

Chubb Trip Protection

A travel insurance designed for Malindo Air passengers and underwritten by Chubb Insurance Singapore Limited



Chubb Trip Protection

Your well-deserved vacation can be disrupted by inconveniences like losing your baggage, experiencing flight delays or even having to see a doctor overseas. Make Chubb Trip Protection travel insurance part of your travel plans be prepared for such contingencies. Wherever your travels may take you, you can now travel with ease and confidence knowing that you have the right coverage.

Chubb Trip Protection

Destination	Covered Locations Australia, Cambodia, China, Hong Kong, India, Indonesia, Macau, Malaysia, Myanmar, Philippines, Taiwan and Vietnam.
Trip Type	One Way Trip Travel Covers travel commencing in Singapore and ending at your Destination. Round Trip Travel Covers travel commencing and ending in Singapore.

What Do We Cover

Chubb Trip Protection offers great coverage and essential benefits to meet your travel needs. Our plans are specially designed to meet the protection and budget needs of individual travellers like you. Coverage includes overseas medical arrangements, flight cancellations, travel delays and misconnections and baggage losses, among others. Now you can travel with lower risk and fewer worries!

Benefits Table

Summary of Benefits		
	Round Trip (SGD)	One-Way (SGD)
Medical & Travel Accident Benefits		
Personal Accident		
PAX aged 7 days to under 2 yrs.	5,000	5,000
PAX aged 2 years to 75 yrs. (inclusive)	25,000	25,000
PAX aged 76 yrs. and above	12,500	12,500
Medical Expenses due to Accident & Sickness		
PAX aged 7 days to under 2 yrs.	5,000	N/A
PAX aged 2 years to 75 yrs. (inclusive)	10,000	N/A
PAX aged 76 yrs. and above	5,000	N/A
Daily Hospital In-Patient Income		
Amount per 24 hrs	50	N/A
Maximum Amount Payable	500	
Medical Evacuation and Repatriation		
PAX aged 7 days to under 2 yrs.	25,000	N/A
PAX aged 2 years to 75 yrs. (inclusive)	25,000	N/A
PAX aged 76 yrs. and above	12,500	N/A
Repatriation of Mortal Remains		
	25,000	N/A
Travel Inconvenience Benefits		
Loss of Luggage & Personal Effects		
Single Article Limit	200	200
Maximum Amount Payable	1,000	1,000
Loss of Travel Documents		
	250	250
Baggage Delay		
Amount per 6 hrs.	50	50
Maximum Amount Payable	300	300
Flight Delay		
Amount per 6 hrs.	75	75
Maximum Amount Payable	450	450
Flight Diversion		
Amount per 6 hrs.	50	50
Maximum Amount Payable	100	100
Flight Cancellation		
	Up to Original Flight Cost	Up to Original Flight Cost
Flight Curtailment		
	Up to Original Flight Cost	N/A
24 Hour Assistance Services		
24 hour Travel Assistance		
	Included	N/A
24 hour Medical Assistance		
	Included	N/A

Important Notes

1. The amounts listed above are the maximum coverage payable for each benefit.
2. Maximum of 45 days per Journey.
3. "Pre-existing conditions" will not be covered.
4. Please refer to the [Policy Wordings](#) for the full specifications, conditions and exclusions.

Frequently Asked Questions (FAQs)

Chubb Trip Protection will take care of your travel worries – leaving you free to enjoy your trip. But do you know what you are covered for? Here are some of the frequently asked questions to help you better understand the coverage of Chubb Trip Protection.

This Frequently Asked Questions (FAQ) will assist you with your queries or alternatively, you may contact us at:

Chubb Travel Insurance Customer Service

Hotline: +65 6398 8776 (Mondays to Fridays, 9am to 5pm)

E: Travel.SG@chubb.com

Who provides this travel insurance cover?

Chubb Trip Protection is underwritten by Chubb Insurance Singapore Limited (Company No 199702449H) and not Malindo Air and has been especially designed to cater to your needs. Chubb Trip Protection is administered only in English Language. Chubb is the insurer of and responsible for issuing Chubb Trip Protection. Chubb (and not Malindo Air) will be debiting the premium amount from your credit card account. Malindo Air is not an insurance agent of Chubb. Malindo Air does not endorse Chubb Trip Protection and is not responsible for any information provided by Chubb about Chubb Trip Protection.

About Chubb in Singapore

Chubb is the world's largest publicly traded property and casualty insurer. Chubb Insurance Singapore Limited, via acquisitions by its predecessor companies, has been present in Singapore since 1948. Chubb in Singapore provides risk management and underwriting expertise for all major classes of general insurance, including Property & Casualty, Marine, Liability, Financial Lines and Group Personal Accident insurance. As one of the leading providers of Accident & Health insurance through direct marketing, the company partners with financial institutions and other companies to tailor individual policies for their clients and employees. In addition, it offers a suite of customised Personal & Specialty insurance solutions to meet the needs of consumers. Over the years, Chubb in Singapore has established strong client relationships by offering responsive service, developing innovative products and providing market leadership built on financial strength.

More information can be found at www.chubb.com/sg.

How can I purchase Chubb Trip Protection?

You may purchase Chubb Trip Protection on www.malindoair.com when you are making your flight/s booking/s.

Who can purchase Chubb Trip Protection?

- Passengers aged 7 days and above. In the event if the passenger is below the age of 18, his/her guardian can enter into this contract of insurance on behalf of the passenger.
- Passengers who are flying overseas with Malindo Air from Singapore.
- Passengers who are travelling for 45 days or less.

Am I covered for any pre-existing illness?

No. We do not cover any pre-existing conditions which the Insured Person was diagnosed, treated or knew about before the effective date of the Chubb Trip Protection. Pre-existing conditions refer to a disease (including complications), symptom or abnormality for which the Insured Person has received a diagnosis, care and treatment or of which the Insured Person becomes aware and which is sufficiently significant that a reasonable person would seek a diagnosis, care or treatment or a doctor would be able to provide diagnosis, care or treatment.

What are the benefits offered?

For the full list of benefits, please refer to the Benefit Table for further details. For full terms, conditions and exclusions, please read the Policy Wording available at this website. Click Here for [Policy Wording](#).

Do I have to pay an excess if I make a claim?

No, unlike other travel insurance plans you do not have to pay any excess. We will pay the full benefit amount up to the sum insured if you satisfy the terms and conditions of the Chubb Trip Protection policy.

What shall I do if I need emergency assistance whilst overseas?

Our Chubb Assistance team is ready to assist you. Please call the 24-hour hotline: +65 6836 2922 for immediate support

How To Make A Claim

To avoid delay and to ensure your claim is handled promptly and efficiently, we have provided this guide on what to do if you wish to make a claim.

What to do in the event of a Claim

- Submit the claim form and all supporting documentation as soon as practicable, in any event within 30 days of the incident giving rise to a claim.
- For travel or baggage delays, a document must be obtained from Malindo Air to confirm the delay period and reason for the delay.
- Immediately (at the latest within 24 hours) report any loss, theft of or damage to checked-in baggage to Malindo Air and submit a claim to them. In some instances they may be responsible for the damage and/or loss. Please also obtain a loss/damage Property Irregularity Report from the Airline Representative.
- Report any other baggage loss or damage to the local authority/police within 24 hours and retain the police report for the submission with the claim form.
- Loss of Travel Documents must be reported to the local authorities within 24 hours and written acknowledgment must be obtained.
- In respect of medical claims, you should submit the claims to your private health insurance provider prior to lodgment with Chubb.
- For liability claims, do not make any admission or offer. Request for the claim against you be put in writing.

How to Submit Your Claim

1. All claims need to be submitted to us within 30 days of the date of incident giving rise to a claim.
2. Complete the [Claim Form](#) (click here) in full.
3. Collate and attach your proof of loss documentation. Send the original claim form and proof of loss documentation to the address below (ensure you retain a copy for your own records):

Attn: Claims Department

Chubb Insurance Singapore Limited

138 Market Street

#11-01 CapitaGreen

Singapore 048946

E: Travelclaims.sg@chubb.com

Contact Us

Chubb Insurance Singapore Limited
Co Regn. No.: 199702449H
138 Market Street
#11-01 CapitaGreen
Singapore 048946
O +65 6299 0988
F +65 6298 1055

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Chubb Travel Insurance Claim Services
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Chubb Assistance whilst overseas
Hotline: +65 6836 2922 (24 hours)

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