

Table of cover (including COVID-19 coverage under Section 29)

Travel Inconvenience Benefits		Maximum benefit (S\$) for each trip											
		Standard Plans (No coverage for pre-existing medical conditions)						PreX Plans (Covers pre-existing medical conditions where indicated)					
		Essential		Advantage		Ultimate		PreX Essential		PreX Advantage		PreX Ultimate	
		Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹
Section 1	Cancelling your trip Overall section limit	5,000	15,000	10,000	30,000	15,000	45,000	5,000	15,000	10,000	30,000	15,000	45,000
	Co-payment for claims due to pre-existing medical conditions	NA ²		NA ²		NA ²		NA ²		50%		50%	
Section 2	Postponing your trip Overall section limit	3,000	9,000	4,000	12,000	5,000	15,000	3,000	9,000	4,000	12,000	5,000	15,000
	Co-payment for claims due to pre-existing medical conditions	NA ²		NA ²		NA ²		NA ²		50%		50%	
Section 3	Shortening your trip Overall section limit	5,000		10,000		15,000		5,000		10,000		15,000	
	Limit for extra expenses to return to Singapore	1,000	15,000	2,000	30,000	3,000	45,000	1,000	15,000	2,000	30,000	3,000	45,000
	Co-payment for claims due to pre-existing medical conditions	NA ²		NA ²		NA ²		NA ²		50%		50%	
Section 4	Trip disruption Overall section limit	3,000		4,000		5,000		3,000		4,000		5,000	
	Limit for accommodation expenses per room per night	400	9,000	400	12,000	400	15,000	400	9,000	400	12,000	400	15,000
	Co-payment for claims due to pre-existing medical conditions	NA ²		NA ²		NA ²		NA ²		50%		50%	

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² No coverage for **pre-existing medical conditions**.

Travel Inconvenience Benefits		Maximum benefit (S\$) for each trip											
		Standard Plans (No coverage for pre-existing medical conditions)						PreX Plans (Covers pre-existing medical conditions where indicated)					
		Essential		Advantage		Ultimate		PreX Essential		PreX Advantage		PreX ultimate	
		Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹
Section 5	Unused entertainment tickets booked using Trust card	500	1,500	750	2,250	1,000	3,000	500	1,500	750	2,250	1,000	3,000
Section 6	Travel delay												
	Overall section limit	1,000		1,500		2,000		1,000		1,500		2,000	
	For every six hours of delay while overseas												
	1 Adult	100	2,000	100	3,000	100	4,000	100	2,000	100	3,000	100	4,000
	2 Child	50		50		50		50		50		50	
	After six hours of delay while in Singapore												
	1 Adult	150		150		150		150		150		150	
	2 Child	50		50		50		50		50		50	
Section 7	Missed connections	100	1,000	200	2,000	500	5,000	100	1,000	200	2,000	500	5,000
Section 8	Overbooked public transport	150	1,500	300	3,000	750	7,500	150	1,500	300	3,000	750	7,500
Section 9	If the travel agency becomes insolvent												
	Overall section limit	2,500		5,000		7,500		2,500		5,000		7,500	
	Limit for deposits paid using Trust card	2,500	12,500	5,000	25,000	7,500	37,500	2,500	12,500	5,000	25,000	7,500	37,500
	Limit for deposits paid using other methods	1,000		2,000		3,000		1,000		2,000		3,000	
Section 10	Baggage delay												
	Overall section limit	1,000		1,200		2,000		1,000		1,200		2,000	
	For every six hours of delay while overseas												
	1 Adult	200	2,000	200	2,400	200	4,000	200	2,000	200	2,400	200	4,000
	2 Child	50		50		50		50		50		50	
	Baggage delay after six hours when arriving in Singapore												
	1 Adult	200		200		200		200		200		200	
	2 Child	50		50		50		50		50		50	

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Travel Inconvenience Benefits		Maximum benefit (S\$) for each trip											
		Standard Plans (No coverage for pre-existing medical conditions)						PreX Plans (Covers pre-existing medical conditions where indicated)					
		Essential		Advantage		Ultimate		PreX Essential		PreX Advantage		PreX Ultimate	
		Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹
Section 11	Loss or damage of baggage and personal belongings Overall section limit	3,000		5,000		8,000		3,000		5,000		8,000	
	Limit for laptop	1,000		1,000		1,000		1,000		1,000		1,000	
	Limit for watches, jewellery or valuables in total	200	7,500	500	12,500	750	20,000	200	7,500	500	12,500	750	20,000
	Limit for other items (for each item, set or pair)	500		500		500		500		500		500	
Section 12	Purchase protection	1,000	2,500	2,000	5,000	3,000	7,500	1,000	2,500	2,000	5,000	3,000	7,500
Section 13	Losing money (Including fraudulent use of Trust card) Overall section limit												
	1 Adult	250		350		500		250		350		500	
	2 Child	100		125		150		100		125		150	
	Limit for fraudulent use of Trust card	100	450	100	600	100	800	100	450	100	600	100	800
Section 14	Losing travel documents Overall section limit	5,000	12,500	7,500	18,750	10,000	25,000	5,000	12,500	7,500	18,750	10,000	25,000
	Limit for accommodation expenses per room per night	400		400		400		400		400		400	

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Personal Accident and Medical Expense Benefits		Maximum benefit (\$\$) for each trip											
		Standard Plans (No coverage for pre-existing medical conditions)						PreX Plans (Covers pre-existing medical conditions where indicated)					
		Essential		Advantage		Ultimate		PreX Essential		PreX Advantage		PreX Ultimate	
		Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹
Section 15	Personal accident												
	1 Adult 70 years old or over	100,000		125,000		200,000		100,000		125,000		200,000	
	2 Adult under 70 years old	150,000	600,000	200,000	800,000	500,000	1,500,000	150,000	600,000	200,000	800,000	500,000	1,500,000
	3 Child	75,000		100,000		125,000		75,000		100,000		125,000	
	Or												
	Public transport double cover for accidental death												
	1 Adult 70 years old or over	NA		250,000		400,000		NA		250,000		400,000	
	2 Adult under 70 years old	NA	NA	400,000	1,600,000	1,000,000	3,000,000	NA	NA	400,000	1,600,000	1,000,000	3,000,000
	3 Child	NA		200,000		250,000		NA		200,000		250,000	
	Scale of compensation	Percentage of benefit limit											
	a Accidental death	100%											
	b Permanent total disability	100%											
	c Losing two or more limbs	100%											
	d Losing sight in both eyes	100%											
	e Losing one limb	50%											
	f Losing sight in one eye	50%											
	g Losing speech	50%											
	h Losing hearing	50%											
		The total compensation from a to h will not be more than the maximum benefit limit.											

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Personal Accident and Medical Expense Benefits		Maximum benefit (S\$) for each trip											
		Standard Plans (No coverage for pre-existing medical conditions)						PreX Plans (Covers pre-existing medical conditions where indicated)					
		Essential		Advantage		Ultimate		PreX Essential		PreX Advantage		PreX Ultimate	
		Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹
Section 16	Medical expenses overseas												
	Overall section limit												
	1 Adult 70 years old or over (combined for sections 16, 20 and 21)	300,000		300,000		350,000		300,000		300,000		350,000	
	2 Adult under 70 years old	250,000		500,000		1,000,000		250,000		500,000		1,000,000	
	3 Child	150,000		200,000		300,000		150,000		200,000		300,000	
	Limit for medical aids and equipment	500		1,000		1,500		500		1,000		1,500	
			1,250,000		2,000,000		3,500,000		1,250,000		2,000,000		3,500,000
	Limit for claims due to pre-existing medical conditions (combined for sections 16, 20 and 21)												
	1 Adult 70 years old or over	NA ²		NA ²		NA ²		100,000		100,000		200,000	
	2 Adult under 70 years old	NA ²		NA ²		NA ²		150,000		150,000		300,000	
	3 Child	NA ²		NA ²		NA ²		100,000		100,000		200,000	
Section 17	Medical expenses in Singapore (for accidents while overseas and follow-up treatment)												
	Overall section limit	1,000		2,000		5,000		1,000		2,000		5,000	
	1 Adult 70 years old or over	12,500	60,000	25,000	100,000	50,000	200,000	12,500	60,000	25,000	100,000	50,000	200,000
	2 Adult under 70 years old	10,000		15,000		25,000		10,000		15,000		25,000	
	3 Child												
	Limit for medical aids and equipment	500		1,000		1,500		500		1,000		1,500	

¹ **Family total** means the maximum amount **we** will pay for each benefit section under the **family cover** during any one **trip**. Each **insured person** is only allowed the maximum benefit per insured person in the **table of cover**.

² No coverage for **pre-existing medical conditions**.

Personal Accident and Medical Expense Benefits		Maximum benefit (S\$) for each trip											
		Standard Plans (No coverage for pre-existing medical conditions)						PreX Plans (Covers pre-existing medical conditions where indicated)					
		Essential		Advantage		Ultimate		PreX Essential		PreX Advantage		PreX Ultimate	
		Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹
Section 18	Treatment by a Chinese medicine practitioner or a chiropractor												
	Overall section limit	300		500		1,000		300		500		1,000	
	Limit per visit	50		75		100		50		75		100	
	Limit for claims due to pre-existing medical conditions	NA ²	1,000	NA ²	1,500	NA ²	3,000	300	1,000	500	1,500	1,000	3,000
	Limit per visit for claims due to pre-existing medical conditions	NA ²		NA ²		NA ²		50		75		100	
Section 19	Overseas hospital allowance												
	Overall section limit	15,000		30,000		60,000		15,000		30,000		60,000	
	Benefit per day	100		200		200		100		200		200	
	Limit for claims due to pre-existing medical conditions	NA ²	45,000	NA ²	90,000	NA ²	180,000	NA ²	45,000	4,500	90,000	6,000	180,000
	Benefit per day if due to pre-existing medical conditions	NA ²		NA ²		NA ²		NA ²		100		100	

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Personal Accident and Medical Expense Benefits		Maximum benefit (\$\$) for each trip											
		Standard Plans (No coverage for pre-existing medical conditions)						PreX Plans (Covers pre-existing medical conditions where indicated)					
		Essential		Advantage		Ultimate		PreX Essential		PreX Advantage		PreX Ultimate	
		Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹
Section 20	Emergency medical evacuation												
	Overall section limits												
	1 Adult 70 years old or over	See limit under section 16		See limit under section 16		See limit under section 16		See limit under section 16		See limit under section 16		See limit under section 16	
	2 Adult under 70 years old	Unlimited		Unlimited		Unlimited		Unlimited		Unlimited		Unlimited	
	3 Child	Unlimited	1,250,000	Unlimited	1,500,000	Unlimited	2,000,000	Unlimited	1,250,000	Unlimited	1,500,000	Unlimited	2,000,000
	Limit for claims due to pre-existing medical conditions												
1 Adult 70 years old or over	NA ²		NA ²		NA ²		See limits under section 16		See limits under section 16		See limits under section 16		
2 Adult under 70 years old													
3 Child													
Section 21	Sending you home												
	Overall section limits												
	1 Adult 70 years old or over	See limit under section 16		See limit under section 16		See limit under section 16		See limit under section 16		See limit under section 16		See limit under section 16	
	2 Adult under 70 years old	Unlimited	1,250,000	Unlimited	1,500,000	Unlimited	2,000,000	Unlimited	1,250,000	Unlimited	1,500,000	Unlimited	2,000,000
	3 Child	Unlimited		Unlimited		Unlimited		Unlimited		Unlimited		Unlimited	
	Limit for claims due to pre-existing medical conditions												
1 Adult 70 years old or over	NA ²		NA ²		NA ²		See limits under section 16		See limits under section 16		See limits under section 16		
2 Adult under 70 years old													
3 Child													

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² No coverage for **pre-existing medical conditions**.

Personal Accident and Medical Expense Benefits		Maximum benefit (\$\$) for each trip											
		Standard Plans (No coverage for pre-existing medical conditions)						PreX Plans (Covers pre-existing medical conditions where indicated)					
		Essential		Advantage		Ultimate		PreX Essential		PreX Advantage		PreX Ultimate	
		Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹
Section 22	Compassionate visit												
	Overall section limit	7,500		15,000		20,000		7,500		15,000		20,000	
	Limit for accommodation expenses per room per night	400	22,500	400	45,000	400	60,000	400	22,500	400	45,000	400	60,000
	Limit for claims due to pre-existing medical conditions	NA ²		NA ²		NA ²		NA ²		15,000		20,000	
Other Benefits													
Section 23	Kidnap and hostage												
	Overall section limit	5,000	15,000	10,000	30,000	15,000	45,000	5,000	15,000	10,000	30,000	15,000	45,000
	Every 24 hours	200		500		750		200		500		750	
Section 24	Emergency phone charges												
	Overall section limit	200	600	300	900	500	1,500	200	600	300	900	500	1,500
	Limit for claims due to pre-existing medical conditions	NA ²		NA ²		NA ²		200		300		500	
Section 25	Home cover												
	Overall section limit	5,000	5,000	10,000	10,000	20,000	20,000	5,000	5,000	10,000	10,000	20,000	20,000
	Limit per item (for each item, set or pair)	1,000		1,000		1,000		1,000		1,000		1,000	
Section 26	Personal liability	500,000	500,000	1,000,000	1,000,000	1,000,000	1,000,000	500,000	500,000	1,000,000	1,000,000	1,000,000	1,000,000
Section 27	Rental vehicle excess cover	2,000	2,000	2,500	2,500	3,000	3,000	2,000	2,000	2,500	2,500	3,000	3,000

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² No coverage for **pre-existing medical conditions**.

Other Benefits		Maximum benefit (\$\$) for each trip											
		Standard Plans (No coverage for pre-existing medical conditions)						PreX Plans (Covers pre-existing medical conditions where indicated)					
		Essential		Advantage		Ultimate		PreX Essential		PreX Advantage		PreX Ultimate	
		Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹	Per insured person	Family total ¹
Section 28	Full terrorism cover (for sections 1 to 27)												
	1 Adult 70 years old or over	100,000	600,000	125,000	800,000	200,000	1,500,000	100,000	600,000	125,000	800,000	200,000	1,500,000
	2 Adult under 70 years old	150,000		200,000		500,000		150,000		200,000		500,000	
	3 Child	75,000		100,000		125,000		75,000		100,000		125,000	
Section 29	COVID-19 cover extension (for sections 1 to 27 except section 17)	See limits of respective sections that apply						See limits of respective sections that apply					
Section 30	Post-departure purchase extension (for sections 3 to 29 except section 9)	See limits of respective sections that apply						See limits of respective sections that apply					

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TravelShiok

Policy conditions

Your Policy

This is **your** travel insurance **policy** and it contains details of benefits, conditions and exclusions relating to each **insured person**. The **policy** will form the basis on which **we** will settle all claims. It is only valid if **you** have paid the appropriate premium in full and **we** have issued **you** with a **certificate of insurance**.

Any statement, information or declaration the **policyholder** or **you** have given on behalf of the insured people, including any declaration made over the phone, or by fax, email or the internet at the time of the application, will form the basis of the contract.

The **certificate of insurance** and any further endorsements are all part of the **policy**.

Please keep this document in case **you** need to refer to it.

Who is eligible?

This **policy** is only available to **you** if **you**:

- are living or working in Singapore;
- are an employee or member of the organisation (for organisation **policyholders** only);
- hold a valid Singapore identification document such as a Singapore national registration identification card, employment pass, work permit, long-term visit pass or student pass;
- start and end **your trip** in Singapore;
- have fully paid **your** premium;
- have bought the **policy** before **you** leave Singapore, except if the post-departure purchase extension under section 30 applies; and
- are more than 30 days old

Things to remember

- The **policyholder** or **you** must reveal all facts the **policyholder** or **you** know or ought to know which may affect the insurance cover **you** are applying for. If not, **your policy** may not be valid.
- **We** will reject **your** claims if **you** are travelling to get medical treatment or travelling against **your** doctor's advice.
- **We** do not cover claims arising from **pre-existing medical conditions**:
 - i. unless **you** have bought a PreX plan for **your per-trip policy** and **we** pay the claim under the relevant sections as shown in the **table of cover**, if cover applies; or
 - ii. if **you** have been given a terminal prognosis with a life expectancy of less than 12 months, even if **you** are insured under a PreX plan.
- **We** do not cover claims arising from **known events**.
- **Your period of insurance** must include the entire length of **your trip**, except if the post-departure purchase extension under section 30 applies. If not, **your policy** will not be valid.

Definitions

Act of terrorism means an act (which may include using force or violence) by any person or group, committed for political, religious, ideological or similar purposes, with the aim of influencing any government or to put the public, or any section of the public, in fear. Robberies or other criminal acts mainly committed for personal gain and acts arising mainly as a result of personal relationships will not be considered as an **act of terrorism**. **Act of terrorism** also includes any act which is confirmed by the relevant government as an **act of terrorism**. Using nuclear, chemical or biological substances or weapons will also be considered an **act of terrorism**.

Accident or **accidental** means a sudden, unexpected event which happens during the **period of insurance** which must be the only cause of **injury** or damage to or loss of property, whichever applies.

Adult means the following.

- a** Under an individual or group cover – someone paying the adult-rate premium.
- b** Under a **family cover** – a parent or legal guardian aged 16 and above named in the **certificate of insurance**.

Adventurous activity means any recreational activity commonly available to the public that is done **overseas** during **your trip** for leisure or as part of the tour and which:

- a** is undertaken while complying with all safety procedures, such as wearing safety equipment and following rules and regulations; whether specifically advised or generally expected of a reasonable person,
- b** where guidance and supervision of licensed guides or instructors are available, the recreational activity must be carried out under the guidance and supervision of licensed guides or instructors of the tour operator or activity provider, and
- c** is not excluded under the general exclusions listed in part 5 of the general conditions of the **policy**.

Adventurous activity includes but is not limited to hiking, bungee jumping, parasailing, paragliding, parachuting, hang-gliding, skydiving, abseiling, skiing, snowboarding, canoeing, kayaking, white water rafting, dragon boating, paddleboarding, marathon, ultramarathon, biathlon, triathlon, surfing, snorkelling.

Assistance company means the company **we** have appointed to provide **you** with various emergency assistance services.

Business goods means any merchandise or trade item **you** hold or carry to sell. This includes trade or business exhibits and samples that are not meant for sale or re-sale.

Certificate of insurance means the document which proves that **you** have insurance cover, listing, among other things, details of everyone insured, **your plan** and the **period of insurance** covered under this **policy**.

Child or children means the following.

- a** Under an individual or group cover – someone less than 21 years old paying the child-rate premium.
- b** Under a **family cover** – someone less than 21 years old and who is the biological or legally adopted child, or a ward, of the **adult**.

Chinese medicine practitioner means a legally licensed herbalist, acupuncturist or bone-setter who is registered and can practise within the scope of their licence under the laws of the country. This cannot be

you, your family member or **travelling companion**, partner, business partner, employer, employee or agent.

Chiropractor means a legally licensed practitioner in chiropractic medicine who is registered and can practise within the scope of their licence under the laws of the country. This cannot be **you, your** family member or **travelling companion**, partner, business partner, employer, employee or agent.

Co-payment means the amount of the claim that **you** need to pay.

Dental treatment means treatment needed to restore sound and natural teeth which is necessary because of an **accident** during **your trip**.

Entertainment ticket mean ticket granting admission to shows, performances, concerts, sporting events where **you** are a spectator, theme parks, attractions, that are purely for leisure and entertainment. This does not include courses, conferences, seminars, talks, trade shows, tours, excursions, permits and other incidental charges.

Family total means the maximum amount **we** will pay for each benefit section under the **family cover** during any one **trip**. Each **insured person** is only allowed the maximum benefit per insured person in the **table of cover**.

Family cover means:

- a** covering one **adult** or two **adults** who are husbands, wives or partners at the time of buying the policy; and
- b** covering any number of their **children** under the same **policy**.

For a **yearly plan**, the **insured people** under the **family cover** do not need to travel together.

Family member means **your** husband or wife, children, parents, brothers and sisters, parents-in-law, brothers-in-law, sisters-in-law, grandparents, grandparents-in-law, daughters-in-law, sons-in-law or grandchildren.

General practitioner means any person registered and legally qualified by a medical degree in western medicine and authorised by the medical licensing authority of that country to provide general medical care. This should cover a variety of medical problems in patients of all ages. This often includes referring patients to an appropriate **specialist**. This person should not be **you, your** family member or **travelling companion**, partner, business partner, employer, employee or agent.

Hijack or hijacked means someone who takes by force, or threat of force or violence, a vehicle in which **you** are travelling.

Home means **your** home address in Singapore as shown in **your** Singapore national registration identification card or in other official passes and permits.

Home contents mean all household furniture and furnishings and personal belongings inside **your home**. This does not include deeds, bonds, bills of exchange, promissory notes, cheques, traveller's cheques, securities for money, documents of any kind, cash, currency notes or any other legal tender.

Home country means any country of which **you** are a citizen.

Hospital means an establishment which is registered under the relevant national laws and regulations to care for and treat sick and injured people as bed-paying patients and which:

- a has organised facilities for diagnosis, treatment and major surgery;
- b provides nursing services by registered nurses 24 hours a day;
- c is under the supervision of one or more **medical practitioners**; and
- d is not mainly a clinic, a secure place to care for alcoholics or drug addicts, a nursing, rest or convalescent home or a home for the elderly or a similar establishment.

Hostage means being held as security by another person by force or against **your** will. This does not apply to children being held **hostage** by their own parents.

Injury means damage or harm caused to the body by an external force suffered during the **period of insurance** and which is caused only by an **accident**.

Insolvent means the inability of someone to pay their debts when they are due. This happens, in the case of an individual, when a bankruptcy petition is presented against them. In the case of a company, this happens when a resolution for winding up is passed by the company or a winding-up petition is presented against them.

Insured person means the individual (or individuals) named in the **certificate of insurance** as the person (or people) who is insured under this **policy**.

Jewellery or valuables means items made of or containing precious metals and semi-precious or precious stones, including but not limited to rings, cufflinks, bracelets, pendants, necklaces, bangles,

earrings, brooches and pens.

Kidnap means being abducted by force or deception against **your** will for the purpose of getting a ransom. This does not apply to children kidnapped by their own parents.

Known event means any situation, including riot, strike, civil commotion, **natural disasters**, which may result in a claim under the policy, threaten **your** health or disrupt **your trip** that were made known to **you** or the **insured person** by the transport or accommodation provider, publicised or reported by the media or through travel advice issued by an authority (local or foreign) before the **policy** was taken up, or changed; such as plan upgrade or **policy** extension (in the case of a **per-trip policy**); or before **you** made or changed the booking for **your trip** (in the case of a **yearly plan policy**).

Laptop means a **laptop** computer or a tablet computer including the accessories that come as standard equipment with it.

Losing hearing means medically certified permanent and total loss of hearing as confirmed by **our medical practitioner**.

Losing a limb means permanent and total loss of, or loss of use of, a hand at or above the wrist or a foot at or above the ankle. This must be confirmed by **our medical practitioner**.

Losing sight means medically certified total and permanent loss of use of an eye which means **you** are absolutely blind in that eye and which is beyond cure either by surgical or other treatment. This must be confirmed by **our medical practitioner**.

Losing speech means medically certified permanent and total loss of the ability to speak and which is beyond cure either by surgical or other treatment as confirmed by **our medical practitioner**.

Medical practitioner means any person registered and legally qualified as a doctor 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. The **medical practitioner** cannot be **you**, **your family member** or **travelling companion**, partner, business partner, employer, employee or agent.

Money means banknotes, coins and traveller's cheques.

Natural disaster means any event or force of nature such as earthquake, tsunami, volcanic eruption, flood, typhoon or hurricane that has catastrophic consequences in terms of financial, environmental or human losses. Bad weather conditions that cause little or no effect on financial, environmental or human loss will not be considered as **natural disaster**.

Outpatient medical treatment means medical treatment which is needed to treat an **injury** or **sickness**, where **you** can get treatment from a **medical practitioner** or a **specialist** and **you** do not need to stay in **hospital**. This includes **dental treatment** needed to treat an **injury**.

Overseas means anywhere outside Singapore and includes **your trip** to, or in, the countries or region shown in the **certificate of insurance**.

Period of insurance means the entire length of **your per-trip policy** or the period shown in the **certificate of insurance** for **your yearly plan**. Specifically for Section 12, the **period of insurance** means the 30 days from the date and time of purchase of **your** items while **overseas**.

Permanently disabled means suffering from one of the items of disability listed in the scale of compensation under Section 15 in the **table of cover**, and which was caused only by an **accident**, as long as:

- a the disability lasts for 12 months in a row from the date of the **accident**; and
- b **our medical practitioner** confirms that it is not going to improve after 12 months.

Permanent total disability means total disability caused only by an **accident** during **your trip** that:

- a stops **you** from working in any job for a salary or wage or stops **you** from carrying out any business whatsoever; and
- b lasts for 12 months in a row from the date of the **accident**; and
- c **our medical practitioner** believes is not going to improve after 12 months.

Per-trip policy means a short-term **policy** to cover a single **trip**. For Standard plans, each **trip** must not last more than 180 calendar days in a row. For PreX plans, each **trip** must not last more than 60 calendar days in a row.

Policy means this document, including any information provided or declaration made by the **policyholder** for and on behalf of all the insured people, the **table of cover**, the **certificate of insurance** and any endorsement **we** have issued under this **policy**.

Policyholder means the person or organisation named and who has made a declaration on behalf of the **insured person** and paid the premium as shown in the **certificate of insurance**.

Postpone means delaying **your trip** to a date which is not later than 180 days from the start date of **your** initial **trip**.

Pre-existing medical condition means any injury or sickness (including any complications which may arise):

- a which **you** knew about before the start of **your trip**; or
- b which **you** have received diagnosis, consultation, medical treatment or prescribed drugs for in the 12 months before the start of **your trip**; or
- c which **you** have been asked to get medical treatment or medical advice for by a **medical practitioner** within 12 months before the start of **your trip**.

The **pre-existing medical condition** definition also applies to injury or sickness of **your family member** or **travelling companion**.

If **you** have a **yearly plan**, the term **pre-existing medical condition** also refers to a medical condition which **you** have made a claim for on a previous **trip**. The medical condition will be considered as a **pre-existing medical condition** in future **trips** unless **you** have fully recovered before the start of **your trip**.

Prohibited person means a person or entity who is, or who is **related** to a person or entity:

- a subject to laws, regulations or sanctions administered by any inter-government, government, regulatory or law enforcement authorities of any country, which will prohibit or restrict **us** from providing insurance or carrying out any transaction under this policy, or
- b who is involved in any terrorist or illegal activities or placed on sanctions listing or issued with freezing order.

Public transport means any regularly scheduled aircraft, bus, ferry, hovercraft, hydrofoil, ship, train, tram or underground train which has fixed and established routes and is operated by a licensed carrier or operator to transport fare-paying passengers. This does not include taxis and all other methods of transport that are chartered or arranged as part of a tour even if they are regularly scheduled.

Public place means a common area or place where anyone has a right to be present or to come and go as they please.

Related includes relationships such as parent, step-parent, child, step-child, adopted child, spouse, sibling, step-sibling, adopted sibling, parent-in-law, child-in-law, sibling-in-law, cousin, uncle, aunt, grandparents, niece, nephew, grandchild, employee, employer, associate, parent company, subsidiary and shareholder.

Relevant person includes persons and entities such as the **policyholder**, **insured person**, trustee, settlor, beneficiary, assignee, nominee, payee, mortgagee, financier of the application/policy, and in relation to an entity, its director, partner, manager, person having executive authority, authorised signatory, shareholder or beneficial owner.

Rental vehicle means all motor-driven four-wheeled vehicles **you** may rent from a licensed rental agency for the purpose of private use and which are in **your** care or custody.

Sickness means worsening physical health not caused by an **accident**, which **you**, **your family member** or **travelling companion** suffer from and for which **you** or they need the care or treatment of a **medical practitioner** when **you** are on a **trip**.

Serious injury or **serious sickness** means the following.

- a For **you** – an **injury** or **sickness** that needs treatment from a **medical practitioner** and which results in **you** being certified by that **medical practitioner** as being unfit to travel or to continue with **your trip**.
- b For **your family member** or **travelling companion** – an **injury** or **sickness** that is life-threatening as confirmed by a **medical practitioner**.

Specialist means a **medical practitioner** who has the necessary qualifications and expertise to practise as a recognised specialist of diagnostic techniques, treatment and prevention, in a particular field of medicine like psychiatry, neurology, paediatrics, endocrinology, obstetrics, gynaecology, orthopaedics, optometry and dermatology.

Table of cover means the separate table showing the list of benefits **we** will pay each of **you** according to **your plan** while this **policy** is in force. It will depend on the terms, conditions, limits, exclusions and qualifications of this **policy**.

Travelling companion means a person who has a travel reservation or confirmation to accompany **you** on the same **trip**.

Trip means any journey **you** carry out from Singapore to an **overseas** destination (including participation in any **adventurous activity**) during the **period of insurance**.

Unattended means when **you** do not watch over, look after or are not in full view of and not in a position to prevent unauthorised interference of **your** belongings.

We, our, us, and **Income Insurance** means Income Insurance Limited.

Yearly plan means a 12-month **policy**. **You** can make multiple **trips** during this period. For all plans, each **trip** must not last more than 90 calendar days in a row.

You, your and **yours** means the **insured person** or people referred to in the **certificate of insurance**.

Your plan means the plan (with specific limits) that **you** chose at the time **you** applied.

What your policy covers

This **policy** will protect **you** financially when a death, **injury**, **sickness**, loss, theft, damage, legal liability or other specified event happens during the **period of insurance**.

The amount **we** will pay depends on the conditions and maximum benefit limits and sub-limits of **your plan** as set out in the **table of cover**.

Section 1 – Cancelling your trip

When we will pay	What we pay	What we do not pay
<p>A If you are prevented from travelling due to the reasons listed below and are forced to cancel your trip, if they happen within 30 days before you are due to leave Singapore.</p> <ol style="list-style-type: none"> 1 Death, serious sickness or serious injury you, your family member or travelling companion suffer. You must have bought your policy three days (or earlier) from the day you leave Singapore unless the event is only accidental in nature. 2 Government authorities stopping you from travelling overseas because you are suffering from an infectious disease. 3 A sudden riot, strike or civil commotion breakout in Singapore or at the destination you plan to travel to. 4 Natural disasters which happen in Singapore or at the destination you plan to travel to. 5 Serious damage to your home due to a fire or natural disaster. <p>B If you are prevented from travelling due to the reasons listed below and are forced to cancel your trip, if any of the following happens at any time before you are due to leave.</p> <ol style="list-style-type: none"> 1 If your flight is cancelled by the airline due to closing the airport, runway or airspace, or poor weather conditions, which forces airplanes to be grounded. 2 If you have to appear in court as a witness during your trip and you were not aware of this when you took up the policy. 3 If you are forced to cancel your trip because you are a child and your travelling companion who is your guardian has to cancel their trip due to one of the reasons listed in A or B above. 	<ol style="list-style-type: none"> 1 We will pay for the transport expenses (air, sea or land travel) and accommodation costs that you have paid or have agreed to pay under a contract and which you cannot get back (including the travel agent's cancellation fee). 2 If you are insured under a PreX Advantage or PreX Ultimate plan, we will pay the transport expenses and accommodation costs that you cannot get back, after taking off the co-payment amount you will need to pay, for claims arising from your pre-existing medical conditions. 3 You must ask for a refund of any prepaid expenses from the transport or accommodation provider first. We will reduce your claim by the amount the transport or accommodation provider has refunded you. Refunds from the transport or accommodation provider include, but are not limited to, cash, vouchers, credits and re-booking options. 4 You can only claim under either section 1, 2, 3, 4, 5, 6, 7 or 8 for the same event but not under more than one section. 5 The most we will pay under this section is the limit of your plan as shown in the table of cover. 	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <ol style="list-style-type: none"> 1 Any costs that result from you not telling the travel agent, tour operator, transport or accommodation providers as soon as you know you have to cancel your trip. 2 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. 3 Compensation for any air miles, holiday points, membership or credit-card redemption you use to pay for the trip in part or in full. 4 You choosing not to travel when an event listed in A2 to A4 has not taken place. 5 If you choose not to travel because of sickness or injury to your family member or travelling companion which is not a serious sickness or serious injury. 6 Claims that result from any known event. 7 Claims that result from a pre-existing medical condition or any sickness you knew about, including conditions suffered by you, your family member or travelling companion. If you are insured under a PreX Advantage or PreX Ultimate plan, the pre-existing medical condition exclusion will not apply to you, but will still apply to your family members and travelling companions who are not insured under a PreX Advantage or PreX Ultimate plan.

<p>C If you are forced to cancel your trip due to any of the reasons listed in A or B above, we will only pay your claim after you have provided us with written or documentary proof that your claim has been denied, rejected or partially paid by the transport or accommodation provider.</p>		<p>8 Claims that result from flights being cancelled due to any fault on the part of the airline such as aircrew rotation, rescheduled flights or operational requirements, or mechanical breakdown of the airplane in which you have a pre-booked flight.</p>
Section 2 – Postponing your trip		
When we will pay	What we pay	What we do not pay
<p>A If you are prevented from travelling due to the reasons listed below and you have to postpone your trip, if they happen within 30 days before you are due to leave Singapore.</p> <ol style="list-style-type: none"> 1 Death, serious sickness or serious injury you, your family member or travelling companion suffer. You must have bought your policy three days (or earlier) from the day you leave Singapore unless the event is only accidental in nature. 2 Government authorities stopping you from travelling overseas because you are suffering from an infectious disease. 3 A sudden riot, strike or civil commotion breakout in Singapore or at the destination you plan to travel to. 4 Natural disasters which happen in Singapore or at the destination you plan to travel to. 5 Serious damage to your home due to a fire or natural disaster. <p>B If you are prevented from travelling due to the reasons listed below and are forced to postpone your trip, if any of the following happens at any time before you are due to leave.</p> <ol style="list-style-type: none"> 1 If your flight is cancelled by the airline due to closing of the airport, runway or airspace, or poor weather conditions, which forces airplanes to be grounded. 2 If you have to appear in court as a witness during your trip and you 	<ol style="list-style-type: none"> 1 We will pay for: <ol style="list-style-type: none"> a the administrative fees charged by the travel agent, tour operator, transport or accommodation providers; b extra economy-class transport expenses (air, sea or land travel); and c extra accommodation expenses of a standard room; when you postpone your trip. 2 If you are insured under a PreX Advantage or PreX Ultimate plan, we will pay the administrative fees and, the extra transport and accommodation expenses under paragraph 1 above that you cannot get back, after taking off the co-payment amount which you will need to pay, for claims arising from your pre-existing medical conditions. 3 You must ask for a refund of any prepaid expenses from the transport or accommodation provider first. We will reduce your claim by the amount the transport or accommodation provider has refunded you. Refunds from the transport or accommodation provider include, but are not limited to, cash, vouchers, credits and re-booking options. 4 You can only claim under either section 1, 2, 3, 4, 6, 7, 8 or 9 for the same event but not under more than one section. 5 The most we will pay under this section is the limit of your plan 	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <ol style="list-style-type: none"> 1 Any costs that result from you not telling the travel agent, tour operator, transport or accommodation providers as soon as you know you have to postpone your trip. 2 Extra costs that result from you upgrading to a better class or category of transport or accommodation from that in your original itinerary. For example, extra costs for changing flight from budget airline to commercial airline. 3 Prepaid or non-refundable expenses which you cannot get back. 4 Compensation for any air miles, holiday points, membership or credit-card redemption you use to pay for all or part of the trip. 5 You choosing not to travel when an event listed in A2 to A4 has not taken place. 6 If you choose to postpone your travel because of sickness or injury to your family member or travelling companion which is not a serious sickness or serious injury. 7 Claims that result from any known event. 8 Claims that result from a pre-existing medical condition or any sickness you knew about, including conditions suffered by

<p>were not aware of this when you took up the policy.</p> <p>3 If you are forced to postpone your trip because you are a child and your travelling companion who is your guardian has to cancel their trip due to one of the reasons listed in A or B above.</p> <p>C If you are forced to postpone your trip due to any of the reasons listed in A or B above, we will only pay your claim after you have provided us with written or documentary proof that your claim has been denied, rejected or partially paid by the transport or accommodation provider.</p>	<p>as shown in the table of cover.</p>	<p>you, your family member or travelling companion. If you are insured under a PreX Advantage or PreX Ultimate plan, the pre-existing medical condition exclusion will not apply to you, but will still apply to your family members and travelling companions who are not insured under a PreX Advantage or PreX Ultimate plan.</p> <p>9 Claims that result from flights being cancelled due to any fault on the part of the airline such as aircrew rotation, rescheduled flights or operational requirements, or mechanical breakdown of the airplane in which you have a pre-booked flight.</p>
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Section 3 – Shortening your trip

When we will pay	What we pay	What we do not pay
<p>A If you are prevented from travelling further due to the reasons listed below and you have to cut short your trip and return to Singapore.</p> <p>1 Death, serious sickness or serious injury you, your family member or travelling companion suffer.</p> <p>2 Government authorities stopping you from travelling further because you are suffering from an infectious disease.</p> <p>3 There is a sudden riot, strike or civil commotion at the destination you are in or plan to travel to.</p> <p>4 Natural disasters which happen at the destination you are in or plan to travel to.</p> <p>5 Serious damage to your home due to a fire or natural disaster.</p> <p>6 Your trip is disrupted for at least 12 hours in a row because the public transport in which you are travelling as a passenger has been hijacked.</p> <p>7 If your flight is cancelled by the airline due to closing the airport,</p>	<p>1 We will pay for the transport expenses (air, sea or land travel) and accommodation costs that you have paid or have agreed to pay under a contract and which you cannot get back (including the travel agent’s cancellation fee).</p> <p>2 We will pay for expenses for extra economy-class transport (air, sea or land travel) and accommodation of a standard room incurred prior to your immediate return to Singapore.</p> <p>3 If you are insured under a PreX Advantage or PreX Ultimate plan, we will pay for the transport and accommodation expenses under paragraph 1 and 2 above that you cannot get back, after taking off the co-payment amount you will need to pay, for claims arising from your pre-existing medical conditions.</p> <p>4 You must ask for a refund of prepaid expenses from the transport or accommodation provider first. We will reduce your claim by the amount the transport or accommodation provider has refunded you. Refunds from the transport or</p>	<p>Besides the general exclusions listed in Part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <p>1 You choosing not to continue with your trip when an event listed in A2 to A4 has not taken place at the destination you are in or plan to travel to.</p> <p>2 Any extra costs that result from you not telling the travel agent, tour operator, transport or accommodation providers as soon as you know you have to cut short your trip.</p> <p>3 Extra costs that result from you upgrading to a better class or category of transport or accommodation from that in your original itinerary. For example, extra costs for changing flight from budget airline to commercial airline.</p> <p>4 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.</p>

<p>runway or airspace, or poor weather conditions, which forces airplanes to be grounded.</p> <p>B If you have to cut short your trip because you are a child and your travelling companion who is your guardian has to cut short their trip due to one of the reasons above.</p> <p>C If you are forced to shorten your trip due to any of the reasons listed in A or B above, we will only pay your claim after you have provided us with written or documentary proof that your claim has been denied, rejected or partially paid by the transport or accommodation provider.</p>	<p>accommodation provider include, but are not limited to, cash, vouchers, credits and re-booking options.</p> <p>5 You can only claim under either section 1, 2, 3, 4, 6, 7, 8 or 9 for the same event but not under more than one section.</p> <p>6 The most we will pay under this section is the sub-limit and limit of your plan as shown in the table of cover.</p>	<p>5 The part of the trip before you cut short your trip.</p> <p>6 If you choose to cut short your trip because of sickness or injury to your family member or travelling companion which is not a serious sickness or serious injury.</p> <p>7 Compensation for any air miles, holiday points, membership or credit-card redemption you use to pay for all or part of the trip.</p> <p>8 Claims that result from any known event.</p> <p>9 Claims that result from a pre-existing medical condition or any sickness you knew about, including conditions suffered by you, your family member or travelling companion. If you are insured under a PreX Advantage or PreX Ultimate plan, the pre-existing medical condition exclusion will not apply to you, but will still apply to your family members and travelling companions who are not insured under a PreX Advantage or PreX Ultimate plan.</p> <p>10 The cost of your unused portion of the original transport ticket back to Singapore which you have already paid for.</p> <p>11 Claims that result from flights being cancelled due to any fault on the part of the airline such as aircrew rotation, rescheduled flights or operational requirements, or mechanical breakdown of the airplane in which you have a pre-booked flight.</p>
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Section 4 – Trip disruption		
When we will pay	What we pay	What we do not pay
<p>A If your trip is disrupted while you are overseas due to any of the reasons listed below and you are forced to change any part of your itinerary.</p> <p>1 Serious sickness or serious injury suffered by you or your travelling companion.</p>	<p>1 We will pay for extra economy-class transport expenses (air, sea or land travel) and accommodation expenses of a standard room so you can continue with your original scheduled trip.</p>	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <p>1 You choosing not to continue with the rest of the trip when an event listed in A2 to A3 has not</p>

<p>You or your travelling companion must provide a written report of your medical condition from the general practitioner or medical practitioner confirming the serious sickness or serious injury you or your travelling companion suffered.</p> <p>2 A sudden riot, strike or civil commotion at the destination you are in or plan to travel to.</p> <p>3 Natural disasters which happen at the destination you are in or plan to travel to.</p> <p>4 If your flight is cancelled by the airline due to closing the airport, runway or airspace, or poor weather conditions, which forces airplanes to be grounded.</p> <p>B If you have to change your trip because you are a child and your travelling companion who is your guardian has to change their travel due to one of the reasons above.</p> <p>C If your trip is disrupted due to any of the reasons listed in A or B above, we will only pay your claim after you have provided us with written or documentary proof that your claim has been denied, rejected or partially paid by the transport or accommodation provider.</p>	<p>2 If you are insured under a PreX Advantage or PreX Ultimate plan, we will pay for the extra transport and accommodation expenses under paragraph 1 above that you cannot get back, after taking off the co-payment amount you will need to pay, for claims arising from your pre-existing medical conditions.</p> <p>3 You must ask for a refund of prepaid expenses from the transport or accommodation provider first. We will reduce your claim by the amount the transport or accommodation provider has refunded you. Refunds from the transport or accommodation provider include, but are not limited to, cash, vouchers, credits and re-booking options.</p> <p>4 You can only claim under either section 1, 2, 3, 4, 6, 7, 8 or 9 for the same event but not under more than one section.</p> <p>5 The most we will pay under this section is the sub-limit and limit of your plan as shown in the table of cover.</p>	<p>taken place during your trip.</p> <p>2 Extra expenses to extend your trip beyond what was originally scheduled, unless medically necessary and asked for in writing by the medical practitioner.</p> <p>3 Extra costs that result from you upgrading to a better class or category of transport or accommodation from that in your original itinerary. For example, changing flight from budget airline to commercial airline.</p> <p>4 Any extra costs that result from you not telling the travel agent, tour operator, transport or accommodation providers as soon as you know you have to change your trip.</p> <p>5 Prepaid or non-refundable expenses for unused transport, accommodation, local excursions, tours, seminars, courses, theatre shows, theme parks, sporting events or concerts which you have already paid for.</p> <p>6 The part of the trip before changing your trip.</p> <p>7 If you choose to change your itinerary because of sickness or injury to your travelling companion which is not a serious sickness or serious injury.</p> <p>8 Compensation for any air miles, holiday points, membership or credit-card redemption you use to pay for all or part of the trip.</p> <p>9 Claims that result from any known event.</p> <p>10 Claims that result from a pre-existing medical condition or any sickness you knew about, including conditions suffered by you, your family member or travelling companion. If you are insured under a PreX Advantage or PreX Ultimate plan, the pre-existing medical condition</p>
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		<p>exclusion will not apply to you, but will still apply to your family members and travelling companions who are not insured under a PreX Advantage or PreX Ultimate plan.</p> <p>11 The cost of your unused portion of the original transport ticket back to Singapore which you have already paid for.</p> <p>12 Claims that result from flights being cancelled due to any fault on the part of the airline such as aircrew rotation, rescheduled flights or operational requirements, or mechanical breakdown of the airplane in which you have a pre-booked flight.</p>
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Section 5 – Unused entertainment tickets booked using Trust card

When we pay	What we pay	What we do not pay
<p>A If you are prevented from using your prepaid entertainment ticket due to the reasons listed below and if they happen on the day of the entertainment event or on the date of expiry of the entertainment ticket, whichever is later.</p> <p>1 Your death, serious sickness or serious injury resulting in your hospitalization. To confirm the serious sickness or serious injury you suffer, you must provide a written report of your medical condition from the general practitioner or medical practitioner.</p> <p>2 A sudden riot, strike or civil commotion breakout at your destination.</p> <p>3 If you are prevented from using your prepaid entertainment ticket due to the bankruptcy or insolvency of the entertainment provider or booking agency from which you have bought your prepaid entertainment ticket from; if the bankruptcy or insolvency takes place after the purchase date of this</p>	<p>1 We will pay for the unused entertainment ticket expenses that you have paid using a Trust credit or debit card and which you cannot get back.</p> <p>2 You must ask for a refund of any prepaid expenses from the entertainment provider or booking agency first. We will reduce your claim by the amount the entertainment provider has refunded you.</p> <p>3 The most we will pay under this section is the limit of your plan as shown in the table of cover.</p>	<p>Besides the general exclusions listed in part 3 of the general conditions, we will not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <p>1 Claims that result from any known event.</p> <p>2 Claims for expenses not paid for using a Trust credit or debit card.</p> <p>3 Compensation for any air miles, holiday points, membership or credit-card redemption you use to pay for all or part of the entertainment ticket.</p>

<p>policy and the petition for bankruptcy or a similar petition was not filed before the purchase date of this policy.</p> <p>B If you are prevented from using your prepaid entertainment ticket because your trip was cancelled, shortened, disrupted, or postponed under Section 1, 2, 3, or 4 above for which you have a valid claim under that we will pay.</p> <p>C If you are prevented from using your prepaid entertainment ticket while on a trip due to natural disasters which happen at the destination where the entertainment event is held, provided that they happen within 7 days before the day of the entertainment event or the date of expiry of the entertainment ticket, whichever is later.</p> <p>You must meet the following conditions:</p> <ol style="list-style-type: none"> 1 Your entertainment ticket must be paid using a Trust credit or debit card. 2 You must have provided us with written or documentary proof that your claim has been denied, rejected or partially paid by the entertainment provider or booking agency. 		
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Section 6 – Travel delay		
When we will pay	What we pay	What we do not pay
<p>A If the public transport you are scheduled to travel in during your trip is delayed for more than six hours in a row and you are not the cause of the delay.</p> <p>You must get written proof of the delay and the reason for it from the transport operator or their handling agent.</p>	<p>1 For travel delays of more than six hours while you are overseas, we will pay a cash benefit for every full six hours in a row of delay you suffer.</p> <p>If you have onward connecting public transport to your final destination, we will pay for travel delays based on the actual arrival time at the final destination and the arrival time shown in the</p>	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <ol style="list-style-type: none"> 1 You failing to get on the public transport according to the time shown in the itinerary supplied to you. 2 Claims that result from any delay

	<p>itinerary.</p> <p>2 For travel delays of more than six hours in a row before you depart from Singapore, we will pay you a flat cash benefit of \$150 per adult or \$50 per child as shown in the table of cover.</p> <p>3 You can only claim under either section 1, 2, 3, 4, 6, 7, 8, 9 or 23 for the same event but not under more than one section.</p>	<p>which you or the public knew about at the time you bought this policy.</p> <p>3 You checking in late to the airport, port or station.</p>
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Section 7 – Missed connections

When we will pay

A If **you** miss **your** travel connection because of a delay in the arrival of the scheduled **public transport** which **you** took, and have received a confirmed reservation, and there is no other travel arrangement made available to **you** within six hours of the scheduled departure of **your** onward travel connection.

You must get written proof of **your** missed connection from the transport operator (flight, rail, coach or ferry with fixed itinerary) or their handling agents.

What we pay

- 1** **We** will pay **you** the cash benefit shown in the **table of cover** of **your plan**.
- 2** **We** will only pay this benefit once for each **trip**.
- 3** **You** can only claim under either section 1, 2, 3, 4, 6, 7, 8, 9 or 23 for the same event but not under more than one section.

What we do not pay

Please read **our** general exclusions listed in part 5 of the general conditions.

Section 8 – Overbooked public transport

When we will pay

A If **you** are not allowed to get on a form of **public transport** for which **you** have previously received confirmation because it was overbooked and no compensation or no other transport was made available to **you** within six hours of the scheduled departure time.

You must get written proof of being denied boarding from the transport operator of the **public transport** (whichever applies) or their handling agents.

What we pay

- 1** **We** will pay **you** the cash benefit shown in the **table of cover** of **your plan**.
- 2** **We** will only pay this benefit once for each **trip**.
- 3** **You** can only claim under either section 1, 2, 3, 4, 6, 7, 8 or 9 for the same event but not under more than one section.

What we do not pay

Please read **our** general exclusions listed in part 5 of the general conditions.

Section 9 – If the travel agency becomes insolvent

When we will pay

A If **you** are forced to abandon **your trip** because the travel agency, transport provider or tour operator is no longer operating for business and they cannot provide part or all of **your trip**.

You must have bought the **policy** three days (or earlier) from the day

What we pay

- 1** **We** will pay for the transport expenses (air, sea or land travel) and accommodation costs that **you** have paid and which **you** cannot get back (including the travel agent's cancellation fee) up to the sub-limit and limit shown in the **table of cover** of **your plan**.

What we do not pay

Besides the general exclusions listed in part 5 of the general conditions, **we** will also not pay for the following, or for loss or liability directly or indirectly caused by the following.

- 1** Prepaid or non-refundable expenses for unused local excursions, tours, seminars,

<p>you are due to leave.</p>	<p>2 You can only claim under either section 1, 2, 3, 4, 6, 7, 8 or 9 for the same event but not under more than one section.</p>	<p>courses, theatre shows, theme parks, sporting events, concerts and any other charges not related to transport and accommodation.</p> <p>2 Compensation for any air miles, holiday points, membership or credit-card redemption you use to pay for all or part of your trip.</p> <p>3 The travel agency, transport provider or tour operator filed a petition for bankruptcy or similar petition, or stopping to operate, before you bought the policy.</p> <p>4 Any claim that comes from government regulation or control.</p>
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Section 10 – Baggage delay		
When we will pay	What we pay	What we do not pay
<p>A If your checked-in baggage has been delayed, misdirected or temporarily misplaced by any transport operator for more than six hours in a row while you are in Singapore or overseas.</p> <p>You must get written proof from the transport operator or their handling agent of the period of delay and the reason for the delay.</p>	<p>1A For baggage that is delayed while overseas, we will pay you a cash benefit for every full six hours in a row of delay worked out between the time you arrived at the final destination overseas and the time you receive your baggage at this overseas destination.</p> <p>1B For baggage that is delayed during your return trip to Singapore, we will pay you a flat cash benefit of \$200 per adult or \$50 per child after six hours in a row of delay of your baggage arriving in Singapore.</p> <p>1C We will only pay 1A or 1B but not both for the same event.</p> <p>2 You can only claim under either section 10, 11 or 12 for the same event but not under both sections.</p> <p>3 The most we will pay under this section is the limit of your plan as shown in the table of cover.</p>	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <p>1 Any claims on the same baggage by more than one insured.</p> <p>2 Any claims under 1A if the baggage was not received overseas.</p>

Section 11 – Loss or damage of baggage or personal belongings		
When we will pay	What we pay	What we do not pay
<p>A If your baggage or personal belongings are lost or damaged due to an accident or theft while overseas.</p>	<p>1 We will decide whether to replace, repair or pay a cash equivalent for your lost or damaged baggage and personal</p>	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or</p>

<p>You must show that you have met the following conditions.</p> <ol style="list-style-type: none"> 1 You have taken all possible steps and been careful to protect the security of your belongings and prevent loss or damage. 2 You have reported the loss to the police where the loss has happened or to the relevant authority such as the hotel, airline or any transport operator, within 24 hours of discovering the loss or damage. You must send us a copy of the police report or other written document issued by the relevant authority with details of the loss or damage, together with all relevant receipts or proof of purchase. 3 You must make any claims arising from loss or damage to your baggage or personal belongings while in the custody and care of the transport or accommodation provider to the service provider first. <p>We will reduce your claim by the amount the transport or accommodation provider has refunded you.</p> <p>We will only pay your claim after you have given us written or documentary proof that your claim has been denied, rejected or partially paid by the transport or accommodation provider.</p>	<p>belongings. We will deduct an amount for wear and tear when we work out the claim.</p> <ol style="list-style-type: none"> 2 You can only claim under either section 10, 11 or 12 for any loss or expenses you have suffered from the same event but not under both sections. 3 The most we will pay under this section is the sub-limit and limit of your plan as shown in the table of cover. 	<p>indirectly caused by the following.</p> <ol style="list-style-type: none"> 1 Any baggage which you separately checked in in advance. 2 Claims for wear and tear (this includes scratches, discolouration, stains, tears, or dents to the surface of the item which does not affect how it works), claims arising from atmospheric or climatic conditions, gradual deterioration, pests and insects or damage caused during the repair process. 3 Items that are confiscated or held by customs or authorities. 4 Claims for motor vehicles (including their accessories). 5 Claims for fragile items, antiques, artefacts, manuscripts, paintings, musical instruments, dentures, fur and contact or corneal lenses. 6 Claims for fruits, perishables, consumables and animals. 7 Claims for loss of, or restoring, lost or damaged information stored in tapes, cards, discs or other storage devices. 8 Claims for business goods or equipment of any kind. 9 Claims for money, securities, stamps, debit or credit cards, cash card, Ez link Card, bonds and coupons. 10 Claims for identity card, passport, travel pass or tickets and travel documents. 11 Claims for any item which does not belong to you. 12 Unexplained and mysterious disappearance of your baggage or personal belongings. 13 Any claim resulting from your deliberate act, failure to act, negligence or carelessness.
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		<p>14 Any claim resulting from your item being lost or damaged when left unattended in a public place and which is not in the custody of an authorised party (including transport and accommodation providers such as airline, train, ferry, hotel and resorts).</p> <p>15 Any claim resulting from deliberate acts of anyone you or your travelling companion have invited to join you or your travelling companion at any time during your trip.</p>
Section 12 – Purchase protection		
When we will pay	What we pay	What we do not pay
<p>A If the newly purchased items which you bought while overseas during the trip have been damaged due to an accident within 30 days from the date and time of purchase.</p> <p>You must show that you have met the following conditions:</p> <ol style="list-style-type: none"> 1 You have taken all possible steps and been careful to protect your newly purchased items from damage; 2 You must have purchased these items using a Trust credit or debit card; and 3 You must have your damaged item repaired first and provide us with details of the damage, together with all relevant repair receipts and proof of purchase using a Trust credit or debit card. 4 You must make any claims arising while in the custody and care of the transport or accommodation provider to the service provider first. <p>We will reduce your claim by the amount the transport or accommodation provider has refunded you.</p> <p>We will only pay your claim after you have given us written or documentary proof that your claim has been denied, rejected or partially paid by the transport or accommodation provider.</p>	<ol style="list-style-type: none"> 1 We will reimburse you for the repair costs of your damaged items, up to the amount shown in the table of cover of your plan. 	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <ol style="list-style-type: none"> 1 Claims where no repair was done, including where the item was lost or beyond economic repair. 2 Claims for wear and tear (this includes scratches, discolouration, stains, tears, or dents to the surface of the item which does not affect how it works), claims arising from atmospheric or climatic conditions, gradual deterioration, pests and insects or damage caused during the repair process. 3 Items that are confiscated or held by customs or authorities. 4 Claims for motor vehicles (including their accessories). 5 Claims for fragile items, antiques, artefacts, manuscripts, paintings, musical instruments, dentures, fur and contact or corneal lenses. 6 Claims for fruits, perishables, consumables and animals. 7 Claims for loss of, or restoring, lost or damaged information stored in tapes, cards, discs or other storage devices.

		<p>8 Claims for business goods or equipment of any kind.</p> <p>9 Claims for money, securities, stamps, debit or credit cards, cash card, Ez link Card, bonds and coupons.</p> <p>10 Claims for any item which does not belong to you.</p> <p>11 Unexplained and mysterious disappearance of your newly purchased items.</p> <p>12 Any claim resulting from your deliberate act, failure to act, negligence or carelessness.</p> <p>13 Any claim resulting from your item being damaged when left unattended in a public place and which is not in the custody of an authorised party (including transport and accommodation providers such as airline, train, ferry, hotel and resorts).</p>
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Section 13 – Losing money (Including fraudulent use of Trust card)

When we will pay	What we pay	What we do not pay
<p>A If your money is stolen from you while you are overseas.</p> <p>You must show that:</p> <p>1 you have taken all possible steps and taken care to make sure that your money is kept in a secure place and not left unattended in a public place; and</p> <p>2 you have reported the loss to the police where the loss happened, within 24 hours of discovering it. You must send us a copy of the police report with details of the loss.</p> <p>B If unauthorised charges are made on your Trust credit or debit card while you are overseas.</p> <p>You must show that:</p> <p>1 you have taken all possible steps and taken care to make sure that your Trust credit or debit card is kept in a secure place and not left unattended in a public place; and</p>	<p>1 We will pay up to the amount shown in the table of cover of your plan.</p> <p>2 For B: You must apply for a refund or request for a chargeback from Trust Bank first. We will reduce your claim by the amount Trust Bank has refunded you.</p>	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <p>1 If you fail to report to the police, Trust Bank or relevant authority within 24 hours of the discovery.</p> <p>2 You failing to take due care and precautions to make sure that your money and/or your Trust credit or debit card is kept in a safe place.</p> <p>3 Any loss due to exchange rate or loss in value of currencies.</p> <p>4 Loss of money which was not under your care and custody.</p> <p>5 Unexplained and mysterious disappearance of your money.</p> <p>6 Any claim resulting from your deliberate act, failure to act, negligence or carelessness.</p>

<p>2 you have reported the unauthorised charges to the police and Trust bank where the loss happened, within 24 hours of discovering it. You must send us a copy of the police and bank report with details of the loss; and</p> <p>3 you need to follow all of the rules and requirements that Trust Bank sets for dealing with unauthorised charges made to your Trust credit or debit card.</p> <p>We will only pay your claim after you have provided us with a written or documentary proof that your claim has been denied, rejected or partially paid by Trust Bank.</p>		<p>7 Any claim resulting from deliberate acts of anyone you or your travelling companion have invited to join you or your travelling companion at any time during your trip.</p> <p>8 Any loss incurred after you return to Singapore from your trip.</p> <p>9 Any unauthorised charges made by your family member, your travelling companion or any person that you entrust your Trust credit or debit card or bank details with.</p>
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Section 14 – Losing travel documents

When we will pay

A If **your** passport or travel documents are **accidentally** lost or stolen while **you** are **overseas**.

You must show that **you** have met the following conditions.

1 You have taken all possible steps and been careful to make sure that **your** passport and travel documents are kept in a secure place and they are not left **unattended** in a **public place**.

2 You have reported the loss to the police or relevant authority where the loss happened within 24 hours of discovering it.

You must make claims arising from losing **your** passport or travel documents while in the custody and care of the transport or accommodation provider to the service provider first.

We will reduce **your** claim by the amount the transport or accommodation provider has refunded **you**.

We will only pay **your** claim after **you** have provided **us** with written or documentary proof that **your** claim has been denied, rejected or partially paid by the transport or accommodation provider.

What we pay

1 We will pay for reasonable economy-class transport (air, sea or land travel) and reasonable accommodation expenses of a standard room which **you** have to pay while **overseas** to apply to replace the lost passport or travel documents.

2 We will also pay for the administrative fee which **you** have to pay to get a replacement passport, passport photograph or travel documents.

3 The most **we** will pay under this section is the sub-limit and limit of **your plan** as shown in the **table of cover**.

What we do not pay

Besides the general exclusions listed in part 5 of the general conditions, **we** will also not pay for the following, or for loss or liability directly or indirectly caused by the following.

1 Buying travel tickets such as air tickets and train tickets to replace tickets which have been lost or stolen or which cannot be used due to changing the travel date.

2 If **you** fail to report the loss to the police or relevant authority within 24 hours of the discovery.

3 You failing to take due care and precautions to make sure that **your** passport and travel documents are kept in a safe place.

4 Unexplained and mysterious disappearance of **your** passport or travel documents.

5 Any claim resulting from **your** deliberate act, failure to act, negligence or carelessness.

6 Any claim resulting from **your** item being lost when left **unattended** in a **public place** and which is not in the custody of an authorised party (including but not limited to transport and accommodation providers such as airline, train, ferry, hotels and resorts).

		7 Any claim resulting from deliberate acts of anyone you or your travelling companion have invited to join you or your travelling companion at any time during your trip .
Section 15 – Personal accident		
When we will pay	What we pay	What we do not pay
<p>A If you are involved in an accident during your trip which causes an injury and due only to this accident you die or become permanently disabled within 90 days from the date of the accident, the personal accident cover will apply.</p> <p>B If there is an accident involving the public transport while you are overseas and on board as a fare-paying passenger, and due only to this accident you die within 90 days from the date of the accident, the public transport double cover for accidental death will apply.</p>	<p>1 We will pay you, your estate or your legal personal representative for the amount shown in the table of cover of your plan.</p> <p>2 You can only claim under A or B for the same event but not under both sections.</p>	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <p>1 A disability or death that is caused by sickness. For example, we will not pay a claim if you die from a heart attack or become permanently disabled after suffering a stroke.</p> <p>2 Any physical disability which existed before the trip.</p> <p>3 Claims that result from a pre-existing medical condition or any sickness you knew about.</p>
Section 16 – Medical expenses overseas		
When we will pay	What we pay	What we do not pay
<p>A If you unexpectedly suffer an injury or sickness during your trip and need to get medical treatment while overseas.</p> <p>You must provide a written report of your medical condition from your medical practitioner together with original medical bills and receipts.</p>	<p>1 We will pay for the necessary and reasonable costs of emergency medical, surgical, hospital, dental treatment and ambulance recommended or requested by a medical practitioner for you to be treated while overseas, up to the limit shown in the table of cover of your plan or up to a period of 45 days from the date of the first treatment, whichever comes first.</p> <p>2 We will also pay for the necessary and reasonable costs of medical treatment by a specialist, only if the specialist medical treatment is considered necessary and has been referred by a general practitioner (apart from dental treatment).</p> <p>3 Following your medical treatment, we will pay for the reasonable costs of medical equipment and aids that are considered medically necessary for your recovery and mobility if recommended by your medical</p>	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <p>1 Overseas medical treatment which has been planned or pre-arranged.</p> <p>2 Claims for dental treatment as a result of tooth or gum or oral diseases, or from normal wearing of your teeth.</p> <p>3 Claims that result from a pre-existing medical condition or any sickness you knew about, unless you are insured under a PreX plan.</p> <p>4 If you are insured under a PreX plan, the first \$100 for each visit for your outpatient medical treatment arising from your pre-existing medical condition or any sickness you knew about.</p>

	<p>practitioner.</p> <p>4 If you can recover all or part of the medical expenses from other sources, we will only pay the amount that you cannot recover from these other sources.</p> <p>5 The most we will pay under this section is the sub-limit and limit of your plan as shown in the table of cover.</p>	<p>5 Any expenses incurred for COVID-19 vaccine complications where the vaccine or vaccination is not taken in Singapore or not approved by the Singapore government authorities at the time of vaccination.</p>
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Section 17 – Medical expenses in Singapore (for accidents while overseas and follow-up treatment)

When we will pay	What we pay	What we do not pay
<p>A If you need to get treatment when you return to Singapore because:</p> <ol style="list-style-type: none"> 1 You suffer an injury while on your overseas trip. 2 You require follow-up treatment for sickness you suffer while on your overseas trip for which you had received medical treatment while overseas. <p>You must provide a written report of your medical condition from your medical practitioner, together with original medical bills and receipts.</p>	<ol style="list-style-type: none"> 1 We will pay for the necessary and reasonable costs of medical, surgical, hospital, dental treatment and ambulance for treatment and follow-ups in Singapore recommended or requested by a medical practitioner, depending on the conditions shown below. 2 Only for A1: If you did not get medical treatment for your injury when you were overseas, you must do so in Singapore within three days of your return. From the date of the first treatment in Singapore, you have up to 30 days to continue treatment in Singapore or up to the limit shown in the table of cover, whichever comes first. 3 If you have received medical treatment overseas, you have up to 30 days immediately after your return to Singapore to continue medical treatment in Singapore or up to the limit shown in the table of cover, whichever comes first. 4 We will also pay for the necessary and reasonable costs of medical treatment by a specialist, only if specialist medical treatment is considered necessary and has been referred by a general practitioner (apart from dental treatment). 5 Following your medical treatment, we will pay for the reasonable costs of medical 	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <ol style="list-style-type: none"> 1 Claims for sickness where you did not first receive medical treatment from a medical practitioner while overseas. 2 Claims for dental treatment as a result of teeth or gum or oral diseases or from normal wearing of your teeth. 3 Claims that result from a pre-existing medical condition or any sickness you knew about. 4 Claims that result from COVID-19 or COVID-19 vaccine complications.

	<p>equipment and aids that are considered medically necessary for your recovery and mobility if recommended by your medical practitioner.</p> <p>6 If you can recover all or part of the medical expenses from other sources, we will only pay the amount that cannot be recovered from these other sources.</p> <p>7 The most we will pay under this section is the sub-limit and limit of your plan as shown in the table of cover.</p>	
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Section 18 – Treatment by a Chinese medicine practitioner or a chiropractor

When we will pay	What we pay	What we do not pay
<p>A If you suffer an injury or sickness while on your overseas trip and you need to get outpatient treatment by a Chinese medicine practitioner or a chiropractor while overseas or back in Singapore.</p> <p>You must provide a written report of your medical condition from your Chinese medicine practitioner or a chiropractor together with original medical bills and receipts.</p>	<p>1 We will pay for the reasonable and necessary expenses you pay or agree to pay for outpatient treatment (whether in Singapore or overseas) by a Chinese medicine practitioner or a chiropractor, depending on the conditions shown below.</p> <p>2 If your claim is due to your pre-existing medical condition and you are covered under a PreX plan, we will only pay for your overseas outpatient treatment.</p> <p>3 For claims not due to your pre-existing medical conditions:</p> <p>a. If you did not get outpatient treatment while overseas, we will only pay for claims due to your injury and you must get treatment in Singapore within three days of your return. From the date of the first treatment in Singapore, you have up to 30 days to continue treatment in Singapore or up to the limit shown in the table of cover, whichever comes first.</p> <p>b. If you have received outpatient treatment while overseas, you have up to 30 days after your return to Singapore to continue treatment in Singapore or up to the limit shown in the table of cover, whichever comes first.</p>	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <p>1 Claims for dental treatment as a result of tooth or gum or oral diseases, or from normal wearing of your teeth.</p> <p>2 a. For outpatient treatment overseas:</p> <p>Claims that result from a pre-existing medical condition or any sickness you knew about, unless you are insured a PreX plan.</p> <p>b. For outpatient treatment in Singapore:</p> <p>Claims that result from COVID-19, COVID-19 vaccine complications, any pre-existing medical condition, any sickness you knew about, or any sickness where you did not first receive medical treatment while overseas from a medical practitioner, Chinese medicine practitioner or a chiropractor.</p> <p>3 If you are insured under a PreX plan, the first \$100 for each visit for your overseas outpatient treatment arising from your pre-existing medical condition or any</p>

	<p>4 If you can recover all or part of the medical expenses from other sources, we will only pay the amount that you cannot recover from these other sources.</p> <p>5 The most we will pay under this section is the sub-limit and limit of your plan as shown in the table of cover.</p>	sickness you knew about.
Section 19 – Overseas hospital allowance		
When we will pay	What we pay	What we do not pay
<p>A If you have to stay in hospital as an inpatient overseas.</p> <p>This benefit will end once you leave the overseas hospital.</p>	<p>1 We will pay the benefit for each complete 24-hour period that you are an inpatient in the hospital, up to the amount shown in the table of cover of your plan.</p> <p>2 The most we will pay under this section is the sub-limit and limit of your plan as shown in the table of cover.</p>	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <p>1 Claims that result from a pre-existing medical condition or any sickness you knew about, unless you are insured under a PreX Advantage or PreX Ultimate plan.</p>
Section 20 – Emergency medical evacuation		
When we will pay	What we pay	What we do not pay
<p>A If you are in a life-threatening condition because of an injury or sickness while overseas and our assistance company believes it be medically necessary to move you to the nearest medical facility for treatment (whether overseas or in Singapore).</p> <p>B If you need to return to Singapore for recuperation or continued treatment after you have been moved to an overseas medical facility for treatment as in section A above.</p>	<p>1 We will pay for the necessary expenses our assistance company spends when they use air ambulance, surface ambulance, regular air transport, railroad, land or sea transport or any other appropriate method to move you to the medical facility for treatment.</p> <p>2 If you can use your existing return ticket to Singapore, we will only pay for the administrative fees charged by the airline or travel agent for changing your travel dates or destinations.</p> <p>3 All decisions on the most appropriate method of transport and the destination to move you to will be made by our assistance company. The decision will be based only on the medical necessity and the severity of your medical condition.</p> <p>4 The most we will pay under this section is the sub-limit and limit</p>	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <p>1 Claims resulting from services not arranged or approved by our assistance company or us.</p> <p>2 Claims that result from a pre-existing medical condition or any sickness you knew about, unless you are insured under a PreX plan.</p>

	of your plan as shown in the table of cover .	
Section 21 – Sending you home		
When we will pay	What we pay	What we do not pay
A If you die after suffering an injury or a sickness while overseas .	<ol style="list-style-type: none"> 1 We will pay for the necessary expenses our assistance company spends to return your body to Singapore or to your home country. 2 The most we will pay under this section is the sub-limit and limit of your plan as shown in the table of cover. 	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <ol style="list-style-type: none"> 1 Claims resulting from services not arranged by our assistance company or not approved by our assistance company or us. 2 Claims that result from a pre-existing medical condition or any sickness you knew about, unless you are insured under a PreX plan.
Section 22 – Compassionate visit		
When we will pay	What we pay	What we do not pay
<p>A If you suffer an injury or sickness while on a trip and you have to stay in an overseas hospital for at least three full days, and your medical condition does not allow you to return to Singapore for medical treatment, and no adult family member is with you during your stay in the hospital.</p> <p>B If you die because of an injury or sickness while overseas and there is no adult family member present to make funeral arrangements or arrangements to send your body or ashes home.</p>	<ol style="list-style-type: none"> 1 We will pay for the reasonable economy-class transport expenses (for air, sea or land travel) and reasonable hotel accommodation expenses of a standard room for one family member to travel and be with you or one travelling companion to stay with you until you are confirmed medically fit by a medical practitioner to continue with your trip or to return to Singapore or for up to 30 days from the date the trip ends, whichever comes first. 2 We will pay for the reasonable economy-class transport expenses (for air, sea or land travel) and hotel accommodation expenses of a standard room for one family member or travelling companion to help in the final arrangements to bring your body or ashes back to Singapore or your home country. 3 You can only claim under either A or B for each event but not under both sections. We will only pay the benefit which applies to you under section A or B of your plan as shown in the 	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <ol style="list-style-type: none"> 1 Claims that result from a pre-existing medical condition or any sickness you knew about, unless you are insured under a PreX Advantage or PreX Ultimate plan.

	<p>table of cover.</p> <p>4 The most we will pay under this section is the sub-limit and limit of your plan as shown in the table of cover.</p>	
Section 23 – Kidnap and hostage		
When we will pay	What we pay	What we do not pay
<p>A If you are held hostage after being kidnapped while overseas for at least 24 hours in a row.</p> <p>You must prove that the event has actually happened and we need immediate notice and updates of the incident. The kidnap must be reported to the authorized law-enforcement agency within 24 hours after you are able to contact someone.</p>	<p>1 We will pay you a benefit shown in your plan as shown in the table of cover for each full day (continuous 24 hours). This will apply up to the limit shown in the table of cover.</p> <p>2 You can only claim under either section 6, 7 or 23 for the same event but not under more than one section.</p>	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <p>1 Claims resulting from you helping others to commit a crime or your criminal acts.</p> <p>2 Claims arising in your home country, countries in Central or South America or Africa, or any country in which United Nations armed forces are present and active.</p>
Section 24 – Emergency phone charges		
When we will pay	What we pay	What we do not pay
<p>A If you need to call our assistance company during a medical emergency and for which you have made a claim which we will pay under sections 15, 16, 18, 20 or 21.</p>	<p>1 We will refund you the actual phone charges up to the limit shown in your plan as shown in the table of cover.</p> <p>2 If you are insured under a PreX plan, we will also pay this refund if your claim arises from your pre-existing medical condition.</p> <p>3 The most we will pay under this section is the limit of your plan as shown in the table of cover.</p>	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <p>1 Claims that result from a pre-existing medical condition or any sickness you knew about, unless you are insured under a PreX plan.</p>
Section 25 – Home cover		
When we will pay	What we pay	What we do not pay
<p>A If there is loss or damage to your home contents due to fire while no one is staying in your home in Singapore during your trip.</p>	<p>1 We will either pay you a cash equivalent or decide to repair, reinstate or replace the home contents affected.</p> <p>2 The most we will pay under this section is the sub-limit and limit of your plan as shown in the table of cover.</p>	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <p>1 Any claim for wear and tear, loss in value, the process of cleaning or dyeing any article, damage or loss caused by light or atmospheric conditions, moth, insects, vermin or anything else which happens gradually.</p> <p>2 Any claim for damage arising from or caused by repair or</p>

		<p>restoration.</p> <p>3 Any claim for loss or damage due to your deliberate act or helping someone else commit a crime.</p> <p>4 Any claim arising as a result of any government authorities confiscating, taking or holding or illegally occupying your home or any premises, vehicle or thing.</p> <p>5 Any claim for loss or damage caused by electrical or mechanical breakdown.</p> <p>6 Any claim for loss due to theft during or after the fire.</p> <p>7 Any claim for indirect loss of any kind.</p> <p>8 Any claim for loss of business or professional use of photographic and sporting equipment and accessories and musical instruments.</p> <p>9 Any claim for loss of motor vehicles, boats, bicycles and their equipment or accessories.</p> <p>10 Any claim for loss not reported to the police or relevant authorities within 24 hours of discovering the loss.</p> <p>11 Any claim for loss of or damage to a tenant's property or to any home contents you do not own.</p> <p>12 Any claim for loss of, or restoring, lost or damaged information stored in tapes, cards, discs or other storage devices.</p>
Section 26 – Personal liability		
When we will pay	What we pay	What we do not pay
<p>A If you are legally responsible for accidentally:</p> <p>1 injuring someone while overseas; or</p> <p>2 damaging or causing loss to someone else's property while overseas.</p>	<p>1 We will pay:</p> <ul style="list-style-type: none"> - the legal costs and expenses for representing or defending you; and - the amount awarded against you by the court in Singapore; up to the amount shown in your plan as shown in the table of cover. 	<p>Besides the general exclusions listed in part 5 of the general conditions, we will not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <p>1 Any claim due to your deliberate, malicious, unlawful or criminal act or failure to act.</p>

		<p>2 Any claim for loss of or damage to property in your charge or under your control or which belongs to you.</p> <p>3 Any claim resulting from legal services we have not approved in advance.</p> <p>4 Any legal responsibility that comes from an injury or loss or damage to property that you, your family member or your employee owns, cares for or controls.</p> <p>5 Any legal responsibility, injury, loss or damage to your family member or employee.</p> <p>6 Any legal responsibility that results from you owning or using weapons, animals, vehicles, aircraft or watercraft.</p> <p>7 Any legal responsibility that results from or is connected to your trade, business or profession.</p> <p>8 Any legal responsibility that you have under a contract.</p> <p>9 Any court judgment which is not delivered by a court within Singapore.</p> <p>10 Any court judgment which is being appealed by you or on your behalf.</p> <p>11 Any legal responsibility that results from you passing on a communicable disease to others.</p> <p>12 Any legal responsibility that results from your abuse of controlled drugs.</p> <p>13 Any legal responsibility that results when you are under the influence of drugs or alcohol.</p> <p>14 Any legal responsibility that results from your riding or racing in races or rallies.</p> <p>15 Any legal responsibility that is caused by your involvement in polluting or harming the</p>
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		environment. 16 Any claim for punitive, aggravated or exemplary damages (damages aimed at punishing you or making an example of you).
Section 27 – Rental vehicle excess cover		
When we will pay	What we pay	What we do not pay
<p>A If there is a loss or damage to your rental vehicle due to an accident during your trip.</p> <p>You must prove the following.</p> <p>1 That the rental vehicle is rented from a licensed rental agency and you were either a named driver or co-driver of the vehicle. You must provide copies of the vehicle rental agreement, the receipt showing payment of the rental excess or deductible and any reports to do with the accident or the lost or damaged rental vehicle.</p> <p>2 You must have arranged comprehensive motor insurance when hiring the vehicle so that the policy will pay for the loss or damage of the vehicle throughout the rental period.</p>	<p>1 We will pay for the excess or deductible which you become legally responsible for, up to the limit shown in your plan as shown in the table of cover.</p>	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <p>1 Any claim for loss or damage to the rental vehicle while it is not in your custody and control.</p> <p>2 Any claim for loss or damage to the vehicle which happens outside the vehicle rental period or outside the period of insurance.</p> <p>3 Any claim arising from breaking the vehicle rental agreement or laws, rules and regulation of the country where the vehicle is rented or driven.</p> <p>4 Any claim for loss or damage to the vehicle if, at the time of the accident, you were not licensed to drive the vehicle or you were taking part in or practising for speed or time trials of any kind.</p> <p>5 Any claim for loss or damage arising from wear and tear, gradual deterioration, and damage suffered in any repair process.</p>
Section 28 – Full terrorism cover		
When we will pay	What we pay	What we do not pay
<p>A If any of the losses covered under sections 1 to 27 arises from or in relation to an act of terrorism, we will still cover the loss but there will be a limit as shown in section 28 of your plan in the table of cover.</p>	<p>1 We will pay for benefits up to the limits shown in the relevant section of your plan as shown in the table of cover. However, we will limit the total amount we will pay for losses arising from or related to the act of terrorism as shown in section 28 of your plan in the table of cover.</p>	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay under the conditions listed in sections 1 to 27.</p>
Section 29 – COVID-19 cover extension (For sections 1 to 27 except section 17)		
When we will pay	What we pay	What we do not pay
<p>A If any of the losses covered under sections 1 to 27 (except section 17)</p>	<p>1 We will pay for the benefits in the relevant section of your</p>	<p>Besides the general exclusions listed in part 5 of the general conditions</p>

<p>arises due to you, your travelling companion, or your family member (where applicable) testing positive for and suffering from COVID-19.</p> <p>You must fulfil all vaccination, pre-departure tests and post-arrival tests requirements (if any) imposed by the destination country or transport operator at the time of the trip.</p> <p>You need not submit the test result or proof of vaccination at the time of purchase but must furnish it at the time of submitting a claim under this section.</p> <p>You must also ensure that all the conditions in the relevant section of your plan are met. For example, under Section 1 – Cancelling your trip, COVID-19 must still result in a serious sickness.</p>	<p>plan (where applicable) up to the limits shown in the relevant section of your plan as shown in the table of cover.</p>	<p>and the respective exclusions under the relevant sections where you incur losses, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <ol style="list-style-type: none"> 1 Any expenses incurred for mandatory COVID-19 diagnostic tests that you are required to take for the trip, such as Antigen Rapid Test (ART), Polymerase Chain Reaction (PCR) test, rostered routine tests, pre-departure tests and post-arrival tests. 2 Any claims as a result of border closures, government advisories against travelling, or your disinclination to travel. 3 Any claims as a result of COVID-19 diagnosis or possible exposure which you knew about at the point of purchase of this policy or trip.
Section 30 – Post-departure purchase extension (for sections 3 to 29 except section 9)		
When we will pay	What we pay	What we do not pay
<p>A If you have bought this policy before 2359 hours of the next day after you have departed from Singapore for your trip, and you subsequently suffer any losses covered under sections 3 to 29 (except section 9).</p> <p>If you have bought this policy while on board any transport or vehicle, coverage will only commence for events which happen after you disembark.</p> <p>You must also ensure that all the conditions in the relevant section of your plan are met.</p> <p>This extension will only be applicable if this is a per-trip policy.</p>	<ol style="list-style-type: none"> 1 We will pay for the benefits in the relevant section of your plan (where applicable) up to the limits shown in the relevant section of your plan as shown in the table of cover. 	<p>Besides the general exclusions listed in part 5 of the general conditions, we will also not pay for the following, or for loss or liability directly or indirectly caused by the following.</p> <ol style="list-style-type: none"> 1 Any claim arising from, related to, or taking place on, the transport or vehicle you take before or while you bought this policy. 2 Claims that result from any known event. 3 Claims from losses that occurred before you bought this policy.

General conditions which apply to the whole policy

1 Cover

For both **per-trip policy** and **yearly plan**, the following apply.

- a Cover under section 1 (Cancelling your trip) and section 2 (Postponing your trip) starts:
 - i. at the time when **you** book **your trip** (this only applies for **yearly plan**);
 - ii. on the date **we** issue **your policy**; or
 - iii. as shown under the section which applies, whichever is later.
- b Cover under section 9 (If the travel agency becomes insolvent) starts:
 - i. the time when **you** book **your trip** (this only applies for a **yearly plan**); or
 - ii. on the date **we** issue **your policy**;whichever is later.
- c Cover under section 15 (Personal accident) starts when **you** leave the place **you** usually live or work (whichever is later) to start **your trip**, or three hours before the start date shown on **your certificate of insurance**, whichever is later.

Cover under section 15 (Personal accident) ends, whichever is earliest:

- i. when **you** arrive at the place that **you** usually live or work after **your trip**;
 - ii. three hours after **you** return to Singapore
 - iii. three hours after the end of the period shown on **your certificate of insurance**; or
 - iv. for Standard plans (as the case may be):
 - three hours after the end of 180 days from the start of **your per-trip policy**; or
 - three hours after the end of 90 days from the start of **your trip** under the **yearly plan**
- for PreX plans (as the case may be):
- three hours after the end of 60 days from the start of **your per-trip policy**; or
 - three hours after the end of 90 days from the start of **your trip** under the **yearly plan**.

2 Aggregate limit of liability

The total claims payable under **your policy** issued by **us** for any single event where a number of **insured persons** are together, shall not be more than \$30,000,000.

If the total claims payable for any single event where a number of **insured persons** are together are more than \$30,000,000, the maximum benefit limit for each **insured person** as shown in the **table of cover** shall be pro-rated accordingly.

3 Automatically extending cover

We will automatically extend **your period of insurance** up to a maximum of 14 days while **you** are **overseas**, under this **policy** at no extra premium if:

- a the **public transport** **you** are travelling on to return to Singapore is delayed and **you** cannot complete **your trip** when the **policy** ends, and **you** are not the cause of the delay; or
- b due to an **injury** or **sickness** (including contracting COVID-19 and where section 29 applies), **you** have to stay in **hospital** as advised by a **medical practitioner** and **you** cannot complete **your trip** when the **policy** ends.

This automatic extension will end when **you** are able to return to Singapore, or at the end of 14 days, whichever is earlier.

4 Worldwide 24-hour emergency assistance

We have arranged with **our assistance company** to give **you** various 24-hour emergency assistance services. The services they provide include medical advice, referral to doctors, **specialists**, hospitals, lawyers and interpreters, arrangement for bail bonds, travel help if **you** have lost **your** passport, embassy referral, emergency medical evacuation, sending **home** **your** body or ashes, providing doctors and medicine, compassionate visits, accompanying **children** and **hospital** deposit guarantees.

You must pay for the costs and expenses of these services except for emergency medical evacuation, sending a body or ashes **home** and compassionate visit which are covered under sections 20, 21 and

22 of **your plan** as shown in the **table of cover**.

5 General exclusions

This **policy** does not cover claims for loss or liability directly or indirectly caused by or arising from the following.

- a** **You** travelling **overseas** against medical advice or for the purpose of getting medical treatment.
- b** **You** travelling **overseas** against a travel advisory issued by the Singapore Government.
- c** **You** deliberately injuring yourself, committing suicide or attempted suicide while sane or insane, **your** criminal act, provoked assault, deliberate acts or putting yourself in danger (unless **you** are trying to save human life).
- d** The effect or influence of alcohol or drugs.
- e** Pregnancy, childbirth, abortion, miscarriage or all complications arising from these conditions.
- f** Mental problems or insanity.
- g** Sexually transmitted infections, human immunodeficiency virus (HIV) or any HIV-related illness including acquired immunity deficiency syndrome (AIDS) or any mutant derivatives or variations of this however they are caused.
- h** **Pre-existing medical conditions**
 - i. Unless **you** are insured under a PreX plan and **we** pay the claim under the relevant sections as shown in the **table of cover**, if cover applies.
 - ii. If **you** have been given a terminal prognosis with a life expectancy of less than 12 months, even if **you** are insured under a PreX plan.
- i** **Your** physical disabilities.
- j** Claims for treatment of an optional nature, for example, plastic surgery or cosmetic surgery which is not medically necessary.
- k** Claims for nursing care that is not provided by the **hospital**.
- l** Claims for routine medical treatment, physical examinations, health check-ups or tests which do not form part of the treatment or diagnosis of the actual **injury** or **sickness**.
- m** Any treatment which is not considered medically necessary by the **medical practitioner**.
- n** Conditions arising from surgical, mechanical or chemical contraceptive methods of birth control or treatments relating to infertility.
- o** Taking part in flying or other aerial activities except as a fare-paying passenger in a licensed

passenger-carrying aircraft. This exclusion does not apply to skydiving, paragliding, parasailing, hang-gliding, parachuting, bungee jumping, abseiling and hot air ballooning when the **insured person** takes part in these **adventurous activities**.

- p** Taking part in any kind of speed contest or racing (other than on foot).
 - q** An **accident** while **you** are driving or riding on a motor race track.
 - r** Taking part in any professional sports or in any sports which **you** could receive any form of prize money, donation, sponsorship, award or certificate of any kind.
 - s** **You** taking part in the following activities.
 - i. Any sport or activity which is against the advice of a **medical practitioner** or against the health and safety rules as required by the activity operator.
 - ii. Scuba diving unless it is for leisure purposes and:
 - **you** hold a PADI certification (or similar recognised qualification) and are diving with a buddy who holds a PADI certification (or similar recognised qualification); or
 - **you** are diving with a qualified instructor.
- The maximum depth **we** will cover is as shown under **your** PADI certification (or similar recognised qualification) but no deeper than 30 metres.
- iii. Trekking, unless it is done for leisure purposes and **you** are trekking below 4,000 metres, and as long as the trekking **you** are taking part in is:
 - in a place which is open to the general public without restriction;
 - organised by a recognised commercial local tour operator or activity provider; or
 - under the guidance and supervision of licensed guides or instructors of the tour operator or activity provider and **you** wear the recommended safety equipment and follow the safety procedures, rules and regulations of the licensed guides or instructors.
 - iv. Expeditions (unless on a recreational or leisure tour organized by a recognized commercial tour operator):
 - to generally inaccessible and remote areas of a country or areas previously unexplored;

- carried out for scientific, research or political purposes to those places; or
 - to Antarctica or similar remote places.
- v. Extreme sports which involve speed, height, danger, a high level of physical exertion, highly specialised gear or spectacular stunts, whether they are played competitively or non-competitively, in a team or individually. This includes but is not limited to mountaineering, outdoor rock climbing (except rock climbing on man-made walls), hunting, caving, potholing, aerobatics, BASE jumping, cave diving, free flying, ice climbing, wingsuit flying.
- t** Taking part in any naval, military or air forces services or training or taking part in operations of an offensive nature planned or carried out by the civil or military authorities.
- u** The consequences of war, riot (except where the claim for loss or liability is directly or indirectly caused by or arising from a sudden riot, strike or civil commotion at the destination **you** are in or plan to travel to as described in sections 1, 2, 3, 4, 5 or 6), revolution or any similar event.
- v** Radioactivity, or damage from any nuclear fuel, material or waste.
- w** Breaking government regulation or **you** failing to take reasonable precautions to avoid a claim under this **policy** after receiving a warning through the media of any intended strike, riot or civil commotion.
- x** **You** failing to take reasonable precautions to protect **your** property or to avoid **injury** or minimise claims under this **policy**.
- y** **You** travelling in, to or through Afghanistan, Iraq, Liberia, Sudan or Syria.
- z** Being employed on merchant vessels, taking part in manual or dangerous work or using machinery or tools or taking part in any offshore work (for example on an oil rig), testing of any kind of conveyance, mining, aerial photography or handling explosives, unless **we** agree in writing.
- aa** Any **known event**.
- bb** An item being lost or damaged when left **unattended** in any **public place** or which is not in the custody of an authorised person including transport and accommodation providers such as the airline, train, ferry, hotel and resort.
- cc** Claims which are covered by other insurance

or which would be paid for by the carrier, hotel, tour operator, travel agency or other providers.

- dd** **Your** deliberate act, failure to act, negligence or carelessness.
- ee** Expenses or charges for food and beverages, local and international phone calls (apart from phone charges which are due under section 24), laundry and hotel entertainment or pay-per-view TV programmes.
- ff** Any claims arising from COVID-19 except as covered under Section 29.
- gg** Any claims arising from **policies** purchased after departing from Singapore, except as covered under Section 30.

If **we** refuse to pay a claim as a result of any of the exclusions listed above and **you** disagree with **our** decision, **you** are responsible for proving that **we** are legally responsible for the claim. If any part of any exclusion is found to be invalid or **we** cannot enforce it, it will not affect the rest of the exclusions.

6 Payment before cover warranty

We (or **our** intermediary) must receive the full premium due on or before the start date of the insurance. If **we** or the intermediary do not receive the premium in full on or before the start date of the insurance, the **policy** will not be valid and **we** will not pay any benefits.

7 Condition Precedent (for organisation policyholders only)

This **policy** is valid on the condition that the **policyholder** has never had any travel insurance terminated because of non-payment of premium, in the last 12 months before the start of this **policy**, failing which, the **policyholder** must give us a written confirmation from the previous insurer that the **policyholder** has fully paid the outstanding premium under the previous policy before the start of this **policy**.

8 Paying benefits

We will pay the benefits listed in this **policy** only if **you**:

- a** have met general condition 6; and
- b** have given **us** satisfactory proof of the claim; and
- c** have fulfilled the condition where the

period of insurance covers the entire length of **your trip** from the date you leave Singapore to the date **you** arrive back in Singapore

We will pay all benefits under this **policy** to **you** unless:

- a** **you** die as described in section 15, in which case **we** will pay the benefits to **your** estate or **your** legal personal representative;
- b** **you** are evacuated as the result of a medical emergency or sent home as described in sections 20 and 21, in which case **we** will pay **our assistance company** the expenses they pay in transporting **you**; or
- c** **you** suffer a claim for personal liability as described in section 26, in which case **we** will pay the person **you** are legally responsible to.

When **we** pay the benefits as described above, **we** will have no further legal responsibility to **you** under this **policy** for the claim.

Despite anything **we** have said to the contrary, **we** will not pay any claim if the laws of Singapore or of **your home country** prevent **us** from doing so.

9 Fraud

You must not act in a fraudulent way. **We** will take the action shown below if **you**, or anyone acting for **you**:

- a** make a claim under the **policy** knowing the claim to be false or fraudulently exaggerated in any way;
- b** make a statement to support a claim knowing the statement to be false in any way;
- c** send **us** a document to support a claim knowing the document to be forged or false in any way; or
- d** make a claim for any loss or damage caused by **your** deliberate act or with **your** knowledge.

We may do the following.

- a** **We** will not pay the claim.
- b** **We** will not pay any other claim which has been or will be made under the **policy**.
- c** **We** may declare the **policy** invalid.
- d** **We** can recover from **you** the amount of any claim **we** have already paid under the **policy**.
- e** **We** will not refund the premium.
- f** **We** may not allow **you** to buy other policies

from **us**.

- g** **We** may report **you** to the police.

10 Reasonable care

You must take all reasonable precautions to avoid **injury, sickness**, loss, theft or damage and take all practical steps to protect **your** property from loss and damage and to recover the property lost or stolen.

11 Other insurance

If at the time of any incident which results in a claim under this **policy** **you** have any other insurance covering the same loss, damage, expense or liability, **we** will not pay more than **our** share. (This does not apply to section 6 – Travel delay, section 7 – Missed connections, section 8 – Overbooked public transport, section 10 – Baggage delay, section 15 – Personal accident, section 19 – Overseas hospital allowance or section 23 – Kidnap and hostage).

12 Taking over your rights

We can take over any rights to defend or settle any claim and to take proceedings in **your** name to enforce **your** or **our** rights against any other person.

13 Claims conditions

- a** At the time of **your trip**, **you** must be medically fit to travel and not be aware of any circumstances which may lead to **your trip** being cancelled or disrupted. If not, **we** may not pay the claim.
- b** **You** must tell **us** as soon as possible and in any case within 30 days following any **injury, sickness**, incident, event, or discovery of any loss, theft or damage which may give rise to a claim under this **policy**.
- c** **We** pay all property claims based on the value of the items at the time **you** lose them and this means **you** will not get back the full price.
- d** If **you** lose **your** items while **overseas** due to theft or an **accident** under section 11, when **we** pay **your** claim, **we** will apply the reduction factor as shown in the table below.

Baggage and personal belongings (not including watches, jewellery or valuables) which are lost due to theft or accident	Reduction factor to be applied to the value of the item	
	With receipt or credit-card statement	Without receipt or credit-card statement
Less than or equal to 1 year	0%	50% of same model (or closest but not better) available in the market, up to \$100 per item for each set, pair and up to \$500 in total
More than 1 year and less than or equal to 2 years	10%	
More than 2 years and less than or equal to 3 years	20%	
More than 3 years and less than or equal to 4 years	30%	
More than 4 years and less than or equal to 5 years	40%	
More than 5 years	50%	
Watches, jewellery or valuables	0%	50%

- e If **your** baggage is damaged while **overseas** under section 11, when **we** pay **your** claim **we** will apply the following reduction factor.

With proof of damaged baggage (not including watches, jewellery or valuables)	Reduction factor to be applied to the value of the item	
	With receipt or credit-card statement	Without receipt or credit-card statement
Less than or equal to 1 year	0%	50%
More than 1 year and less than or equal to 2 years	10%	

With proof of damaged baggage (not including watches, jewellery or valuables)	Reduction factor to be applied to the value of the item	
	With receipt or credit-card statement	Without receipt or credit-card statement
More than 2 years and less than or equal to 3 years	20%	50%
More than 3 years and less than or equal to 4 years	30%	
More than 4 years and less than or equal to 5 years	40%	
More than 5 years	50%	

- f **You** must keep any property which is damaged, and if **we** ask, **you** must send it to **us**. (**You** will also need to pay any costs involved in doing this.) If **we** pay a claim for the property and it is then recovered or it has a salvage value, it will become **our** property.
- g If **you** can recover all or part of the medical expenses from other sources, **we** will only pay **you** the amount that **you** cannot recover.
- h **We** pay all claims in Singapore dollars. If **you** suffer a loss which is in a foreign currency, **we** will convert the amount into Singapore dollars at the exchange rate which **we** will decide on the date of the loss.

14 What you need to provide when you send us your claim

- a **You** or **your** legal representatives must supply all information, reports, original invoices and receipts, proof of ownership, evidence, medical certificates, documents (such as a translation of a foreign-language document into English), confirmed by oath if necessary, **we** may need before **we** assess **your** claim. **We** may refuse to refund you for any expense which **you** cannot provide original receipts or invoices for.
- b **You** must give **us your** travel booking form, invoice, e-ticket confirmation, boarding pass

and photocopy of passport as part of **your** claim to prove **your** travel.

15 Cancellations and refunds

We can cancel the **policy** by providing seven days' notice by post to the **policyholder's** last-known address. **We** will consider that the **policyholder** has received this cancellation notice on the same day if **we** deliver the notice by hand, fax or email.

The **policyholder** may cancel this **policy** by telling **us**, and the cancellation will apply from the date **we** receive the notice of cancellation. **We** will refund the premium to the **policyholder** based on the following calculation.

a Per-trip policy

Premium less \$10 (subject to the prevailing GST) administrative charge, i.e. \$10.90 @ 9% GST from 2024 onwards if the **policy** is cancelled before the start of **your trip** and as long as there has been no claim made under this **policy**. There will be no premium refund if **we** receive the notice of cancellation after the start date of the **policy**.

b Yearly plan

Premium less \$10 (subject to the prevailing GST) administrative charge, i.e. \$10.90 @ 9% GST from 2024 onwards if the **policy** is cancelled before the start date of the **policy** and as long as there has been no claim made under this **policy**. If **we** receive the notice of cancellation within 180 days after the start date of the **policy** and as long as there has been no claim made under this **policy**, **we** will work out the refund premium as follows.

Period of insurance (in days) still left to run divided by the original period of insurance of the policy	x	85% of the premium paid
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We will not give any refund of premium if the **policy** has been in force for more than 180 days or once there has been a claim made, whichever comes first.

16 Ending the policy

The **policy** will end immediately when:

- a **we** cancel this **policy** under general condition 15;

- b **we** (or **our** intermediary) do not receive payment of premium in full on or before the start date of the insurance, rendering the policy invalid under general condition 6;
- c **you** have acted fraudulently under general condition 9;
- d **you** cancel this **policy** under general condition 15;
- e **we** have made the final payment for any loss under section 1, 2 and 9 or 100% of the benefit under section 15.
- f the **insured person** no longer satisfies any of the eligibility requirements of this **policy** unless **we** have agreed in writing to provide cover;
- g before entering into the **policy**, **you** or the **insured person** fails to reveal all facts **you** and/or the **insured person** know or ought to know which may affect this **policy**; or
- h **we** do not renew this **policy** (for yearly plans only).

17 Excluding third party rights

A person or company who is not covered by this **policy** has no right under the Contracts (Rights of Third Parties) Act 2001 to enforce this **policy**.

18 Having similar cover

If **you** have more than one travel **policy** from **us** for the same **trip**, **we** will consider **you** to be insured only under the **policy** which provides the highest benefit level.

19 Checking your age

For the purpose of cover under this **policy**, **we** will use **your** age at the start date of the **period of insurance** and pay benefits accordingly.

20 Currency and interest

All dollar amounts shown in the **policy** and **certificate of insurance** are shown in Singapore dollars (S\$). **We** will not pay interest under this **policy**.

21 Dealing with disputes

If the **policyholder** is not satisfied with **our** final decision on **your** claim, the **policyholder** may refer the case to the Financial Industry Disputes Resolution Centre Ltd (FIDREC), an independent

and impartial institution specializing in solving disputes between financial institutions and consumers. Their website address is: www.fidrec.com.sg

If the dispute cannot be referred to or dealt with by FIDREC, the dispute must be referred to and decided using arbitration in Singapore in line with the Arbitration Rules of the Singapore International Arbitration Centre which apply at that point of time. **We** will not be legally responsible under **your policy** unless **you** have first received an award under arbitration.

22 Prohibited persons

If **you** or any **relevant person** is found to be a **prohibited person**:

- a **we** are entitled not to accept **your** application; and
- b if any **policy** is issued, **we** are entitled to end the **policy**, not pay any benefit or not allow any transaction to be carried out under the **policy**. **We** will not refund any unutilised premium when the **policy** is ended.

Our decision in every respect of the above will be final.

The **policyholder** or **you** will need to inform **us** immediately if there is any change in any **relevant person's** identity, status or identity documents.

23 Governing law

Singapore law will apply to this **policy**.

Feedback procedure

The information below is not legally binding and is just for your information.

Making yourself heard

We are committed to providing **you** with an exceptional level of service and customer care.

We realise that things can go wrong and there may be times when **you** feel that **we** have not provided the service **you** expected. When this happens, **we** want to hear about it so that **we** can try to put things right.

Please send **your** feedback to:

www.income.com.sg/enquiry

Our promise to you

We will:

- acknowledge **your** complaint promptly;
- investigate quickly and thoroughly;
- keep **you** informed of **our** progress; and
- do everything possible to deal with **your** complaint

Policy Owners' Protection Scheme

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