

Issued on: 12 August 2016

## TravelJOY Benefits For Hua Hin / Surat Thani / Trang / Phang Nga / Phuket Bombing Attacks

**For Policyholders who purchased TravelJOY BEFORE 11:00pm (SG time), 11<sup>th</sup> August 2016**

### TravelJoy Policy Coverage for Hua Hin, Surat Thani, Trang, Phang Nga and Phuket Bombing Attacks on 11<sup>th</sup> and 12<sup>th</sup> August 2016

MFA has not issued a statement to advise against travel to Thailand. Singaporeans travelling to Thailand are advised to exercise vigilance, monitor local news and developments closely and heed the instructions of the local Thai authorities.

**Section 25 of TravelJoy provides for terrorism cover subject to the maximum limits indicated.**

A summary of the relevant sections as shown below for easy reference:

Section	Benefits & Coverage (subject to TravelJOY Policy terms & conditions)	Covered?
1	<b>Personal Accident</b>	Yes
2	<b>Medical Expenses Incurred Overseas</b>	Yes
3	<b>Medical Expenses Incurred Upon Return to Singapore</b>	Yes
13	<b>Trip Cancellation &amp; Postponement</b> Covers the non-refundable portion of all travel costs prepaid in advance or any additional administrative cost to postpone the trip for event arising within 30 days before the commencement of the trip.	Yes
14	<b>Trip Curtailment</b> Covers the non-refundable or unutilized portion of all travel costs prepaid in advance, and additional travel expenses necessarily incurred for which you are not able to recover from any source.	Yes
18	<b>Travel Delay</b>	Yes
29	<b>Alternative Travel Arrangement</b> Covers the reasonable additional cost incurred for an alternative mode of transport or alternative route to returning to Singapore in the event that the scheduled Public Transport is cancelled or delayed for more than 24 hours in the foreign country.  Also covers the reasonable and irrecoverable additional travel cost incurred to reroute, detour or shorten the trip in order to avoid the affected area and continue the trip if any of the main destination in your original itinerary <u>before</u> your departure is affected by natural disaster that occurs during the trip or within 30 days before your departure date.	Yes



## Sompo Insurance Singapore Pte. Ltd.

50 Raffles Place, #05-01/06 Singapore Land Tower, Singapore 048623  
Tel: 6461 6555 | Fax: 6221 3302 | Website: [www.sompo.com.sg](http://www.sompo.com.sg)  
Co. Reg. No.: 198905490E | GST Reg. No.: M200903196

### Notes on Maximum Liability

- Where an Insured Person is claiming under Sections 18, 19, 20 and/or 23, the total amount payable under all these Sections is limited to the Aggregate Limit under Section 18.
- Where an Insured Person is claiming under Sections 13, 14 and/or 15, the total amount payable under all these Sections is limited to the Aggregate Limit under Section 15.
- An Insured Person cannot claim from both Sections 11, 17 & 35(a), and/or Sections 18, 20 & 23, and/or Sections 19 & 23, and/or Sections 23 and 29, and/or Sections 13, 14 & 29 for the same event.

### Policy Extension For Traveller In The Affected Areas

**NB: This automatic extension is only applicable for covered events**

- 1) We will automatically extend the period of insurance for 7 days from the original expiry date.
- 2) Policyholders who require Policy period to be extended for more than 7 days can:
  - a) Call **Sompo Assist 24-Hour Hotline (65) 6334 1389 (call collect)** for Policy extension and payment of additional premium OR
  - b) Email the extension period or payment details (Visa/Mastercard number and expiry date to [11emailus@sompo.com.sg](mailto:11emailus@sompo.com.sg))

*Extension is subject to minimum charge of S\$8.00.*

### Policy Cancellation & Premium Refund

S\$15 administration charge is applicable to Policyholders who would like to cancel their policy purchased **BEFORE 11pm (SG time) of 11<sup>th</sup> August 2016 to Hua Hin, Surat Thani, Trang, Phang Nga and Phuket** and policyholder can email to [emailus@sompo.com.sg](mailto:emailus@sompo.com.sg) latest by 19<sup>th</sup> August 2016 for policy cancellation request.

TravelJOY Claim form can be downloaded at [www.sompo.com.sg](http://www.sompo.com.sg). Please provide statement from airline and original receipts for additional costs incurred.

Kindly refer to TravelJOY Policy Wordings for full details of all Policy terms, conditions and exclusion. Policy wordings can be found at [www.sompo.com.sg](http://www.sompo.com.sg).

**PLEASE NOTE THAT TRAVELJOY POLICIES PURCHASED FROM 11PM (SG time) OF 11<sup>th</sup> August 2016 AND AFTER FOR TRAVEL TO HUA HIN, SURAT THANI, TRANG, PHANG NGA AND PHUKET WILL NOT BE COVERED FOR THIS KNOWN EVENT.**