



MALINDO TRAVEL INSURANCE

Before you travel, be sure you have the right protection. By making Malindo Travel Insurance part of your travel plans, rest assured that you will be prepared for contingencies. Wherever your travels may take you, you can now travel with ease and confidence knowing that you have the right protection.

Malindo Travel Insurance is designed for Malindo passengers and is underwritten by Chubb Samaggi Insurance PCL.

Malindo Travel Insurance	
Destination	Covered Locations Australia, Brunei, Cambodia, China, Fiji, Guam, Hong Kong, India, Indonesia, Japan, Korea, Laos, Macau, Malaysia, Myanmar, New Zealand, Papua New Guinea, Philippines, Singapore, Taiwan and Vietnam
Trip Type	One Way Trip Travel Covers travel commencing in Thailand and ending at your Destination. Round Trip Travel Covers travel commencing and ending in Thailand.

WHAT DO WE COVER

Malindo Travel Insurance 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 travelers like you. Coverage includes overseas medical arrangements, flight cancellations, travel delays and misconnections and baggage losses, among others. Make Malindo Travel Insurance a part of your travel plans and, rest assured, you will be prepared for any contingencies.



SUMMARY OF BENEFIT (THB)

	INTERNATIONAL TRIPS THAILAND ORIGIN	
	Round Trip	One-Way
Personal Accident		
PAX aged under 2 yrs.	125,000	125,000
PAX aged 2 yrs. to 75 yrs. (inclusive)	1,250,000	1,250,000
PAX aged 76 yrs. and above	625,000	625,000
Medical Expenses		
PAX aged under 2 yrs.	20,000	N/A
PAX aged 2 yrs. to 75 yrs. (inclusive)	200,000	N/A
PAX aged 76 yrs. and above	100,000	N/A
Daily Hospitalisation		
Amount per 24 hrs	2,500	N/A
Maximum Amount Payable	5,000	N/A
Medical Evac/ Repatriation		
PAX aged under 2 yrs.	100,000	N/A
PAX aged 2 yrs. to 75 yrs. (inclusive)	1,000,000	N/A
PAX aged 76 yrs. and above	625,000	N/A
Repatriation of Mortal Remains		
PAX aged under 2 yrs.	100,000	N/A
PAX aged 2 yrs. to 75 yrs. (inclusive)	1,000,000	N/A
PAX aged 76 yrs. and above	625,000	N/A
Compassionate Allowance	20,000	N/A
Child Guard	20,000	N/A
Emergency Mobile Phone Charges	500	NA
Loss of Luggage & Personal Effects		
Single Article Limit	5,000	5,000
Maximum Amount Payable	20,000	20,000
Loss of Travel Documents	2,000	2,000
Checked-In Luggage Delay		
Amount per 6 hrs	2,000	2,000
Maximum Amount Payable	10,000	10,000
Flight Delay		
Amount per 6hrs	2,000	2,000
Maximum Amount Payable	10,000	10,000
Travel Misconnection		
Amount per 6hrs	2,500	2,500
Maximum Amount Payable	12,500	12,500
Hijack Inconvenience		
Amount per 6hrs	2,500	2,500
Maximum Amount Payable	12,500	12,500
Flight Cancellation	25,000	25,000
Flight Curtailment	25,000	N/A
Personal Liability	500,000	N/A
24 hour Travel Assistance	Included	N/A
24 hour Medical Assistance	Included	N/A



FAQS

Before you travel around the world, be sure you have the right protection. Malindo Travel Insurance 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 determine the inconveniences that you are covered for under Malindo Travel Insurance.

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

Chubb Travel Insurance Customer Service

Hotline : +66 2611 4242 (Mondays to Fridays, 8.30am to 5.30pm)

E-mail : Travel.TH@chubb.com

Who provides this Travel Insurance Cover?

Malindo Travel Insurance is underwritten by Chubb Samaggi Insurance PCL., and has been especially designed to cater to your needs.

Who is Chubb in Thailand?

Chubb is the world's largest publicly traded property and casualty insurer. Chubb has both general and life insurance operations in Thailand. Its general insurance operation (Chubb Samaggi Insurance Public Company Limited) provides a comprehensive range of insurance solutions for multinational corporations, small to medium-sized businesses, as well as individuals. As a key player in the local general insurance market, its product offerings include Property, Casualty, Fire, Marine, Liability, Financial Lines and Group Personal Accident insurance for corporate clients. In addition, it is a major writer of Auto, Small Commercial and Accident & Health insurance products to retail clients through a multitude of distribution channels covering banks, brokers, agent, branch networks nationwide, of which direct marketing is its forte.

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

How can I purchase Malindo Travel Insurance?

You may purchase Malindo Travel Insurance on www.malindo.com when you are making your flight/s booking/s.



Who can purchase Malindo Travel Insurance?

- Our travel insurance can be purchased by passenger age 8 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 NokScoot.
- 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 Malindo Travel Insurance Plan. 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 during the 12 months preceding the date on which the policy commences 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 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 Malindo Travel Insurance policy.

What shall I do if I need emergency assistance?

Our Chubb Assistance team is ready to assist you. Please call +66 2039 5770 (24 hours) anytime night or day.



HOW TO MAKE A CLAIM

At Chubb, we always strive to process claims as quickly as possible. 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

- For travel or medical emergency assistance, please contact our 24 - hour hotline at +66 2039 5770 and our Chubb Assistance team will be ready to assist you.
- For all other claims, please advise us within 30 days of the incident giving rise to a claim.
- You must submit the claim form and all supporting documentation.
- For liability claims, do not make any admission or offer. Request for the claim against you be put in writing.
- For travel or baggage delays, a document must be obtained from Scoot to confirm the delay period and reason for the delay.
- Immediately (within 24 hours) report any checked-in baggage loss, damage or theft to Scoot 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 Baggage Report from the Airline Representative.
- Report any other baggage loss or damage to the local authority/police and retain the police report for the submission with the claim form.
- Loss of Travel Documents must be reported to the local authorities 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.

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 here and complete in full.
3. Collate and attach your proof of loss documentation. An outline of the required proof of loss documentation is below.
4. 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 Samaggi Insurance PCL.

2/4 Chubb Tower, 12th Fl.,

Northpark Project, Vibhavadi-Rangsit Rd.,

Thung Song Hong, Laksi, Bangkok 10210

Tel: +66 2611 4242 (Mondays to Fridays, 8.30am to 5.30pm)

E-mail: Travel.TH@chubb.com

CONTACT US

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