected to be aware of within a twelve (12) month period immediately prior to the Effective Date of Insurance.

**Policy Owner** refers to the named owner of this Policy as shown in the Schedule.

**Public Conveyance** means any land, water or air conveyance operating under a license in the country the Insured Person(s) is in for the transportation of fare paying passengers and which has fixed, established and regular schedules and routes only.

**Public Air Conveyance** means all common public air transport carriers operated by a recognized airline which are mechanically propelled and are licensed to carry fare-paying passengers by the relevant authorities but exclude (i) contractor, chartered or private carriers; and (ii) any carriers which are operated primarily for sight- seeing service and amusement of the passengers.

**Public Place** means any place to which the general public has access to such as airports, beaches, driving ranges, golf courses, hotel foyers, parks, public buildings, restaurants, shops and similar places.

**Physician** means a registered herbalist, chiropractor, acupuncturist, bone setter or osteopath all licensed under any applicable laws including a traditional Chinese medical practitioner registered with the Traditional Chinese Medicine Practitioners Board. The Insured Person(s) should not be the attending Physician nor a member of His immediate family.

**Relative** refers to the adult Insured Person(s)'s spouse, child, parent, parent-in-law, grandparent, grandparent-in-law, great-grandparent, great-grandparent-in-law, grandchild, sibling, sibling-in-law, aunt, uncle, niece or nephew.

**Serious Medical Condition** means a condition which in the opinion of AGA constitutes a serious medical emergency requiring urgent remedial treatment to avoid death or serious impairment to the Insured Person(s)'s immediate or long term health prospects. The seriousness of the medical condition shall be judged within the context of the Insured Person(s)'s geographical location, the nature of the medical emergency and the local availability of appropriate medical care of facilities.

**Schedule** means the information page that contains the details of the Policy Owner, Insured Person(s), Benefit, Premium and Period of Insurance attached to this Policy.

**Serious Bodily Injury or Serious Illness** whenever applied to the Insured Person(s), is one which requires treatment by a Medical Practitioner and which results in the Insured Person(s) being certified by that Medical Practitioner as unfit to travel or continue with the planned Trip. When applied to the Family Member, it shall mean Bodily Injury or Illness certified as being dangerous to life by a Medical Practitioner and which results in the discontinuation or cancellation of the planned Trip.

**Singapore Resident(s)** refers to a Singapore citizen, a permanent resident of Singapore or a foreigner with a valid Work Pass, Student Pass, Dependant's Pass or Long-Term Visit Pass.

**Spouse** means the adult Insured Person(s) legally married spouse.

**Terminal Illness** means the conclusive diagnosis by a doctor of an illness that is expected to result in death within twelve (12) months.

**Transit Traveller(s)** refers to an Insured Person(s) who is not a Singapore Resident. A Transit Traveller will be eligible for coverage under this category if the following conditions are met:

- (a) A Transit Traveller is only eligible for cover under a Group Plan, Family Plan and Married Couple Plan, where the Policy Owner must be a Singapore Resident. The Policy Owner and Transit Traveller(s) need not be related to each other.
- (b) The Trip undertaken by a Transit Traveller must start and end in Singapore. Transit Travellers are not eligible for cover under a One-Way Trip, as detailed in the General Conditions section.

**Travel Companion** means a person who has made travel bookings to accompany the Insured Person(s) on the Trip.

**Trip** means an Overseas Journey undertaken under either a Single Trip Policy or an Annual Multi-Trip Policy.



For **Single Trip Policy**, **Trip** means an Overseas journey not exceeding one hundred and eighty-two (182) consecutive days and for which cover commences from:

- (a) in respect of Sections 12, 13 and 22, on the Policy issuance date or as specified under the applicable Section, whichever is later;
- (b) in respect of all other Sections, on the departure date shown on the Schedule or the time of departure from Singapore to travel to the intended Overseas destination(s), whichever is later; and
- (c) shall continue until:
  - i. the Insured Person(s)'s arrival in Singapore;
  - ii. the expiry date shown in Your Schedule; or
  - iii. 182 consecutive days following the commencement date of the Insured Person(s)'s Trip; or
  - iv. the Insured Person(s)'s arrival at His final Overseas destination for one-way trip, whichever is earlier.

For **Annual Multi-Trip Policy**, **Trip** means an Overseas journey that does not exceed ninety (90) consecutive days and for which cover shall commence from:

- (a) In respect of Sections 14, 15 and 25, on the Policy issuance date, date of actual booking for the Trip or as specified under the applicable Section, whichever is later; and
- (b) In respect of all other Sections, on the Policy issuance date or the time of departure from Singapore to travel to the intended Overseas destination(s), whichever is later; and
- (c) Shall continue until:
  - i. the Insured Person(s)'s arrival in Singapore;
  - ii. the expiry date shown in Your Schedule; or
  - iii. 90 consecutive days following the commencement date of the Insured Person(s)'s Trip, whichever is earlier.

**Us / We / Our** means Etiqa Insurance Pte. Ltd. (Company Reg. No. 201331905K).

**You / Your** means the Policy Owner named in the Schedule.

**Zone** means:

**Zone 1:** ASEAN: Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Thailand, Philippines and Vietnam.

**Zone 2:** Zone 1; Asia: Armenia, Australia, Azerbaijan, Bahrain, Bangladesh, China (excluding Tibet), Cyprus, Georgia, Hong Kong, India, Israel, Japan, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Lebanon, Macau, Maldives, Mauritius, Mongolia, Nepal, New Zealand, Oman, Pakistan, Palestine, Qatar, Saudi Arabia, South Korea, Sri Lanka, Taiwan, Tajikistan, Timor-Leste, Turkey, Turkmenistan, United Arab Emirates and Uzbekistan.

**Zone 3:** Zone 1; Zone 2; Nepal, Tibet and Worldwide/the rest of the world excluding countries in the [Sanctioned Countries List](#)

## Table of Benefits

		Non Pre-Ex Plans			Pre-Ex Plans		
Table of Benefits		Entry	Savvy	Luxury	Pre-Ex Entry	Pre-Ex Savvy	Pre-Ex Luxury
Sections 1 to 32 under the Tiq Travel Insurance Pre-Ex Entry, Pre-Ex Savvy, and Pre-Ex Luxury plans will also cover You for claims not relating to pre-existing medical conditions such as injuries or illness sustained during the Trip.							
<b>Personal Accident Benefits</b>							
<b>Section 1</b>	<b>Personal Accident (Accidental Death and Permanent Disablement)</b>						
	Adult aged below 70 years old	\$150,000	\$300,000	\$500,000	\$150,000	\$300,000	\$500,000
	Adult aged above 70 years old	\$30,000	\$40,000	\$50,000	\$30,000	\$40,000	\$50,000
	Child	\$50,000	\$100,000	\$200,000	\$50,000	\$100,000	\$200,000
<b>Medical and Travel Benefits</b>							
<b>Section 2</b>	<b>Medical Expenses Incurred Overseas</b>						
	Adult aged below 70 years old	\$200,000	\$500,000	\$1,000,000	\$200,000	\$500,000	\$1,000,000
	Adult aged above 70 years old	\$30,000	\$50,000	\$75,000	\$30,000	\$50,000	\$75,000
	Child	\$75,000	\$150,000	\$250,000	\$75,000	\$150,000	\$250,000
<b>Section 3</b>	<b>Medical Expenses Incurred in Singapore</b>						
	Adult aged below 70 years old	Not covered	\$7,500	\$10,000	Not covered	\$7,500	\$10,000
	Adult aged above 70 years old	Not covered	\$1,000	\$3,000	Not covered	\$1,000	\$3,000
	Child	Not covered	\$2,500	\$5,000	Not covered	\$2,500	\$5,000
<b>Section 4</b>	<b>Overseas Hospital Income</b>	\$5,000 (\$200 per 24 hrs)	\$10,000 (\$200 per 24 hrs)	\$20,000 (\$200 per 24 hrs)	\$5,000 (\$200 per 24 hrs)	\$10,000 (\$200 per 24 hrs)	\$20,000 (\$200 per 24 hrs)
<b>Section 5</b>	<b>Hospital Allowance in Singapore</b>	\$500 (\$50 per 24 hrs)	\$1,000 (\$100 per 24 hrs)	\$1,500 (\$100 per 24 hrs)	\$500 (\$50 per 24 hrs)	\$1,000 (\$100 per 24 hrs)	\$1,500 (\$100 per 24 hrs)
<b>Section 6</b>	<b>Hospital Visitation</b>	Not covered	\$2,500	\$5,000	Not covered	\$2,500	\$5,000

		Non Pre-Ex Plans			Pre-Ex Plans		
Table of Benefits		Entry	Savvy	Luxury	Pre-Ex Entry	Pre-Ex Savvy	Pre-Ex Luxury
Sections 1 to 32 under the Tiq Travel Insurance Pre-Ex Entry, Pre-Ex Savvy, and Pre-Ex Luxury plans will also cover You for claims not relating to pre-existing medical conditions such as injuries or illness sustained during the Trip.							
Section 7	Compassionate Visit	Not covered	\$5,000	\$7,500	Not covered	\$5,000	\$7,500
Section 8	Child(ren) Guardian	Not covered	\$2,500	\$5,000	Not covered	\$2,500	\$5,000
Section 9	Emergency Telephone Charges	\$100	\$200	\$400	\$100	\$200	\$400
<b>Travel Assistance Benefits</b>							
Section 10	Emergency Medical Evacuation	Combined limit up to \$1,000,000	Combined limit up to \$1,500,000	Combined limit up to \$1,800,000	Combined limit up to \$1,000,000	Combined limit up to \$1,500,000	Combined limit up to \$1,800,000
Section 11	Repatriation of Mortal Remains to Singapore						
<b>Travel Inconvenience Benefits</b>							
Section 12	Trip Cancellation and Loss of Deposit	\$5,000	\$5,000	\$10,000	\$5,000	\$5,000	\$10,000
Section 13	Bankruptcy of Travel Agent	\$1,000	\$1,000	\$3,000	\$1,000	\$1,000	\$3,000
Section 14	Travel Curtailment (including Hijacking)	\$3,000	\$3,000	\$5,000	\$3,000	\$3,000	\$5,000
Section 15	Personal Effects	\$2,000	\$2,000	\$3,000	\$2,000	\$2,000	\$3,000
	- sub-limit for 1 laptop	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000
	- sub-limit for 1 mobile phone	\$250	\$250	\$250	\$250	\$250	\$250
	- sub-limit for all other items (per item)	\$250	\$250	\$250	\$250	\$250	\$250
Section 16	Baggage Delay	\$200 (\$100 per 6hrs)	\$200 (\$100 per 6hrs)	\$200 (\$100 per 6hrs)	\$200 (\$100 per 6hrs)	\$200 (\$100 per 6hrs)	\$200 (\$100 per 6hrs)
Section 17	Loss of Travel Documents (including money)	Personal Money; \$100 Personal Documents; \$150	Personal Money; \$300 Personal Documents; \$250	Personal Money; \$500 Personal Documents; \$500	Personal Money; \$100 Personal Documents; \$150	Personal Money; \$300 Personal Documents; \$250	Personal Money; \$500 Personal Documents; \$500

		Non Pre-Ex Plans			Pre-Ex Plans		
Table of Benefits		Entry	Savvy	Luxury	Pre-Ex Entry	Pre-Ex Savvy	Pre-Ex Luxury
Sections 1 to 32 under the Tiq Travel Insurance Pre-Ex Entry, Pre-Ex Savvy, and Pre-Ex Luxury plans will also cover You for claims not relating to pre-existing medical conditions such as injuries or illness sustained during the Trip.							
<b>Section 18</b>	<b>Travel Delay</b>	\$300 (\$50 per 3hrs)	\$300 (\$50 per 3hrs)	\$500 (\$50 per 3hrs)	\$300 (\$50 per 3hrs)	\$300 (\$50 per 3hrs)	\$500 (\$50 per 3hrs)
<b>Section 19</b>	<b>Flight Diversion</b>	\$300 (\$100 per 6hrs overseas)	\$300 (\$100 per 6hrs overseas)	\$500 (\$100 per 6hrs overseas)	\$300 (\$100 per 6hrs overseas)	\$300 (\$100 per 6hrs overseas)	\$500 (\$100 per 6hrs overseas)
<b>Section 20</b>	<b>Flight Overbooking</b>	\$100	\$100	\$100	\$100	\$100	\$100
<b>Section 21</b>	<b>Travel Misconnection</b>	\$200 (\$100 per 6hrs)	\$200 (\$100 per 6hrs)	\$200 (\$100 per 6hrs)	\$200 (\$100 per 6hrs)	\$200 (\$100 per 6hrs)	\$200 (\$100 per 6hrs)
<b>Section 22</b>	<b>Travel Postponement</b>	\$500	\$500	\$1,000	\$500	\$500	\$1,000
<b>Liability Benefits</b>							
<b>Section 23</b>	<b>Personal Liability</b>	\$250,000	\$500,000	\$750,000	\$250,000	\$500,000	\$750,000
<b>Special Benefits</b>							
<b>Section 24</b>	<b>Hijacking/Kidnapping and Hostage</b>	\$1,000	\$1,000	\$3,000	\$1,000	\$1,000	\$3,000
<b>Section 25</b>	<b>Automatic Extension of Cover</b>	Up to 7 days	Up to 14 days	Up to 14 days	Up to 7 days	Up to 14 days	Up to 14 days
<b>Section 26</b>	<b>Act of Terrorism</b>						
	Adult aged below 70 years old	\$100,000	\$200,000	\$300,000	\$100,000	\$200,000	\$300,000
	Adult aged above 70 years old	\$30,000	\$40,000	\$50,000	\$30,000	\$40,000	\$50,000
	Child	\$50,000	\$75,000	\$100,000	\$50,000	\$75,000	\$100,000
<b>Section 27</b>	<b>Home Contents Cover</b>	Not covered	\$5,000	\$10,000	Not covered	\$5,000	\$10,000

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<b>Extension of Coverage for Pre-existing Conditions (Sub-limits)</b>							
Section 28	<b>Extension to Section 2: Medical Expenses Incurred Overseas</b>						
	Adult aged below 70 years old	Not Applicable	Not Applicable	Not Applicable	\$75,000	\$125,000	\$150,000
	Adult aged above 70 years old	Not Applicable	Not Applicable	Not Applicable	\$20,000	\$40,000	\$50,000
	Child	Not Applicable	Not Applicable	Not Applicable	\$50,000	\$75,000	\$100,000
Section 28	<b>Extension to Section 4: Overseas Hospital Income</b>	Not Applicable	Not Applicable	Not Applicable	\$5,000 (\$200 per 24 hrs)	\$10,000 (\$200 per 24 hrs)	\$20,000 (\$200 per 24 hrs)
	<b>Extension to Section 10: Emergency Medical Evacuation</b>	Not Applicable	Not Applicable	Not Applicable	\$150,000	\$200,000	\$250,000
	<b>Extension to Section 11: Repatriation of Mortal Remains to Singapore</b>						
<b>Add-ons</b>							
Section 29	<b>Child Education Cover</b>	\$3,000 per child; up to \$15,000	\$3,000 per child; up to \$15,000	\$3,000 per child; up to \$15,000	\$3,000 per child; up to \$15,000	\$3,000 per child; up to \$15,000	\$3,000 per child; up to \$15,000
Section 30	<b>Rental Car Excess Cover</b>	\$300	\$500	\$1,000	\$300	\$500	\$1,000
Section 31	<b>Pet Hotel Cover</b>	\$1,000 (\$50 for every 6 hrs)	\$1,000 (\$50 for every 6 hrs)	\$1,000 (\$50 for every 6 hrs)	\$1,000 (\$50 for every 6 hrs)	\$1,000 (\$50 for every 6 hrs)	\$1,000 (\$50 for every 6 hrs)
Section 32	<b>Sports Equipment Protector</b>	\$500	\$2,000	\$4,000	\$500	\$2,000	\$4,000
<b>COVID-19 Add-ons</b>							
Section 33	<b>Travel Postponement</b>	\$500	\$1,000	\$1,500	Not covered	Not covered	Not covered
Section 34	<b>Trip Cancellation and Loss of Deposit</b>	\$3,000	\$4,000	\$5,000	Not covered	Not covered	Not covered
Section 35	<b>Medical Expenses Incurred Overseas</b>	\$100,000	\$200,000	\$300,000	Not covered	Not covered	Not covered

<b>Section 36</b>	<b>Overseas COVID-19 Diagnosis Quarantine Allowance</b>	\$500 (\$100/24hrs)	\$1,000 (\$100/24hrs)	\$1,500 (\$100/24hrs)	Not covered	Not covered	Not covered
<b>Section 37</b>	<b>Emergency Medical Evacuation &amp; Repatriation of Mortal Remains to Singapore</b>	\$200,000	\$300,000	\$500,000	Not covered	Not covered	Not covered
<b>Section 38</b>	<b>Travel Curtailment &amp; Disruption</b>	\$3,000	\$4,000	\$5,000	Not covered	Not covered	Not covered
<b>Section 39</b>	<b>Hospitalization Benefit in Singapore</b>	\$100	\$200	\$300	Not covered	Not covered	Not covered

## The Benefits

### Section 1 – Personal Accident (Accidental Death & Permanent Disablement)

If the Insured Person(s) is involved in an Accident, within the next twelve (12) months suffer Injury or death, We will indemnify the Insured Person(s) or His legal representative up to the limit mentioned under Section 1 of the Table of Benefits.

The aggregate of all benefits payable shall not exceed 100% of the Capital Sum insured as shown under the Scale of Compensation.

Scale of Compensation		% of Capital Sum Insured
1	Accidental Death	100%
2	Permanent total disablement preventing the Insured Person from attending to any business, occupation or duties for which he is reasonably qualified by reason of his education, training and experience	100%
3	Permanent total loss of sight of one or both eyes	100%
4	Permanent total loss of a hand or a foot or loss by physical severance at or above the wrist or ankle	100%
5	Permanent total loss of speech and hearing	100%
6	Permanent total loss of hearing in both ears	75%
7	Permanent total loss of hearing in one ear	15%
8	Permanent total loss of speech	50%

#### Applicable to Section 1:

Cover commences three (3) consecutive hours before the time the Insured Person(s) leave His residence or office for a direct Trip to the place of embarkation in Singapore to the Overseas destination and ceases upon:

- (a) the expiry of the period of insurance stated in the Policy;
- (b) the Insured Person(s)'s return to His permanent residence; or
- (c) within three (3) hours of the time of arrival in Singapore, whichever shall be earlier.

#### Exclusions applicable to Section 1:

We shall not indemnify any Permanent Disablement or death claim arising from Illness or Infectious Diseases.

### Section 2 – Medical Expenses Incurred Overseas

We will reimburse the Insured Person(s) up to the limit mentioned under the Table of Benefits under Section 2, the Medical Expenses necessarily incurred whilst Overseas for Injury or Illness the Insured Person(s) suffered solely and independently of any other causes. In no event will the total of the Medical Expenses incurred Overseas exceed the limit stated in the applicable plan selected under the Table of Benefits.

This benefit also covers expenses incurred in relation to treatment by a Physician, which are necessarily incurred whilst Overseas for Injury and Illness which the Insured Person(s) suffered solely and independently of any other causes, up to a total of \$500 per Overseas trip.

In the event the Insured Person(s) is entitled to a refund or reimbursement of all or part of such expenses from any other source, or if there is in place any other insurance against the events covered under this Section, We shall only be liable for the excess of the amount recoverable from such other source or insurance subject to the applicable limits.

### **Section 3 – Medical Expenses Incurred In Singapore (for Savvy, Luxury, Pre-Ex Savvy and Pre-Ex Luxury plans only)**

We will reimburse the Insured Person(s) up to the limit mentioned under the Table of Benefits, the Medical Expenses necessarily incurred in Singapore for medical treatment or follow-up medical treatment in Singapore for Injury or Illness which the Insured Person(s) had sustained whilst Overseas.

This benefit also covers expenses incurred for follow up treatment in Singapore by a Physician, up to \$50, for Injury or Illness which the Insured Person(s) had sustained whilst Overseas.

The time limit for seeking such medical treatment is as follows:

- (a) if prior medical treatment has not been sought Overseas, the Insured Person(s) must seek medical treatment in Singapore within forty-eight (48) hours from the date of return to Singapore. From the date of the first medical treatment in Singapore, the Insured Person(s) has up to a maximum of thirty (30) days to continue medical treatment in Singapore up to the limit stated under the Table of Benefits; or
- (b) if medical treatment had already been sought Overseas, the Insured Person(s) has up to a maximum of thirty (30) days from the date of return to Singapore to continue medical treatment in Singapore up to limit stated under the Table of Benefits.

In no event will the total of the Medical Expenses in Singapore exceed the limit stated under the Table of Benefits. In the event the Insured Person(s) is entitled to a refund or reimbursement of all or part of such Medical Expenses from any other source, or if there is in place any other insurance against the events covered under this Section, We shall only be liable for the excess of the amount recoverable from such other source or insurance.

### **Section 4 – Overseas Hospital Income**

If the Insured Person(s) is hospitalized Overseas as a result of Accidental Bodily Injury or Illness contracted whilst Overseas, We will pay two-hundred dollars (\$200) per twenty-four (24) hours up to the limit stated under the Table of Benefits. Payment shall be made after the confinement and upon returning to Singapore.

### **Section 5 – Hospital Allowance in Singapore**

If the Insured Person(s) is hospitalized immediately upon return to Singapore as a result of Bodily Injury or Illness contracted whilst Overseas, We will pay the Insured Person(s) one-hundred dollars (\$100) per twenty-four (24) hours up to the limit stated under the Table of Benefits. Payment shall be made after the period of confinement in Singapore.

### **Section 6 – Hospital Visitation**

- (a) In the event the Insured Person(s) is under Hospital Confinement during a Trip for more than five (5) consecutive days due to an Injury or Illness sustained whilst Overseas and it is not judged medically appropriate to move the Insured Person(s) to another location or to return the Insured Person(s) to Singapore for medical treatment, and no adult member of the Insured Person(s)'s family is with Him, We will pay, up to the limit stated in the selected plan under Section 6, the following:



- i. reasonable travel expense (economy class airfare, rail or sea transport fare) necessarily incurred by one Relative or friend departing from Singapore to the place where the Insured Person(s) is under Hospital Confinement; and
  - ii. reasonable hotel accommodation expenses necessarily incurred by the Relative or friend to visit and stay with the Insured Person(s) for the duration of His Hospital Confinement.
- (b) In the event the Insured Person(s) is under Hospital Confinement during a Trip for more than five (5) consecutive days due to an Injury or Illness sustained whilst Overseas and it is not judged medically appropriate to move Him to another location or to return Him to Singapore for medical treatment, and an adult member of the Insured Person(s)'s family is with Him on the Trip, We will pay, up to the limit stated in the Selected Plan under Section 6, the following:
- i. resulting administrative charges for postponement of return travel to Singapore; and
  - ii. reasonable hotel accommodation expenses, necessarily incurred by the adult member of the Insured Person(s)'s family to stay with Him for the duration of His Hospital Confinement. For the avoidance of doubt, the accommodation expense will only be covered from the 6th day of the Insured Person(s)'s Hospital Confinement.

Any assessment of reasonable hotel accommodation or travel expense shall be determined by Us. No coverage will be provided under Section 6 (b) if the Insured Person(s)'s family member becomes entitled to a refund of all or part of such expenses from another source, including under any other existing insurance policy or under Section 14 of this Policy.

### **Section 7 – Compassionate Visit**

If the Insured Person(s) sustains Bodily Injury or Illness which results in death whilst Overseas and no adult member of His family is with Him, We will reimburse up to the limit mentioned under the Table of Benefits, the reasonable traveling expenses and hotel expenses necessarily incurred by one Relative or friend to assist in the final arrangements at the Insured Person(s)'s destination.

This Policy will pay for any claim under any one of Sections 6 or 7 for the same event but not for more than one of the Sections.

### **Section 8 – Child(ren) Guardian**

If the adult Insured Person(s) is hospitalized Overseas with a child(ren) below the age of eighteen (18) years and no other adult is with the child(ren), We will pay for the reasonable traveling and hotel accommodation expenses for a Relative to accompany the Insured Person(s)'s child(ren) back to Singapore subject to the limit stated under the Table of Benefits.

### **Section 9 – Emergency Telephone Charges**

We will reimburse the Insured Person(s) up to two hundred dollars (\$200) for all telephone charges incurred for engaging the services of AGA during a medical assistance/emergency situation for which a medical claim will be submitted under Section 2.

### **ALL EXPENSES PAID EMERGENCY MEDICAL EVACUATION, REPATRIATION & REPATRIATION OF MORTAL REMAINS TO SINGAPORE.**

We, in conjunction with AGA, shall arrange and pay for the following services up to a maximum limit of \$1,500,000 per occurrence for Section 10 & 11 subject to the exclusions listed.

### **Section 10 – Emergency Medical Evacuation**

When as the result of Injury or Illness commencing while the Insured Person(s) is Overseas and if in the opinion of AGA or an authorised representative of AGA, it is judged medically appropriate to move the Insured Person(s) to another location or to return Him to Singapore for medical treatment, AGA, or the authorised representative, will arrange for the evacuation utilizing the means best suited to do so, based on the medical severity of the Insured Person(s)'s condition. We will pay AGA directly the covered expenses for such evacuation specified in the Selected Plan under Section 10.

The means of evacuation arranged by AGA or an authorised representative of AGA may include air ambulance, surface ambulance, regular air transportation, railroad or any other appropriate means. All decisions as to the means of transportation and the final destination will be made by AGA, or the authorised representative, and will be based solely on medical necessity. Covered expenses are expenses for services provided and/or arranged by AGA for the Insured Person(s)'s transportation and shall include medical services and medical supplies necessarily incurred as a result of the emergency medical evacuation.

#### **Exclusions applicable to Section 10**

We will not pay for:

- (a) any expenses incurred for services provided by another party for which the Insured Person(s) is not liable to pay, or any expenses already included in the cost of a scheduled Trip, including but not limited to the unutilized portion of the return air ticket for the scheduled Trip; and/ or
- (b) any expenses for a service not approved and arranged by AGA, or an authorized representative of AGA unless We decide that such expenses were necessarily incurred and for reasons beyond the control of the Insured Person(s), the Insured Person(s)'s Relative or Travel Companion; or in the event that AGA could not be contacted during the emergency. In any event, We reserve the right to reimburse the Insured Person(s) only for those expenses incurred for services which AGA would have provided under the same circumstances and up to the limit specified in the Selected Plan under Section 10.

### **Section 11 – Repatriation Of Mortal Remains To Singapore**

When as the result of Injury or Illness commencing whilst Overseas, the Insured Person(s) suffers death within 30 days from the date of the Injury or commencement of the Illness, AGA or an authorized representative of AGA will make the necessary arrangements for the return of His mortal remains to Singapore. We will also pay the associated reasonable expenses necessarily incurred Overseas for services and supplies provided by the mortician or undertaker, including but not limited to the cost of a basic casket, embalment and cremation if so elected. This will not include expenses related to religious ceremony or rites.

All arrangements for the repatriation must be approved and arranged through AGA unless making such arrangements through AGA were not possible in the circumstances due to reasons beyond the Insured Person(s) estate's control and any alternative arrangements are deemed reasonable by Us.

#### **Exclusions applicable to Section 11**

We will not pay for:

- (a) any expenses incurred for services provided by another party for which the Insured Person(s) is not liable to pay, or any expenses already included in the cost of a scheduled Trip including but not limited to the unutilized portion of the return air ticket for the scheduled Trip; and/ or
- (b) any expenses incurred for the transportation of the Insured Person(s)'s remains not approved and

arranged by AGA or by an authorised representative of AGA.

## **Exclusions Applicable Only To Sections 10 & 11**

The following treatment, items, conditions, activities and their related or consequential expenses are excluded from the Sections and AGA &/or We will not be liable for:

- (a) Pre-existing conditions for which the Insured Person(s) has been hospitalized during the 12 months preceding the Trip or any medical condition that has been diagnosed or treated by a Medical Practitioner including prescribed drugs within 6 months period prior to the Trip.
- (b) Emergency Medical Evacuation or repatriation or cost not approved in advance and in writing by AGA and/or not arranged by AGA. This exclusion shall not apply to Emergency Medical Evacuation from remote or primitive areas where AGA cannot be contacted in advance and delay might reasonably be expected to result in loss of life or extreme prejudice to the Insured Person(s)'s prospect.
- (c) Any event occurring when the Insured Person(s) is within Singapore or His home country.
- (d) Any expenses if the Insured Person(s) is travelling outside Singapore contrary to the advice of a Medical Practitioner or for the purpose of obtaining medical treatment or for rest and recuperation following any prior accident or illness.
- (e) Any expenses if the Insured Person(s) is not suffering from a Serious Medical Condition or if the treatment can be reasonably delayed until His return to Singapore.
- (f) Any treatment or expenses related to childbirth or pregnancy (except abnormal pregnancy or vital complications of pregnancy which endangers the life of the mother or unborn child/children) and in any event, childbirth, miscarriage (spontaneous abortion) or pregnancy after 6th month thereof.
- (g) Any expenses related to Accident or Injury occurring while the member is engaged in Extreme Sports, mountaineering or rock climbing necessitating the use of rope, underwater activities
- (h) requiring the use of artificial breathing apparatus except leisure scuba diving no deeper than thirty
- (i) (30) meters, speed contest or racing of any kind other than on foot and all professional sports.
- (j) Any expenses incurred for emotional, mental illness and psychiatric disorder as opposed to physical and strictly medical reason.
- (k) Self-inflicted injury, suicide, drug addiction or abuse, alcohol abuse, sexually transmitted diseases, Acquired Immune Deficiency Syndrome (AIDS) or any AIDS-related conditions or diseases.
- (l) Any treatment performed or ordered by a non-registered Medical Practitioner not in accordance with the standard medical practice as defined in the country of treatment.
- (m) The cost of burial in the Insured Person(s)'s home country.
- (n) Any expenses resulting from participation in war, riot, civil commotion or any illegal act including resulting imprisonment or while serving in a police or military unit.

## **Section 12 – Trip Cancellation and Loss of Deposit**

If after this insurance is effected and any of the following events should occur within sixty (60) days before the commencement of the Trip, resulting in the cancellation of the Trip, We will pay for the irrecoverable travel and accommodation expenses paid in advance up to the limit mentioned under the Table of Benefits due to:

- (a) Death, injury or illness of the Insured Person(s) or His spouse, child, parent, parent-in-law, grandparent, grandchild, brother or sister;
- (b) Major Unexpected Event which prevents the Insured Person(s) from travelling to His main destination(s);
- (c) Serious damage to the Insured Person(s)'s permanent place of residence;
- (d) Called as a witness in the Court of Law in Singapore or the compulsory quarantine of the Insured Person(s) or His Travel Companion.

Alternatively for Section 12 (a), if the Trip is cancelled due to an unexpected death of a Relative or Travel Companion occurring within sixty (60) days before the date of departure of the Trip and as a result, the Insured Person(s) is unable to travel, We will pay any replacement administrative expenses incurred in respect of the change of traveller made before the commencement of the Trip subject to specified limit in the Selected Plan under Section 12. Such replacement administrative expenses are paid by Us as an alternative to (a) above and there will be no further payment by Us for any travel losses or accommodation expenses.

Under this Section, Cancellation means unavoidable termination of the Trip after it is arranged but before it has commenced.

### **This coverage is effective only:**

- (a) if this Policy is purchased before the Insured Person becomes aware of any circumstances which could lead to the disruption of a planned Trip;
- (b) with the provision of documentary proof that there was a first attempt to seek a refund of any prepaid expenses from the transport or accommodation provider and the refund request has been denied by them. We will pay the balance of the irrecoverable transport or accommodation expenses after deducting the amount that has been refunded by the transport or accommodation provider; and
- (c) if the travel agent, tour operator, transport or accommodation provider(s) have been duly informed at the earliest possible time as soon as the Insured Person(s) is aware that there is a change of travel plans.

### **Exclusions applicable to Section 12**

We will not pay for any loss:

- (a) Caused directly or indirectly by government regulations or control;
- (b) Caused by cancellation by the Public Conveyance or any other provider of the travel and/or accommodation;
- (c) That is covered by any other existing insurance scheme or government programme;
- (d) From prepaid or non-refundable expenses for unused local excursions, tours, seminars, courses, theatre shows, theme parks, sporting events, concerts and any other charges not related to transport or accommodation;
- (e) Should this policy be purchased less than three (3) days before the date of departure (date of departure inclusive) (with the exception of the Insured Person(s)'s death or the death of the Insured Person(s)'s Relative or Travel Companion caused by an Accident);
- (f) That results from a Major Unexpected Event which was publicly known at the time the Insured Person(s) booked His Trip or purchased this policy, whichever occurs last;
- (g) Being compensation for any air miles or holiday points the Insured Person(s) used to pay for the Trip in part or in full; and/or
- (h) Any additional costs due to a delay in informing the relevant transport or accommodation provider(s) of the change in travel plans.

This Policy will only pay for any claim under any one of Sections 12 or 13 for the same event but not for more than one of the Sections.

## Section 13 – Bankruptcy of the Travel Agent

We will reimburse the Insured Person(s) up to the specified limit in the Selected Plan under Section 13, for the loss of irrecoverable travel deposits or travel fares paid in advance, due to a Trip being cancelled prior to Trip commencement because of Insolvency of a registered Travel Agent from which the Insured Person(s) purchased the Trip.

### Exclusion to Section 13

We will not pay for any loss:

- (a) caused directly or indirectly by government regulations or control;
- (b) caused by cancellation by the Public Conveyance or any other provider of the travel and/or accommodation,
- (c) that is covered by any other existing insurance scheme or government programme;
- (d) which will be paid or refunded by a hotel, airline, travel agent or any other provider of travel and/or accommodation;
- (e) where insolvency occurred, or for which a petition for bankruptcy or similar petition was filed before the purchase of this insurance; and/or
- (f) should this insurance be purchased less than three (3) days before the date of departure (date of departure inclusive).

This Policy will only pay for any claim under any one of Sections 12 or 13 for the same event but not for more than one of the Sections.

## Section 14 – Trip Curtailment (Including Hijacking)

If after the commencement of the Trip and the Insured Person(s) should decide to return directly to Singapore due to the occurrence of the events mentioned below, We will pay for the loss of deposit, any additional traveling expenses necessarily incurred, and pro-rated amount for each incomplete day of the remaining Trip after due adjustment for any sum recovered up to the limit mentioned under the Table of Benefits:

- (a) Serious Bodily Injury or Serious Illness of the Insured Person(s) and upon written medical advice.
- (b) Hijacking of the aircraft in which the Insured Person(s) is on board as a passenger.
- (c) The unexpected death or Injury or Illness of the Insured Person(s)'s relative or Travel Companion.
- (d) Major Unexpected Event which prevents the Insured Person(s) from continuing with His scheduled Trip.
- (e) The quarantine upon medical advice which prevents the Insured Person(s) from continuing with His scheduled Trip.

A medical certificate must be obtained from the Medical Practitioner treating the Insured Person(s) or His Family Member confirming the Serious Bodily Injury or Serious Illness.

### Exclusions applicable to Section 14

We shall not pay for claims arising directly or indirectly from, in respect of, or due to:

- (a) Government regulation or Statute, delay or amendment of the booked Trip (including error, omission or default) by the provider of any service forming part of the booked Trip as well as the travel agent or tour operator through whom the Trip was booked;
- (b) failure to obtain the necessary documents to travel.
- (c) The Insured Person(s)'s business, financial or contractual obligation or those of the Insured Person(s)'s Travel Companion.
- (d) The Insured Person(s)'s disinclination to travel or financial circumstances.

### Section 15 – Personal Effects Including Laptop Computer

We will reimburse the Insured Person(s) up to the limit specified in the Selected Plan under Section 15, for loss of or damage sustained Overseas to personal baggage taken or purchased on the Trip where such loss or damage is due to circumstances beyond the Insured Person(s)'s control at the planned destination including Natural Disasters. This includes compensation for the Insured Person(s)'s clothing and personal effects which are stored in the personal baggage that is lost or which are worn or carried on Him. All items must be owned by the Insured Person(s) or in His custody or which is loaned or entrusted to Him.

We will not be liable for more than \$250, in respect of any one article or pair or set of articles. The limit of liability for a Laptop Computer is \$1,000 and only for one Laptop Computer for every policy. A pair or set of items is treated as one item (e.g. a pair of shoes, a camera and its accompanying lens and any accessories even if purchased separately and are of different brands, a set of diving gear and any accessories even if purchased separately and are of different brands).

We may, at Our sole discretion and option, make payment or reinstate or repair the damaged personal baggage. All claim settlements will be subject to due allowance for wear and tear and depreciation.

We will use the table below as a guide for determining the items' fair value:

What we cover	With receipts	Without receipts
Mobile Phone	$[(24 - \text{Age of the item in months}) / 24 \text{ months}] \times \text{Price}$ , up to the sub-limit per item mentioned under Section 15 of the Table of Benefits.	Up to S\$50 per item and up to a maximum of 5 articles or 5 pairs or sets of articles
Laptop, tablet and other electronic devices	$[(36 - \text{Age of the item in months}) / 36 \text{ months}] \times \text{Price}$ , up to the sub-limit per item mentioned under Section 15 of the Table of Benefits.	
Personal effects (including baggage)	$[(60 - \text{Age of the item in months}) / 60 \text{ months}] \times \text{Price}$ , up to the sub-limit per item mentioned under Section 15 of the Table of Benefits.	

The loss must be reported to the police or relevant authority such as hotel and airline management or other service provider having jurisdiction at the place of the loss within 24 hours of the incident. Any claim must be accompanied by proof of denial received from the airline or service provider. The Insured Person(s) must take every possible step and reasonable precaution to ensure:-

- (a) that the Insured Person(s)'s baggage or personal effects are not left unattended in a Public Place; and
- (b) the safety of all personal property and baggage.

Claims that result from the Insured Person(s) losing His baggage or it being damaged while being held by an airline or service provider should be made to the airline or service provider first. Any payment under this Policy shall be made upon proof of compensation received from the airline or service provider or where such compensation is denied, proof of such denial.

## Exclusions applicable to Section 15

We will not be liable for:

- (a) Loss not reported to the police or the transport carrier within twenty-four (24) hours of discovery.
- (b) the following classes of property which are excluded from coverage: animals, motor vehicles (including accessories), motorcycles, boats, motors, any other conveyances, snow skis, boards or toboggans, fruits, perishables and consumables, household effects, antiques, artefacts, paintings, objects of art, computers (including handheld computers, software and accessories with the exception of Laptop Computers as provided herein above), jewellery, gem stones, watches, contact or corneal lenses, musical instruments, bridges for tooth or teeth, dentures;
- (c) loss or damage caused by wear and tear, gradual deterioration, moths, vermin, inherent vice or damage sustained due to any process or while actually being worked upon resulting in such loss or damage;
- (d) loss or damage to hired or leased equipment and loss of or damage to property resulting directly or indirectly from insurrection, rebellion, revolution, civil war, usurped power, or action taken by governmental authorities in hindering, combating or defending against such an occurrence, seizure or destruction under quarantine or customs regulations, confiscation by order of any government or public authority or risk of contraband or illegal transportation or trade;
- (e) loss or damage to property insured under any other insurance policy, or reimbursed by any other carrier, hotel or any other party;
- (f) loss or damage to the Insured Person(s)'s baggage sent in advance, mailed or shipped separately;
- (g) loss or damage to the Insured Person(s)'s baggage left unattended in any Public Place;
- (h) loss or damage resulting from the Insured Person(s) failure to take due care and precaution for the safeguard and security of such property;
- (i) loss of or damage resulting from the Insured Person(s)'s wilful act, omission, negligence or carelessness;
- (j) loss of or damage arising from confiscation or retention by customs or other officials;
- (k) loss or damage of business goods or samples or equipment of any kind;
- (l) loss of or damage to data recorded on tapes, cards, discs or otherwise;
- (m) loss of or damage to cash or cash equivalents, bank notes, casino chips, vouchers, cash storage card, public transport travel pass (e.g.: EZ-Link card), bonds, coupons, stamps, negotiable instruments, title deeds, manuscripts, securities of any kind, credit cards or replacement of credit cards, identity cards and driving licenses, travel documents except as provided for in Section 17.
- (n) loss, damage, derangement or breakage of fragile or brittle articles; and/or
- (o) loss or damage resulting from mysterious disappearance of such property.

Note: This Policy will only pay for any claim under any one of Sections 15, 16 or 18 for the same event but not for more than one of the Sections.

## Section 16 – Baggage Delay

If the Insured Person(s)'s checked-in baggage is delayed, misdirected or temporarily misplaced by the carrier for more than six (6) hours after the Insured Person(s)'s arrival at the baggage pick-up point of the scheduled destination Overseas, We will pay \$100/- for each six (6) consecutive hours up to the limit mentioned under the Table of Benefits. If such baggage is delayed, misdirected or temporarily misplaced by the carrier after the Insured Person(s)'s arrival at the baggage pick-up point in Singapore, We will only pay a maximum of \$100 provided a minimum period of 6 hour of delay has lapsed. For avoidance of doubt, the amount of \$200 stated under this Section is based on each claim and not on each piece of baggage. A Property Irregularly Report or equivalent report issued by the carrier is required indicating the date and time of loss and the date and time the baggage was delivered to the Insured Person(s).

Note: This Policy will only pay for any claim under any one of Sections 15, 16 or 18 for the same event but not for more than one of the Sections.

### **Section 17 – Loss of Travel Document (Including Money)**

We will indemnify the Insured Person(s) for cost incurred up to the limit stated under the Table of Benefits in replacing passports, travel tickets and other travel documents lost whilst Overseas, including additional travel expenses and hotel accommodation incurred, provided that the loss is reported to the police within twenty- four (24) hours and a copy of the report obtained. Such loss must be due to robbery, burglary, theft or Natural Disasters whilst Overseas.

Where replacement passports which have been lost whilst Overseas are to be obtained upon the Insured Person(s)'s return to Singapore, We will pay the Insured Person(s), up to the limit stated in the selected plan under this Section, only for the cost of obtaining such passports excluding any transport or other incidental costs incurred in Singapore.

We will also reimburse the Insured Person(s) up to \$350 (based on the plan selection) if the Insured Person(s) experiences a loss of cash, travellers' cheques or bank notes due to robbery, burglary, theft or Natural Disasters while the Insured Person(s) is Overseas during the Trip. The loss must be reported to the police at the place of incident not more than twenty-four (24) hours after the loss and any claim submitted must be accompanied by the written documentation from the Police.

### **Exclusion applicable to Section 17**

We will not pay for any shortage due to exchange rate or depreciation in value and for loss of travellers' cheques not immediately reported to the local branch or agent of the issuing authority.

### **Section 18 – Travel Delay**

If the departure of the Public Conveyance or any air, land, water conveyance operating under a valid license in the country that the Insured Person(s) is in which is chartered or arranged as part of a tour (but always excluding taxis and/or private cars) in which the Insured Person(s) had arranged to travel whilst Overseas is delayed for at least three (3) consecutive hours from the time specified in the itinerary supplied to the Insured Person(s) due to a Major Unexpected Event, Civil Unrest, Riot or Commotion, Strike, adverse weather condition, mechanical breakdown/derangement or structural defect of the Public Conveyance, or any air, land, water conveyance operating under a valid license in the country that the Insured Person(s) is in which is chartered or arranged as part of a tour (but always excluding taxis and/or private cars), We will pay the Insured Person(s) \$50 for every full three (3) consecutive hours of delay up to the limit mentioned under the Table of benefits. Where the delay occurred in Singapore, We will only pay the Insured Person(s) a maximum sum of \$50 provided a minimum period of three (3) hours of delay has lapsed.

### **Exclusions applicable to Section 18**

We will not pay the Insured Person(s) for any delay:

- (a) arising from the Insured Person(s)'s failure to check in as according to the itinerary supplied to Him, or if the Insured Person(s) fail to obtain written confirmation from the carriers or their handling agents of the number of hours delayed and the reason for such delay; and/or
- (b) that results from a Major Unexpected Event, Civil Unrest, Riot or Commotion, Strike or adverse weather conditions, actual or suspected mechanical breakdown/derangement or structural defect of the Public Conveyance which was publicly known at the time the Insured Person(s) booked His Trip or purchased this insurance, whichever occurs last.



Note: This Policy will pay for any claim under any one of the Sections 18 or 19 for the same event but not for more than one of the Sections.

## **Section 19 – Flight Diversion**

We will pay the Insured Person(s) \$100 for every six (6) consecutive hours of delay up to a maximum limit of \$300 in the event that the scheduled flight that the Insured Person(s) has boarded on is deviated due to a Major Unexpected Event, adverse weather conditions, actual or suspected mechanical breakdown/ derangement or structural defect of the air carrier which prevents the Insured Person(s) from continuing on the Trip or resulting in a delayed arrival at the planned destination.

## **Exclusion applicable to Section 19**

We will not pay the Insured Person(s) for any flight diversion that results from a Major Unexpected Event or adverse weather conditions which was publicly known at the time the Insured Person(s) booked His trip or purchased this insurance, whichever occurs last.

Note: This Policy will pay for any claim under any one of the Sections 18 or 19 for the same event but not for more than one of the Sections.

## **Section 20 – Flight Overbooking**

In the event that the Insured Person(s) fail to board the aircraft whilst Overseas arising from overbooking of the flight in which a confirmed reservation had been received from the airline and no alternative transportation is made available to the Insured Person(s) within six (6) consecutive hours, We will pay the Insured Person(s) up to the limit mentioned under the Table of Benefits. This benefit is payable only once for each Trip out of Singapore.

Note: This Policy will pay for any claim under any one of the Sections 20 or 21 for the same event but not for more than one of the Sections.

## **Section 21 – Travel Misconnection**

In the event that the Insured Person(s) confirmed onward travel connection whilst Overseas is missed at the transfer point due to the late arrival of the Insured Person(s)'s incoming confirmed connecting scheduled carrier or any air, land or water conveyance operating under a valid license in the country that the Insured Person(s) is in which is chartered or arranged as part of a tour (but always excluding taxis and/or private cars), and no other onward transportation is made available for the Insured Person(s) within six (6) consecutive hours on the Insured Person(s) arrival, We will pay the Insured Person(s) for reasonable hotel accommodation, meals or refreshment up to the limit mentioned under the Table of Benefits.

## **Exclusion applicable to Section 21**

We will not pay for any claim under any of this Section if the Insured Person(s) in-coming carrier was scheduled to arrive after the stated check-in time required by the connecting carrier.

Note: This Policy will pay for any claim under any one of the Sections 20 or 21 only for the same event but not for more than one of the Sections.

## **Section 22 – Travel Postponement**

We will indemnify the Insured Person(s) up to the limit mentioned in the Table of Benefits if the Insured Person(s) have to postpone His trip due to the reasons listed below if they happen within thirty (30) days before the Insured Person(s) is due to leave:

- (a) Death, Serious Illness or Serious Injury or compulsory quarantine of the Insured Person(s), His family member or travelling companion;
- (b) Major Unexpected Event that prevents the Insured Person(s) from Travelling to His main destination(s) as scheduled and outlined in the Insured Person(s)'s Trip itinerary Overseas;
- (c) Serious damage to the Insured Person(s) home in Singapore due to a fire or natural disaster occurring after the issue date of the Policy and within 1 Week before the date of departure;
- (d) If the Insured Person(s) have to appear in court as a witness during His trip and He was not aware of this when He took up this policy;
- (e) If the Insured Person(s) is forced to postpone His trip because the Insured Person(s) is a child and His Travelling Companion who is His legal guardian has to cancel his/her trip due to one of the reasons listed above.

### **Exclusion applicable to Section 22**

We will not pay for any loss or charges:

- (a) caused directly or indirectly by government regulations or control;
- (b) caused by cancellation by the carrier or any other provider of the travel and/or accommodation;
- (c) that is covered by any other existing insurance scheme or government programme;
- (d) which will be paid or refunded by a hotel, airline, travel agent or any other provider of travel and/or accommodation;
- (e) should this insurance be purchased less than three (3) days before the date of departure (date of departure inclusive) (with the exception of the Insured Person(s) death or the death of His Relative or Travel Companion caused by an Accident);
- (f) that results from a Major Unexpected Event which was publicly known at the time the Insured Person(s) booked His Trip or purchased this insurance, whichever occurs last; and/or
- (g) Compensation for any air miles, holiday points, membership or credit-card redemption the Insured Person(s) use to pay for all or part of the trip.

Note: This Policy will only pay for any claim under any one of Sections 12, 13 or 22 for the same event but not for more than one of the Sections.

### **Section 23 – Personal Liability Abroad**

We will indemnify the Insured Person(s) up to the limit mentioned under Section 23 of the Policy for legal liability to a third party arising during the Trip Overseas due to:

- (a) Death or accidental Bodily Injury to third party; or
- (b) Accidental loss of or damage to third party's property.

### **Exclusions applicable to Section 23**

- (a) No benefits will be provided arising from property belonging to a member of the Insured Person(s)'s family or employee or deemed by law to be the Insured Person(s)'s employee.
- (b) liability to any person who is a member of the Insured Person(s)'s family or employee or deemed by law to be the Insured Person(s)'s employee.
- (c) property belonging to the Insured Person(s) or in His care, custody or control.
- (d) any liability assumed under contract.
- (e) liability arising directly or indirectly from, in respect of, or due to the Insured Person(s)'s wilful, malicious or unlawful act.
- (f) liability arising directly or indirectly from, in respect of, or due to the ownership, possession or use of vehicles, aircraft, watercraft, firearms or animals;
- (g) liability arising directly or indirectly from, in respect of, or due to ownership or occupation of land or

- buildings (other than occupation only of any temporary residence);
- (h) liability arising directly or indirectly from, in respect of, or due to the undertaking or pursuit of any trade, business or profession;
- (i) liability arising directly or indirectly from, in respect of, or due to any criminal acts;
- (j) legal costs resulting from any criminal proceedings;
- (k) the Insured Person(s) participation in any motor rallies, or car, motorcycle, boat or aerial racing;
- (l) Judgments which are not in the first instance delivered by or obtained from a court of competent jurisdiction within Singapore; and/or
- (m) Punitive, aggravated or exemplary damages.

As a condition precedent to Our liability, the Insured Person(s) must not make any offer or promise of payment or admit any liability or fault to any other party, or become involved in any litigation without our written approval.

### **Section 24 – Hijacking / Kidnapping and Hostage**

In the event that the aircraft which the Insured Person(s) is travelling in is being hijacked for more than six (6) hours, We will pay up to \$250 (depending on plan selection) for each six (6) consecutive hours up to the limit mentioned under the Table of Benefits.

We will also pay the same benefit if the Insured Person(s) is held hostage following a kidnap during the Insured Person(s)'s Trip.

### **Exclusion to Section 24**

We will not pay any benefit in this Section for loss or damage due to the following:

- (a) the Insured Person(s)'s fraudulent, dishonest or criminal acts;
- (b) events which take place in the Insured Person(s)'s country of residence, any country located in Central or Southern America or Africa, or any country in which United Nations armed forces are present and active; and
- (c) actual loss of or damage to property of any description, including intellectual property as a result of the kidnap and hostage.

As a condition precedent to our liability, We must:

- (a) have sufficient proof that the event has actually occurred;
- (b) be given immediate oral and written notice of the event and periodic updates of any activity occurring during the incident; and
- (c) if it is in the Insured Person(s)'s best interests, notify the national or other appropriate law enforcement agency having jurisdiction over the matter.

### **Section 25 – Automatic Extension Of Cover**

In the event that the Insured Person(s), as a ticket holding passenger on a scheduled Public Conveyance, is being prevented from completing the return leg of a planned Trip within the Period of Insurance, as a result of :

- (a) the Insured Person(s) suffering from Serious Bodily Injury or Serious Illness; or
- (b) the scheduled Public Conveyance in which the Insured Person(s) is travelling is being unavoidably delayed due to strike or industrial action, adverse weather condition or mechanical breakdown/derangement of the Public Conveyance or due to grounding of an aircraft as a result of mechanical or structural defect.

The Period of Insurance shall be automatically extended for up to seven (7) consecutive days without additional premium subject to relevant documents evidencing such event being submitted to Us.\

## **Section 26 – Act of Terrorism Cover (in aggregate for the above Sections 1 to 25)**

We will indemnify the Insured Person(s) for death or permanent disablement as a result of any Act of Terrorism. We will pay compensation up to the limit mentioned under the Table of Benefits.

### Free Travel Assistance Service

The Insured Person(s) is entitled to the following free travel assistance services provided by AGA:

- (a) Travel Information And Emergency Assistance Services
- (b) Pre-Trip Information Services
- (c) Inoculation Requirements & Visa Requirements
- (d) 24-hours Emergency General Travel Assistance (English & Mandarin)
- (e) Embassy Referral
- (f) Loss Luggage Assistance
- (g) Loss Passport Assistance
- (h) Emergency Message Transmission Assistance
- (i) Interpreter Referral
- (j) Telephone Medical Advice
- (k) Medical Service Provider Referral
- (l) Arrangement of Appointment with Local Doctors
- (m) Arrangement of Hospital Admission
- (n) Guarantee of Medical Expenses Incurred
- (o) Monitor Medical Condition during Hospitalization with Attending Physician

To access the service, dial +65 6415 8694 the Emergency Services Hotline and quote the Insured Person(s)'s policy number. Consultation with AGA is free. Other third-party costs and expenses are covered under this Policy subject to the terms and conditions provided in this policy.

## **Section 27 – Home Contents Cover (for Savvy & Luxury plans only)**

We will indemnify the Insured Person(s) for loss or damage to the Insured Person(s)'s Home Contents within the Insured Person(s)'s Home due solely and directly to a fire or burglary during the Insured Person(s)'s Trip.

## **Section 28 - Extension of Coverage for Pre-existing Conditions (for Pre-Ex Plans only)**

This section applies only to Tiq Travel Insurance Pre-Ex Plans and covers only single return trips with a duration of up to thirty (30) days.

For any claim under Section 28, the Insured Person(s) or their representative must contact AGA as soon as the situation allows.

The Insured Person(s) must meet all the following conditions to be eligible for Tiq Travel Insurance Pre-Ex Plan cover:

- (a) The Insured Person(s) is following their treating doctor's advice for all their pre-existing medical condition. This includes not refusing or delaying any monitoring, medical appointment, medical test, medication, treatment or surgery.
- (b) The Insured Person(s) does not have any medical condition or symptom which they have not consulted a doctor for or for which they are waiting for medical test, medical result, diagnosis,

treatment or surgery.

- (c) In the last twelve (12) months, the Insured Person(s) does not have any pre-existing medical condition which has required them to:
- i. receive treatment at a hospital's Accident and Emergency Department more than once;
  - ii. stay in a hospital as an inpatient for more than three days in a row; and
  - iii. stay in a hospital as an inpatient for more than once.

## What is Covered

If during a Trip outside Singapore, the Insured Person(s) suffers an acute onset of a pre-existing medical condition, we will extend the benefits under Section 2 – Medical Expenses Incurred Overseas, Section 4 – Overseas Hospital Income, Section 10 – Emergency Medical Evacuation and Section 11 – Repatriation of Mortal Remains to Singapore to pay for the expenses incurred by the insured person up to thirty (30) days from the date the insured person first suffers the acute onset of a pre-existing medical condition during the trip. The maximum we will pay for the sections extended under this section 28 is shown in the table of benefits. The limits shown below are sub-limits of the relevant sections extended and not above or in addition of the limits in each section.

The benefit limits in the table above are sub-limits of the respective sections.

## Exclusion to Section 28

In addition to the exclusions, this Section does not cover any claims resulting from:

- (a) any pre-existing medical condition that worsens within the thirty (30) days before the start of the Trip for which doctor has advised to see a medical specialist, undergo investigative test, surgery, or change in treatment, prescribed medication or dosage. This does not include changes to prescribed medication or dosage for lowering blood cholesterol;
- (b) terminal illness regardless whether diagnosis was received before or after this insurance was purchased;
- (c) outpatient medical treatment;
- (d) medical expenses incurred in Singapore.

## Add-ons (Optional)

### Section 29 – Child Education Cover

If the Insured Person suffers an injury during the Trip due to an Accident which, within six (6) months, is the sole cause of his/her death, We will pay \$3,000 for each of the Insured Person's Legal Child.

The maximum we will pay under this section is \$15,000.

### Section 30 – Rental Car Excess Cover

We will pay for the excess or deductible which the Insured Person become contractually responsible for, up to the limit, for loss or damage to a rental car from a licensed rental agency overseas during the Trip.

### Terms and Conditions under Section 30

- 1) The Insured Person(s) must be either a named driver or one of the named drivers of the rented private vehicle;
- 2) The loss or damage must be covered by the insurance policy of the rented car;
- 3) The Insured Person must not breach any terms and conditions of the rental agreement;
- 4) The rental car must be rented from a licensed car rental business; and
- 5) At the time of the accident, the Insured Person was licensed to drive the vehicle and was not taking part in or practicing for speed or time trials of any kind, or driving under the influence of alcohol, drugs or any drugs abuse.

**Section 31 – Pet Hotel Cover**

If the Insured Person(s) placed his/her cat or dog in a kennel, cattery or pet hotel during the Trip and is unable to collect the pet on the day as agreed with the kennel/cattery or pet hotel for more than six (6) consecutive hours due to the delay of the final inbound common carrier to Singapore, We will pay \$50 for every full six (6) consecutive hours of delay per Insured Person.

The maximum We will pay under this section is \$1,000.

**Section 32 – Sports Equipment Protector**

We will pay for loss, theft or accidental damage to the Insured Person(s) Sports Equipment while Overseas. We will make payment, repair or replace (at our discretion) an item. If any item is beyond economic repair We will treat it as lost or stolen.

Sports Equipment in this context includes golf clubs, diving gear, fishing equipment, bicycle(s), ski equipment, snowboards and climbing gear.

We will pay the reasonable cost of hiring replacement equipment if the above items are accidentally damaged, stolen or temporarily lost for more than eight (8) hours during the Overseas Trip. We will pay up to \$100 per day for hiring costs.

We will pay up to the limit as stated in the Table of Benefits.

The Insured Person must provide proof of purchase e.g. receipts or credit card statements. We will pay the original price for the item or pair or set of items less an allowance for wear, tear and depreciation.

Adjustments	With receipts
Item Age	Payment Reduction
Below 2 years old	0%
2 years old	25%
3 years old and above	50%

If the Insured Person is unable to provide proof of purchase, We will only pay up to \$50 per item, pair or set, up to a maximum of five (5) items, pairs or sets.

For any item that forms part of a pair or set, We will pay a proportionate part of the value of the pair or set. A pair or set of items is treated as one item even if purchased separately and different brands.

We will not pay for any loss, destruction or damage while the Sports Equipment are being used during the course of sporting activity, practice or play.

## COVID-19 Add-ons

**THE COVER PROVIDED BY SECTIONS 33 to 39 IS OPERATIVE ONLY IF SHOWN ON THE SCHEDULE**

### **CONDITIONS APPLICABLE TO SECTIONS 33 TO 39:**

- (a) The Insured Person must be fully vaccinated and fulfil the pre-departure and post-arrival test requirements (if any) imposed by the destination country or transport provider at the time the Trip is booked.
- (b) Upon submitting a COVID-19 benefit claim, the Insured Person must furnish the test result (if any) or proof of vaccination.

### **Section 33 – Travel Postponement**

We will indemnify the Insured Person up to the limit stated in the Schedule if the Insured Person has to postpone His trip due to a direct and necessary result of any COVID-19 Specified Cause, and if the postponement happens within fourteen (14) days before the Insured Person is due to leave.

### **Exclusions Applicable to Section 33**

We will not pay for any loss or charges:

- (a) That is covered by any other existing insurance scheme or government programme;
- (b) From prepaid or non-refundable expenses for tours, seminars, courses and any other charges not related to transport or accommodation;
- (c) Should this policy be purchased less than three (3) days before the date of departure (date of departure inclusive);
- (d) That results from a border closure which was publicly known at the time the Insured Person(s) booked His Trip or purchased this policy, whichever occurs last;
- (e) Being compensated for any air miles or holiday points the Insured Person(s) used to pay for the Trip in part or in full;
- (f) Any change of plans on the Insured Person's part or that of any other person to travel; and/or
- (g) The Insured Person, Insured Person's immediate family member or Travel Companion's financial circumstances or any contractual or business obligation.

Note: This Policy will only pay for any claim under any one (1) of Sections 12, 13, 33, 34 and 38 and not for more than one of the Sections.

### **Section 34 – Trip Cancellation and Loss of Deposit**

If after this insurance is effected and the Insured Person has to cancel His Trip due to a direct and necessary result of any COVID-19 Specified Cause, and if the cancellation happens within fourteen (14) days before the date of departure (date of departure inclusive), We will pay for the irrecoverable travel and accommodation expenses paid in advance up to the limit stated in the Schedule.

### **Exclusions Applicable to Section 34**

We will not pay for any loss or charges:

- (a) That is covered by any other existing insurance scheme or government programme;
- (b) From prepaid or non-refundable expenses for tours, seminars, courses and any other charges not related to transport or accommodation;

- (c) Should this Policy be purchased less than three (3) days before the date of departure (date of departure inclusive);
- (d) Due to any regulations or orders given by the government or relevant authority of any country on border closures;
- (e) Being compensated for any air miles or holiday points the Insured Person(s) used to pay for the Trip in part or in full;
- (f) Other than due to a direct and necessary result of any COVID-19 Specified Cause, any change of plans whether on the Insured Person's part or that of any other person to travel;
- (g) The Insured Person, Insured Person's immediate family member or Travel Companion's financial circumstances or any contractual or business obligation; and/or
- (h) Any additional costs due to a delay in informing the relevant transport or accommodation provider(s) of the change in travel plans.

Note: This Policy will only pay for any claim under any one (1) of Sections 12, 13, 33, 34 and 38 and not for more than one of the Sections.

**This coverage is effective only:**

- (d) if this Policy is purchased before the Insured Person becomes aware of any circumstances which could lead to the cancellation of a planned Trip;
- (e) with the provision of documentary proof that there was a first attempt to seek a refund of any prepaid expenses from the transport or accommodation provider and the refund request has been denied by them. We will pay the balance of the irrecoverable transport or accommodation expenses after deducting the amount that has been refunded by the transport or accommodation provider; and
- (f) if the travel agent, tour operator, transport or accommodation provider(s) have been duly informed at the earliest possible time as soon as the Insured Person(s) is aware that there is a change of travel plans.

**Section 35 – Medical Expenses Incurred Overseas**

We will reimburse the Insured Person up to the limit stated in the Schedule, the Medical Expenses necessarily incurred within ninety (90) days while Overseas due to medical treatment of COVID-19 for the Insured Person(s). In no event will the total of the Medical Expenses incurred Overseas exceed the limit stated in the Schedule.

In the event the Insured Person is entitled to a refund or reimbursement of all or part of such expenses from any other source, or if there is in place any other insurance coverage for the events covered under this Section, We shall only be liable for the excess of the amount recoverable from such other source or insurance subject to the applicable limits.

Note: This Policy will not pay for any expenses relating to specialist treatment not prescribed or referred by a Doctor in general practice or expenses incurred for mandatory diagnostic tests that the Insured Person is required to take for the trip, such as pre-departure tests and post-arrival tests.



## **Section 36 – Overseas COVID-19 Diagnosis Quarantine Allowance**

If the Insured Person is necessarily placed under Compulsory Quarantine, We will pay S\$100 for every twenty-four (24) hours of quarantine up to the limit stated in the Schedule.

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

Note: Section 36 – Overseas COVID-19 Diagnosis Quarantine Allowance will not pay for any Compulsory Quarantine in Singapore.

## **Section 37 – Emergency Medical Evacuation & Repatriation of Mortal Remains to Singapore**

When as the result of a diagnosis of COVID-19 by a Doctor while the Insured Person(s) is Overseas, if in the sole opinion of AGA or an authorized representative of AGA, it is judged medically appropriate to move the Insured Person(s) to another location or to return Him to Singapore for medical treatment, AGA, or AGA's authorized representative, will arrange for the evacuation utilizing the appropriate means to do so, based on the medical severity of the Insured Person(s)'s condition. We will pay AGA directly the covered expenses for such evacuation up to the limit as stated in the Schedule.

The means of evacuation arranged by AGA or an authorized representative of AGA may include air ambulance, surface ambulance, regular air transportation, railroad or any other appropriate means. All decisions as to the means of transportation and the final destination will be made by AGA, or the authorized representative, and will be based solely on medical necessity. Covered expenses are expenses for services provided and/or arranged by AGA or an authorized representative of AGA for the Insured Person(s)'s transportation and shall include medical services and medical supplies necessarily incurred as a result of the emergency medical evacuation.

When as the result of a diagnosis of COVID-19 whilst Overseas, the Insured Person(s) suffers death within thirty (30) days from the date of diagnosis, AGA or an authorized representative of AGA will make the necessary arrangements for the return of His mortal remains to Singapore. We will also pay the associated reasonable expenses necessarily incurred Overseas for services and supplies provided by the mortician or undertaker, including but not limited to the cost of a basic casket, embalment and cremation if so elected, up to the limit stated in the Schedule. This will not include expenses related to religious ceremony or rites.

All arrangements for the repatriation must be approved and arranged through AGA or an authorized representative of AGA unless making such arrangements through AGA were not possible in the circumstances due to reasons beyond the Insured Person(s) estate's control and any alternative arrangements are deemed reasonable by Us.

## **Exclusions Applicable to Section 37**

We will not pay for:

- (a) Any expenses for a service not approved and arranged by AGA, or an authorized representative of AGA unless We decide that such expenses were necessarily incurred and for reasons beyond the control of the Insured Person(s), the Insured Person(s)'s Relative, estate or Travel Companion; or in the event that AGA could not be contacted during the emergency. In any event, We reserve the right to reimburse the Insured Person(s) only for those expenses incurred for services which AGA or an authorized representative of AGA would have provided under the same circumstances and up to the limit stated in the Schedule.

## Section 38 – Travel Curtailment & Disruption

We will indemnify the Insured Person for the irrecoverable loss of deposit, additional traveling expenses necessarily incurred, and pro-rated amount for each incomplete day of the remaining Trip after due adjustment for any sum recovered up to the limit stated in the Schedule, if the Insured Person has to curtail or alter the itinerary of any part of a planned Trip during the course of that Trip, as the direct and necessary result of any COVID-19 Specified Cause.

### Exclusions Applicable to Section 38

We will not pay for any loss or charges:

- (a) That is covered by any other existing insurance scheme or government programme;
- (b) From prepaid or non-refundable expenses for tours, seminars, courses and any other charges not related to transport or accommodation;
- (c) Should this policy be purchased less than three (3) days before the date of departure (date of departure inclusive);
- (d) Due to any regulations or orders given by the government or relevant authority of any country on border closures;
- (e) Being compensated for any air miles or holiday points the Insured Person(s) used to pay for the Trip in part or in full;
- (f) Any change of plans on the Insured Person's part or that of any other person to travel;
- (g) The Insured Person, Insured Person's immediate family member or Travel Companion's financial circumstances or any contractual or business obligation; and/or
- (h) Any additional costs due to a delay in informing the relevant transport or accommodation provider(s) of the change in travel plans.

Note: This Policy will only pay for any claim under any one (1) of Sections 12, 13, 33, 34 and 38 and not for more than one of the Sections.

### This coverage is effective only:

- (g) if this Policy is purchased before the Insured Person becomes aware of any circumstances which could lead to the curtailment or disruption of a planned Trip;
- (h) with the provision of documentary proof that there was a first attempt to seek a refund of any prepaid expenses from the transport or accommodation provider and the refund request has been denied by them. We will pay the balance of the irrecoverable transport or accommodation expenses after deducting the amount that has been refunded by the transport or accommodation provider; and
- (i) if the travel agent, tour operator, transport or accommodation provider(s) have been duly informed at the earliest possible time as soon as the Insured Person(s) is aware that there is a change of travel plans.

## Section 39 – Hospitalization Benefit in Singapore

If the Insured Person is diagnosed with COVID-19 whilst overseas and is hospitalized upon the Insured Person's return to Singapore, We will pay the Insured Person the one-time lump sum benefit stated in the Schedule.

Note: Section 39 – Hospitalization Benefit in Singapore is only payable if the Insured Person is hospitalized within twenty-four (24) hours from the date of return to Singapore.

## General Exclusions (Applicable to All Sections)

We will not pay for any Benefit under this Policy caused by or contributed by or related to any of the following:

- (a) any Pre-existing Conditions;
  - i. unless You are insured under a Pre-Ex Plan and We pay the claim under the relevant sections as shown in the table of benefits, if cover applies;
  - ii. if You have been given a terminal prognosis with a life expectancy of less than twelve (12) months, even if You are insured under a Pre-Ex Plan.
- (b) suicide or attempted suicide or intentional self-inflicted injury, while sane or insane;
- (c) any condition which is, results from or a complication of pregnancy, childbirth, miscarriage (except accidental miscarriage) or abortion, intoxication by alcohol or non-prescribed drugs or medications;
- (d) any condition, which is or results from or is a complication of infection with Human Immunodeficiency Virus ("HIV"), any variance including Acquired Immune Deficiency Syndrome ("AIDS"), and AIDS Related Complications ("ARC"), or any opportunistic infections and/or malignant neoplasm ("tumour") found in the presence of HIV, AIDS or ARC.
- (e) any wilful, negligent, reckless, fraudulent, criminal, dishonest or intentional acts or omissions whether sane or insane,
- (f) any self-inflicted injury, suicide pacts or agreements or any attempts thereat, provoked homicide or assault;
- (g) mental and nervous or sleep disorders, including but not limited to insanity or any diagnosed psychological or psychiatric disorder, anxiety or depression;
- (h) any condition which results from or is a complication of venereal disease or any other sexually transmitted disease;
- (i) the Insured Person(s) undertaking in any Trip against the advice of a Medical Practitioners or for the purpose of seeking medical attention.
- (j) the Insured Person(s) engaging in naval, military or air force service or operation or testing of any kind of conveyance or being employed as a manual worker or whilst engaging in offshore activities like diving, oil-rigging, mining or aerial photography or handling of explosive or loss of or damage to hired or leased equipment;
- (k) the Insured Person(s) air travel other than as a fare paying passenger on a regular scheduled airline or licensed chartered aircraft;
- (l) any illegal or unlawful intentional act or confiscation, detention, destruction by customs or other authorities or any breach of government regulations.
- (m) war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalization or requisition or destruction of or damage to property under the order of any government or public or local authority or following the warning of any intended strike, riot or civil commotion through or by general mass media;
- (n) loss, destruction or damage to any property whatsoever or any loss or expense whatsoever arising therefrom or any consequential loss directly or indirectly caused or contributed to by or arising from ionizing radiations or contamination by radio-activity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
- (o) the Insured Person(s) participation in the following activities:
  - i. Extreme Sports. This exclusion does not apply to any of the following leisure activities – hot air balloon ride, parachuting, sky diving, bungee jumping, hang-gliding, paragliding, and non-competitive winter sports;

- ii. Training in any speed contest or racing (other than on foot) and any competition or sports that are played in a professional capacity or in which the Insured Person(s) would or could earn or receive remuneration, donations, sponsorship or reward of any kind;
  - iii. Motorcycling, unless the Insured Person(s) hold a motorcycle license recognised by the country He is travelling in and provided that the Insured Person(s) wear a helmet at all times whilst motorcycling and abide by all applicable road laws of that country, but always exclude motorcycle racing;
  - iv. Mountaineering or rock climbing that entails the use of specific climbing equipment and ropes;
  - v. Hiking or trekking above 3,000 meters from sea level;
  - vi. Expeditions;
  - vii. Participation in underwater activities which require the use of artificial breathing apparatus.
  - viii. This exclusion does not apply to leisure scuba diving where the Insured Person(s) is diving no deeper than thirty (30) meters under the supervision of a qualified diving instructor; or the Insured Person(s) hold a PADI certification and He is diving within the certified depth under His PADI certification (but no deeper than 30 meters) and the Insured Person(s) is diving with a buddy or instructor who holds a PADI certification.
- (p) any trip exceeding one hundred and eighty two (182) days.
- (q) compensation for damages for judgements not in the first instance delivered by or obtained from a court of competent jurisdiction within the Republic of Singapore.
- (r) The costs of any loss or damage which is covered by any other insurance policy;
- (s) any claim that results from the tour operator, airline or any other company, firm or person wilfully refusing to carry out any part of their obligation to the Insured Person(s);
- (t) the Insured Person(s) failure to take reasonable precautions to avoid a claim under the Policy following the warning of any Major Unexpected Event through or by general mass media;
- (u) any liability which may arise as a result of any services provided by AGA;
- (v) Any Infectious Disease(s);
- (w) Cyber Loss Absolute Exclusion Clause:
- (x) Notwithstanding any provision to the contrary within this contract, this contract excludes any Cyber Loss.
- (y) Cyber Loss means any loss, damage, liability, expense, fines or penalties or any other amount directly or indirectly caused by:
- i. The use or operation of any Computer System or Computer Network;
  - ii. The reduction in or loss of ability to use or operate any Computer System, Computer Network or Data;
- (z) Access to, processing, transmission, storage or use of any Data;
- (aa) Inability to access, process, transmit, store or use any Data;
- (bb) Any threat of or any hoax relating to (a) to (d) above;
- (cc) Any error or omission or accident in respect of any Computer System, Computer Network or Data.
- i. Computer System means any computer, hardware, software, application, process, code, programme, information technology, communications system or electronic device owned or operated by the Insured or any other party. This includes any similar system and any associated input, output or data storage device or system, networking equipment or back up facility.
  - ii. Computer Network means a group of Computer Systems and other electronic devices or network facilities connected via a form communications technology, including the internet, intranet and virtual private networks (VPN), allowing the networked computing devices to exchange Data.
  - iii. Data means information used, accessed, processed, transmitted or stored by a Computer System.
  - iv. When this clause forms part of a reinsurance contract, Insured shall be amended to read as

Original Insured.

## General Conditions (Applicable to All Sections)

### 1) Changes in Policy

No change in this Policy, Schedule and/or Endorsements shall be valid unless approved by Us and evidenced by Endorsement. We reserve the right to amend the terms and provisions of this Policy by giving thirty (30) day prior notice in writing by ordinary post to Your last known address in Our records, and such amendment will be applicable from the next renewal of this Policy.

### 2) Reasonable Care

The Insured Person(s) shall act in a prudent manner to prevent loss, damage, Accident, Bodily Injury or Illness and exercise reasonable care for the safety and supervision of His property as if uninsured.

### 3) Misrepresentation/Fraud

If the proposal or declaration from the Insured Person(s) is untrue in any respect or if any material fact affecting that risk be incorrectly stated herein or omitted therefrom or if this Insurance, or any renewal thereof shall have been obtained through any misstatement, misrepresentation or suppression or if any claims made shall be fraudulent or exaggerated or if any false declaration or statement shall be made in support thereof then in any of these cases, this Insurance shall be void.

### 4) Payment of Benefit (excluding Transit Travellers)

Any benefit payable under this Policy shall be paid to the Insured Person(s), the Insured Person(s)'s nominated beneficiary, if any, as stated in the Schedule or otherwise to the Insured Person(s)'s estate. Any receipt by the Insured Person(s), His nominated beneficiary or His estate of any Benefit payable under this Policy shall in all cases be deemed final and a complete discharge of all of Our liabilities in respect of such Benefit.

### 5) Payment of Benefit to Transit Travellers

Any claims made under a Transit Traveller shall be paid to the Policy owner as stated in the Schedule. Any receipt of the Benefit payable under this Policy shall in all cases be deemed final and a complete discharge of all of Our liabilities in respect of such Benefit.

### 6) Portfolio Withdrawal Condition

We reserve the right to cancel the portfolio as a whole if We decide to discontinue underwriting this Insurance product. You shall be notified of cancellation of the portfolio as a whole via written notice to You at least thirty (30) days before the cancellation and We will run off all Policies to expiry of the period of cover within the portfolio.

### 7) Claims Procedures

- (a) All claims and relevant supporting documents must be given to Us as soon as possible but not
- (b) later than thirty (30) days after any event which may entitle the Insured Person(s) to claim under this Policy.
- (c) Any document or evidence required by Us to verify the claim shall be provided by the Insured Person(s) at His own expense.
- (d) Any medical examination required by Us to verify the claim shall be at Our expense.
- (e) For any claim made under an Insured Person who is categorised as a Transit Traveller, an entry

permit / boarding pass or any equivalent proof of entry, demonstrating the Insured Person's entry into Singapore, must be provided. In the event where the claimant is unable to provide the documents stated, the claim may be rejected.

## 8) Incomplete Claims

Claims are not deemed complete and eligible benefits are not payable unless all bills for such claims have been submitted and agreed by Us. Only actual costs incurred shall be considered for reimbursement. Any variation or waiver of the foregoing shall be at Our sole discretion.

## 9) Other Insurance

No person shall be covered under more than one such identical travel insurance Policy issued by Us. In the event the Insured Person(s) is covered under more than one such Policy, We shall consider the Insured Person(s) to be insured under the Policy which provides the greatest amount of Benefit, or where the benefits provided under each such Policy are identical, the Policy that was issued first and We shall refund any duplicated premium payment which may have been made by You / the Insured Person(s) on Your / His behalf.

## 10) Interest & Currency

No amount payable under this Policy shall be subject to any interest. Premium and benefits payable under this policy shall be in Singapore Dollars (SGD).

## 11) Governing Law

This policy shall be governed by and interpreted in accordance with Singapore law.

## 12) Notice of Trust or Assignment

We shall not accept or be affected by notice of any trust or assignment or the like which relates to this Policy.

## 13) Disappearance Clause

If the Insured Person(s) is travelling and the means of transportation disappears, sinks, crashes or is wrecked and the Insured Person(s) body cannot be found after a period of twelve (12) months, We shall presume that the Insured Person(s) have died as a result of Bodily Injury and shall pay the Accidental Death benefit accordingly. If at any time after payment, the Insured Person(s) is found to be alive, such amount paid must be refunded to Us.

## 14) Rights of Third Parties

A person who is not a party to this Policy contract shall have no right under the Contracts (Rights of Third Parties) Act 2001, to enforce any of its terms.

## 15) Right Of Recovery

We reserve the right to recover against the Insured Person(s) or His legal representative(s) for the full sum which We or AGA have paid on the Insured Person(s)'s behalf but for which this Policy is not responsible.

## 16) Subrogation

If We shall become liable for any payment under this Insurance, We shall be subrogated to the extent of such payment to all the Insured Person(s)'s right and remedies against any party and shall be entitled at Our own expense to sue in the Insured Person(s)'s name. The Insured Person(s) shall give or cause to

be given to Us all such assistance in His power as We shall require to secure the rights and remedies and at Our request shall execute or cause to be executed all document necessary to enable Us to effectively bring suit in His name.

## **17) Fitness for Travel**

At the time of effecting this insurance, the Insured Person(s) must be medically fit to travel and not be aware of any circumstances which could lead to cancellation, disruption of the Trip or to any other claim under this Policy, otherwise no claim will be payable.

## **18) Awareness of Circumstances**

At the time of effecting this insurance, the Insured Person(s) must not be aware of any circumstances, facts or risks related to the Insured Person(s)'s place of destination which are known or ought to be known by the Insured Person(s) and which may give rise to a claim under this Policy, otherwise no claim will be payable.

## **19) AGA Notification**

If the Insured Person(s) require hospitalization or emergency transportation services or need to return to Singapore early for any reason, He must contact AGA and obtain approval before arrangements are made. The Insured Person(s) must follow the advice and instruction of AGA failing which His claim may not be payable.

## **20) Offset Clause**

We will not cover the Insured Person(s) for loss or any event or liability to the extent that it is covered by any other source including but not limited to other insurance policy, medical or health scheme or Act of Parliament or any benefit which We are legally prohibited to pay by law. We will however pay the difference between what is payable under the other source and what the Insured Person(s) would have been entitled to recover under this Policy to the extent permitted by law. This does not apply to Section 1 of the Policy.

## **21) Purchase of Travel Insurance**

You must purchase this insurance before departing Singapore. If the purchase is made after the Insured Person(s) departure from Singapore, no coverage is extended, regardless of whether a Policy has been issued. In such circumstances, any premium received in respect of such insurance will be refunded.

## **22) Determination of Age**

In any claim, the Insured Person(s)'s age will be determined as at the date of the Injury or Illness with reference to the birth date.

## **23) Free Look Period**

You have fourteen (14) days from the date You receive this Policy to examine the terms and conditions of the policy and may cancel the policy within the foregoing 14-days period by written request to Us in which case premiums paid will be refunded, if a claim has not been made under the Policy. If the Policy is sent by post, it is deemed to have been delivered in the ordinary course of post. Where the Policy is so cancelled, We will have no liability whatsoever under the cancelled Policy and We will be entitled to recover any expense incurred by Us in underwriting the Policy. This provision is not applicable to any policies with period of insurance of less than a year and renewals.

**24) Cancellation of Policy**

(a) Cancellation by You

You may terminate the policy any time prior to expiry by giving us seven (7) days' notice in writing.

(b) Automatic Cancellation

This Insurance shall be cancelled:

- i. upon the death of the Insured Person(s); or
- ii. if the Insured ceases to be eligible on the grounds of age, and/or Residential Qualification; or
- iii. upon full payment of benefit under Sections 1 or 2.

(c) Cancellation by Us

We may give notice of Cancellation hereof by registered post to You at Your last known address. Such Cancellation shall become effective after thirty (30) days following the date of such notice. The Insured Person(s) child(ren)'s coverage will be automatically terminated upon Cancellation of His policy.

(d) Premium Position Upon Cancellation: Single Trip Policy:

We will grant a full refund of the premium prior to the commencement of the Policy. There will be no refund for cancellation after the Period of Insurance has commenced.

Annual Multi-Trip Policy:

We will grant a rate refund of the premium paid corresponding to the unexpired Period of Insurance provided the amount to be refunded is at least \$20 and no claim has been submitted prior to the cancellation of this Policy:

<b>Months remaining on Your Policy</b>	11	10 – 9	8 – 7	6 – 5	4 – 3	2
<b>Refund of premium payable (%)</b>	60	50	40	30	20	10

(e) Effective Time of Cancellation

This Policy shall terminate at 12:01am Singapore Time on the relevant date specified in the occurrence date of any events specified herein, Schedule or Endorsement.

**25) One-Way Trip**

This policy also covers a one-way Trip provided You have purchased the Policy in Singapore, and the original point of departure is Singapore. Transits at other countries are allowed provided the Insured Person(s) is confined to the transit area of the airports in these countries. Cover provided under one-way Trip Policy is only limited to Sections 1, 12, 13, 15, 16, 17, 18, 19, 21, 22, 23, 24, and 26 (if applicable) of this Policy. Cover for one-way Trip commences three (3) hours before the Insured Person(s) leave Singapore and ceases on whichever of the following occurs first (except for cover under Section 1):

- (a) the expiry of the period specified in the insurance; or
- (b) the Insured Person(s)'s arrival at His first Overseas destination (excluding transit countries where He is confined to the transit area of the airport).

**26) Overall Compensation Limit**

The most we will pay for all Insured Person(s) travelling in one aircraft or surface transport vehicle or vessel will be S\$3,000,000 or the total of all benefits due for the Insured Person(s), whichever is lesser.



If the total for all claims for Insured Person(s) travelling in one form of transport is more than \$3,000,000, the most we will pay for each of the Insured Person(s) will be a percentage of the benefits due for that person.

## 27) No Cover

Notwithstanding anything to the contrary, this policy shall not cover or provide for the payment of claims or Benefits to specific persons or entities where the application of or compliance with certain laws and regulations including but not limited to trade sanctions, anti-terrorism or anti-money laundering (as may be applicable to Us, our parent companies and/or our ultimate controlling entities, our reinsurers, their parent company and/or ultimate controlling entity) prohibit performance under the policy based on:

- (a) the identity, domicile, residence, place of incorporation, establishment (whether incorporated or unincorporated), or citizenship, of You, or claimant or the parent company and ultimate controlling entity of You, or claimant; or
- (b) the country where the claim arises. Should any person or entity be found to have been erroneously enrolled under this policy, insurance coverage for such person or entity shall cease with immediate effect and any unearned Premiums paid in respect of such person or entity shall, subject to compliance with laws and regulations, be refunded without interest to You.

Should any claim for payment of any nature be found to have been made under this policy by a person or entity excluded by this provision, no such payment will be made.

## Resolution

Any dispute arising from a matter that is related to or in connection with this Policy shall be referred to the Financial Industry Disputes Resolution Centre Ltd ("FIDReC"). This would apply as long as the dispute can be brought before FIDReC.

In the event that the dispute cannot be referred to or dealt with by FIDReC, it shall be referred to and resolved by arbitration in Singapore in accordance with the Arbitration Rules of the Singapore International Arbitration Centre which shall be applicable at that time.

## Policy Owner's 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 us or visit the General Insurance Association (GIA) or SDIC web-sites ([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 held by Us whether contained in Your application or otherwise obtained may be used and/or disclosed to Our associated individuals/companies or any independent third parties (within or outside Singapore) for any matters relating to Your application, any policy issued and to provide advice or information concerning products and services which We believe may be of interest to You and to communicate with You for any purpose. Your data may also be used for audit, business analysis and reinsurance purposes.

### **For Annual Multi-Trip Policy Only**

If the Insured Person(s) have any existing medical condition at the policy renewal date, the Insured Person(s) may not be covered under the renewed policy for such a medical condition. If such a medical condition is covered under the renewed policy, the Insured Person(s) may need to pay additional premiums.