

BBM TRAVEL INSURANCE POLICY

For Holiday and Business Travellers

Here is Your BBM Travel Insurance Policy document. Please read it now, to make sure that You have the cover You need.

This Policy document together with its **Schedule** and any amendment or endorsement issued from time to time all form part of Your Policy.

How Your Insurance Operates

Your Policy is a contract between Us, the **Company**, and You, Our **Insured** named in the **Schedule**. The application form, declaration and any information You gave to Us when applying for the Policy, are the basis of this contract.

In return for Your payment of premium, We will provide You with insurance cover as described in the Policy during the **Period of Insurance** or any subsequent period for which You pay and We accept the required premium.

Our Promise of Service

We wish to provide You with a high standard of service and to meet any claims covered by this Policy honestly, fairly and promptly. Should You have any reason to believe that We have not done so please contact, preferably in writing, Our Manager for Bancassurance, who will be ready to help You with Your concerns.

Please read the Policy carefully, keep it safe and take it with You if possible when You travel. We suggest that You keep Your family members informed of this insurance cover as it would be helpful in the event of a claim.

A GUIDE TO YOUR BBM TRAVEL INSURANCE POLICY

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DEFINITION OF WORDS (which apply to the whole Policy)

Certain words have been defined below. These have the same meaning wherever they are used in the Policy. They appear in **bold print** (e.g. **Insured Person**) or begin with a capital letter (e.g. You, We).

Adult

A person aged 18 years and above at the commencement of any **Journey**.

Child

A person who is aged above 1 month old and below 18 years (except in the case of Family Cover the age is extended up to 23 years of age provided the Child is unmarried, unemployed and is studying full time in a recognised institution of higher learning), at the commencement of any **Journey**.

Cover Type

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

- (a) **Individual Cover or Family Cover**
 - (b) **Geographical Limit**
 - (c) Single Return **Trip Policy**
- as stated in the **Schedule**.

Family Cover

A Policy issued to the **Insured** (named as such in the Schedule) in respect of the **Insured Persons** who are travelling as a Family. For the purpose of this Policy, the **Insured Persons** under a **Family Cover** comprise the **Insured**, his/her legal spouse and all their legal **Child**(ren).

Geographical Limit

Malaysia, Bintan Island and Batam Island only

Home

The residential address of the **Insured Person's** principal residence in Singapore.

Individual Cover

A Policy issued to the **Insured** in respect of the **Insured Person** named in the **Schedule**.

Injury

Injury to the **Insured Person** occurring during the **Journey** caused solely and directly by violent accidental external and visible means and not by **Illness**, disease or gradual physical or mental wear and tear.

Illness

Any sudden and unexpected deterioration of health of an **Insured Person** due to a medical condition contracted, commencing or manifesting while overseas during the **Journey** which requires the treatment by a **Medical Practitioner**.

Insured Person

A person described as such in the **Schedule**, ordinarily residing in Singapore for whom the insurance is arranged.

Journey / Trip

The entire return trip not exceeding 31 consecutive days from the time during the **Period of Insurance** that the **Insured Person** leaves his/her **Home** or workplace in Singapore for the sole purpose of commencing a trip abroad to three (3) hours after the **Insured Person** arrives back in Singapore or on the expiry date of the **Period of Insurance** shown in the **Schedule**, whichever is sooner.

Medical Practitioner

A legally registered medical practitioner qualified to practise Western medicine and surgery in accordance to the applicable laws of the country in which the practice is granted. The **Medical Practitioner** shall not be an **Insured Person**, his/her spouse, business partner, employee, or employer of an **Insured Person**, or a person related to an **Insured Person** in any way.

Period of Insurance

The period of insurance specified in the **Schedule**.

Public Transport

Any licensed and regularly scheduled land, sea or air conveyance which has fixed and established routes and any member of the public can join at a recognised stop and pay a fare.

Schedule

Schedule containing details of **Insured**, **Insured Person(s)**, **Cover Type** selected and **Period of Insurance**. The **Schedule** forms part of the Policy.

We / Us / Our / the Company

MSIG Insurance (Singapore) Pte. Ltd.

You / Your / the Insured

The person named as **Insured** in the Schedule and includes the **Insured Person(s)** stated in the **Schedule**.

IMPORTANT CONDITIONS

The insurance operates only if all of the following conditions are satisfied:

1. all **Insured Persons** are in good health and are not travelling contrary to the advice of any **Medical Practitioner** or for the purpose of obtaining medical treatment;
2. at the time of effecting this insurance neither You nor any other **Insured Person** is aware of any circumstances which are likely to lead to a claim under the Policy or have already left Singapore on any **Trip** meant to be covered by this insurance;

3. each **Trip** is 31 consecutive days or less from the departure date;
4. any **Child Insured Person** under the age of 12 years must be accompanied by a parent or **Adult** guardian for any **Journey** made during the **Period of Insurance**;
5. if an **Insured Person** had ever been refused cover or imposed special terms by the **Company** on travel insurance, he/she must declare at the point of application and be accepted by the **Company**, otherwise the cover hereunder will be void.

WHAT YOU ARE COVERED FOR

Subject to the terms conditions and exclusions of this Policy the **Company** will pay as follows in respect of the **Period of Insurance** according to the **Cover Type** You have selected.

SECTION 1 – PERSONAL ACCIDENT

We will pay the compensation for death or disablement as described below if an **Insured Person** suffers **Injury** during the **Journey** which within 365 days of its happening is the sole cause of the death or such disablement.

Table Of Compensation		% of the Sum Insured
1.	Death	100%
2.	Permanent and total disablement for which satisfactory proof has been given to the Company that the total disablement has continued for 12 months from the date of the Injury and will in all probability continue for the remainder of the Insured Person's life and prevent the Insured Person from attending to any kind of business, profession or occupation	100%
3.	Total and irrecoverable loss of sight in both eyes	100%
4.	Loss of two or more Limbs	100%
5.	Total and irrecoverable loss of sight in one eye and Loss of one Limb	100%
6.	Loss of one Limb	50%
7.	Total and irrecoverable loss of sight in one eye	50%

Note:

- "Loss of Limb" means permanent and total loss of use or loss by complete and permanent physical severance of a hand at or above the wrist or of a foot at or above the ankle.
- If the **Insured Person** suffers **Injury** that results in more than one of the results described in 1 to 7 above, the maximum We will pay is 100% of the Sum Insured in the aggregate.

Limit of Amount Payable

This will depend on the **Cover Type** as indicated in the **Schedule**. The maximum that We will pay under the Policy is as follows:

For each:	Sum Insured
– Adult Insured Person age up to 69 years old	\$50,000
– Adult Insured Person age 70 years and above	\$25,000
– Child Insured Person	\$10,000
In the aggregate for Family Cover	\$150,000

What is Not Covered

Please refer to the section on Exclusions.

SECTION 2 – MEDICAL EXPENSES INCURRED OVERSEAS

We will pay necessary medical, surgical, nursing or hospital charges incurred outside Singapore at the direction of a **Medical Practitioner** as a result of **Injury** or **Illness** suffered by the **Insured Person** during the **Journey**.

Limit of Amount Payable

This will depend on the **Cover Type** as indicated in the **Schedule**. The maximum We will pay is:

For each:	Sum Insured
– Adult Insured Person age up to 69 years old	\$20,000
– Adult Insured Person age 70 years and above	\$10,000
– Child Insured Person	\$4,000
In the aggregate for Family Cover	\$50,000

The maximum limit payable under Sections 2 to 5 shall be aggregated and shall not exceed the maximum limit applicable under Section 2 – Medical Expenses Incurred Overseas.

What is Not Covered

Please refer to the section on Exclusions.

SECTION 3 – MEDICAL EXPENSES INCURRED IN SINGAPORE

We will pay necessary medical, surgical, nursing or hospital charges incurred at the direction of a **Medical Practitioner** after the **Insured Person** returns to Singapore as a result of **Injury** or **Illness** suffered by the **Insured Person** while overseas during the **Journey** as follows:

- a. If the **Insured Person** obtained medical treatment overseas, We will pay for the medical expenses which are a continuation in Singapore of such overseas medical treatment so long as it is incurred not more than thirty (30) days after returning to Singapore.
- b. If the **Insured Person** did not first obtain medical treatment overseas, the **Insured Person** must seek medical treatment in Singapore within 72 hours of his/her return to Singapore. We will further pay for related medical expenses incurred in Singapore within thirty (30) days from the date the **Insured Person** returned to Singapore.

Limit of Amount Payable

This will depend on the **Cover Type** as indicated in the **Schedule**.

The maximum We will pay is:

For each:	Sum Insured
– Adult Insured Person age up to 69 years old	\$ 200
– Adult Insured Person age 70 years and above	\$200
– Child Insured Person	\$ 200
In the aggregate for Family Cover	\$1,000

The maximum limit payable under Sections 2 to 5 shall be aggregated and shall not exceed the maximum limit applicable under Section 2 – Medical Expenses Incurred Overseas.

What is Not Covered

Please refer to the section on Exclusions.

SECTION 4 – EMERGENCY DENTAL TREATMENT OVERSEAS

We will pay for necessary emergency dental treatment charges incurred outside Singapore to restore sound and natural teeth or a fractured jaw carried out at the direction of a **Medical Practitioner** as a result of **Injury** suffered by the **Insured Person** during the **Journey**.

Limit of Amount Payable

The maximum that We will pay is \$500 each **Insured Person**

The maximum limit payable under Sections 2 to 5 shall be aggregated and shall not exceed the maximum limit applicable under Section 2 – Medical Expenses Incurred Overseas.

What is Not Covered

Please refer to the section on Exclusions.

SECTION 5 – TRADITIONAL CHINESE MEDICINE TREATMENT

We will pay for the cost of treatment by a Traditional Chinese Medicine ("TCM") Practitioner necessarily incurred outside Singapore as a result of **Injury** or **Illness** suffered by the **Insured Person** during the **Journey**.

We will also pay for the cost of treatment by a TCM Practitioner necessarily incurred after the **Insured Person** returns to Singapore as a result of **Injury** or **Illness** suffered by the **Insured Person** outside Singapore during the **Journey** as follows:

- a. If the **Insured Person** obtained medical treatment overseas, We will pay for the cost of TCM treatment which is a continuation in Singapore of such overseas medical treatment so long as it is incurred not more than thirty (30) days after returning to Singapore.
- b. If the **Insured Person** did not first obtain medical treatment overseas, the **Insured Person** must seek treatment by a TCM Practitioner in Singapore within 72 hours of his/her return to Singapore. We will further pay for related TCM treatment incurred in Singapore within thirty (30) days from the date the **Insured Person** returned to Singapore.

"TCM Practitioner" refers to a legally licensed medical practitioner including acupuncturist and bonesetter duly qualified to practise TCM in accordance to the applicable laws of the country in which the practise is granted. The TCM Practitioner shall not be an **Insured Person**, his/her spouse, business partner, employee, or employer of an **Insured Person**, or a person related to an **Insured Person** in any way.

Limit of Amount Payable

We will pay up to \$20 per visit per day and the maximum that We will pay is \$200 each **Insured Person**.

The maximum limit payable under Sections 2 to 5 shall be aggregated and shall not exceed the maximum limit applicable under Section 2 – Medical Expenses Incurred Overseas.

What is Not Covered
Please refer to the section on Exclusions.

TERMS AND LIMITATIONS APPLICABLE TO SECTIONS 6 TO 9

Worldwide Travel and Medical Assistance Services appearing in Sections 6 to 9 are arranged by Us through our appointed assistance company where applicable to assist the **Insured Person** in any emergency during his/her **Journey** outside Singapore through the MSIG Assist 24 hour Hotline **+65 6827 2728**.

The **Insured Person** and persons acting on behalf of the **Insured Person** will be required to always identify themselves by their full names and Policy number.

The maximum limit in respect of each **Insured Person** for all services and benefits under Sections 6, 8 and 9 shall not exceed the aggregate limit of \$50,000 for any one **Period of Insurance** regardless of the number of events involved.

The services are provided to **Insured Persons** located within the Geographical Limit specified in the **Schedule**. However, We and our appointed assistance company shall not be required to provide such services to **Insured Persons** located in areas which make such services impossible or reasonably impracticable.

We and our appointed assistance company cannot be held responsible for failure to provide services or for delays caused by conditions beyond Our control including but not limited to, strikes or where local laws or regulatory agencies prohibit Us and our appointed assistance company from rendering such services. We are not responsible for any act or failure to act on the part of our appointed assistance company, the professionals or other persons such as, and not limited to, physicians, hospitals and clinics, to whom the **Insured Person** is being referred, as they are independent contractor to the **Company**.

We may at any time at Our own expense and without prejudice to Sections 6 to 9 take proceedings in Your name and/or the name of the **Insured Person(s)** to obtain compensation or secure an indemnity from any third party in respect of any loss or injury or illness giving rise to the provision of services under any of these Sections.

SPECIFIC EXCLUSIONS APPLICABLE TO SECTIONS 6 TO 9

The **Company** shall not be liable for:

- (a) Any expenses not paid or incurred by the **Insured Person(s)** in respect of services provided by a third party or any expenses incurred for services not arranged or approved by Us.
- (b) All circumstances described under the Exclusions of this Policy.

SECTION 6 – EMERGENCY MEDICAL EVACUATION

Should an **Insured Person** suffer **Injury** or **Illness** during the **Journey** outside Singapore which results in a Serious Medical Condition, We will organise the air and/or surface transportation, medical care during transportation, communications and all usual ancillary services made available to Us which are required when moving the **Insured Person** to the nearest hospital where appropriate medical care is available.

“Serious Medical Condition” means a condition which in Our opinion constitutes a serious medical emergency requiring urgent remedial treatment to avoid death or serious impairment to the **Insured Person’s** immediate or long term health prospects.

We retain the absolute right to decide the place to which the **Insured Person** will be evacuated and the means or method by which such evacuation will be carried out having regard to all the assessed facts and circumstances of which We are aware at the relevant time.

Limit of Amount Payable

The maximum aggregate limit payable is S\$50,000 each **Insured Person** for any one **Period of Insurance** regardless of the number of events involved.

What is Not Covered

Please refer to the section on Terms and Limitations applicable to Sections 6 to 9, and the section on Exclusions.

SECTION 7 – MEDICAL & TRAVEL ASSISTANCE SERVICES

The following Medical and Travel Assistance Services are made available to You by Our appointed assistance company. Please note that all cost and expenses incurred for the services listed in Section 7 including telecommunication charges are to be borne by You:

- 1) Medical Assistance Services
 - a) Telephone Medical Advice
 - b) Medical Service Provider Referral
 - c) Arrangement of Hospital Admission
 - d) Guarantee of Medical Expenses incurred during Hospitalisation
- 2) Travel Assistance Services
 - a) Embassy / Interpreter Referral
 - b) Lost Luggage Assistance
 - c) Lost Travel Document Assistance
 - d) Legal Referral
 - e) Emergency Message Transmission

f) Children Escort Assistance

SECTION 8 – REPATRIATION AFTER MEDICAL EVACUATION

Following the Emergency Medical Evacuation referred to in Section 6 above and if deemed medically necessary by Us, We will arrange and pay for the repatriation of the **Insured Person** to Singapore by scheduled airline flight (on economy class) or any other appropriate means of transportation, including any supplementary cost of transportation to and from the airport, if his/her original ticket is not valid for the purpose, provided that the **Insured Person** shall surrender any unused portion of his/her ticket to the **Company**.

Limit of Amount Payable

The maximum We will pay is \$5,000 each **Insured Person**.

What is Not Covered

Please refer to the section on Terms and Limitations applicable to Sections 6 to 9, and the section on Exclusions.

SECTION 9 – REPATRIATION OF MORTAL REMAINS / ASHES

Upon the death of an **Insured Person** outside Singapore resulting from an **Injury** or **Illness** sustained during the **Journey** overseas, We will make all the necessary arrangements (including any procedures or arrangements necessary to meet local formalities) for the repatriation of the **Insured Person’s** body or ashes to the **Insured Person’s Home** in Singapore.

Limit of Amount Payable

The maximum We will pay is \$5,000 each **Insured Person**.

What is Not Covered

Please refer to the section on Terms and Limitations applicable to Sections 6 to 9, and the section on Exclusions.

SECTION 10 – PERSONAL LIABILITY

We will indemnify each **Insured Person** against all sums which the **Insured Person** becomes legally liable to pay as compensation for accidents which happen during the **Journey** and which result in

- (a) death or **Injury** of any other person;
- (b) loss of or damage to property belonging to other persons.

Limit of Amount Payable

Regardless of the number of **Insured Persons** involved, the maximum amount payable under this Section in respect of any one occurrence or series of occurrences consequent upon one source or an original cause and in aggregate for all occurrences in any one **Period of Insurance** inclusive of any legal costs and expenses awarded against or incurred by the **Insured Persons** with Our written permission, is \$250,000

What is Not Covered

Please refer to the section on Exclusions.

SECTION 11 – TRAVEL DELAY

In the event of the departure of the scheduled **Public Transport** in which the **Insured Person** is supposed to travel in being delayed by six (6) hours or more from the time specified by the carrier due to

- strike or other industrial action,
- riot,
- civil commotion not assuming the proportions of or amounting to an uprising, military or usurped power,
- adverse weather conditions or
- the mechanical breakdown or derangement of the **Public Transport**,

We will pay for every full six (6) hours of delay up to the Limit of Amount Payable for this Section shown below.

To qualify for payment, the **Insured Person** must have checked-in in accordance with the original itinerary and obtain written confirmation from the carrier, operator or their handling agents stating the reason and length of delay.

Limit of Amount Payable

We will pay to each **Insured Person** \$120 for every full 6 hours of delay subject to maximum payment of \$480 each **Insured Person**.

What is Not Covered

Please refer to the section on Exclusions.

SECTION 12 – DELAY DUE TO HIJACK

In the event of the hijack of the scheduled **Public Transport** in which the **Insured Person** is travelling, We will pay for every full six (6) hours that the **Insured Person** is prevented from reaching his/her scheduled destination, up to the Limit of Amount Payable for this Section shown below. We will not make any payment in respect of hijack when the intended destination of the **Public Transport** is to, or by way of, a country in a state of war.

To qualify for payment, the **Insured Person** must have checked-in in accordance with the original itinerary and obtain written confirmation from the carrier, operator or their handling agents stating the reason and length of delay.

Limit of Amount Payable

We will pay to each **Insured Person** \$250 for every full 6 hours of delay subject to maximum payment of \$750 each **Insured Person**.

What is Not Covered

Please refer to the section on Exclusions.

SECTION 13 – LOSS OF TRAVEL DOCUMENT

We will pay for the cost of obtaining replacement passports, travel tickets and other relevant travel documents that the **Insured Person** has lost as well as reasonable and additional travel and accommodation expenses which are necessarily incurred to replace lost travel documents, such loss arising out of robbery, burglary or theft while the **Insured Person** is outside Singapore during the **Journey**.

The loss must be reported to the Police having jurisdiction at the place of the loss no more than 24 hours after the incident. Any claim must be accompanied by written documentation from the Police.

Limit of Amount Payable

The maximum that We will pay is \$500 each **Insured Person**

What is Not Covered

Please refer to the section on Exclusions.

SECTION 14 – BAGGAGE INCLUDING LAPTOP COMPUTER

We will pay for accidental physical loss of or damage, occurring during the **Journey**, to personal baggage including clothing and personal effects worn or carried on the **Insured Person**, trunks, suitcase and the like receptacles and one unit of Laptop Computer, taken or owned by an **Insured Person**.

We may make payment or at Our option reinstate or repair any damaged article subject to due allowance of wear and tear and depreciation. Depreciation may not be applied to electronic items that are purchased within one year from date of accident if the **Insured Person** can produce evidence (e.g. original receipts).

If any article is proven to be beyond economical repair, a claim will be dealt with under this Policy as if the article had been lost.

“Laptop Computer” means laptop or notebook computer including accessories or attachments that come as standard equipment, but excluding any handheld computers or devices such as tablet computers (eg iPad and the like), Personal Digital Assistants and the like equipment.

Limit of Amount Payable

The maximum that We will pay is \$1,000 each **Insured Person**

Provided that We will not pay for

- more than \$500 for any single article, pair or set of articles;
- more than \$1,000 for Laptop Computer.

What is Not Covered

Please refer to the section on Exclusions.

SECTION 15 – DELAYED BAGGAGE

In the event that the **Insured Person's** checked-in baggage is temporarily lost in transit or misdirected by the carrier and not restored to the **Insured Person** within six (6) consecutive hours after his/her arrival at the baggage pick-up point of the scheduled destination overseas and in Singapore, We will pay for every full six (6) hours of delay up to the Limit of Amount Payable for this Section shown below.

Any such payment shall be deducted from the amount payable under Section 14 (Baggage) if the baggage later proves to be permanently lost.

To qualify for payment, the **Insured Person** must obtain written confirmation from the carrier, operator or their handling agents stating the reason and length of delay.

Limit of Amount Payable

We will pay \$100 for every full 6 hours of delay subject to maximum payment of \$300 each **Insured Person**.

What is Not Covered

Please refer to the section on Exclusions.

SECTION 16 – PERSONAL MONEY

We will pay for loss of the **Insured Person's** cash, banknotes or traveller's cheques carried for social and domestic purposes arising out of robbery, burglary or theft while the **Insured Person** is outside Singapore during the **Journey**.

The loss must be reported to the Police having jurisdiction at the place of the loss no more than 24 hours after the incident. Any claim must be accompanied by written documentation from the Police.

Limit of Amount Payable

The maximum that We will pay is \$100 each **Insured Person**

What is Not Covered

Please refer to the section on Exclusions.

SECTION 17 – AUTOMATIC EXTENSION OF PERIOD OF INSURANCE

If the homeward **Journey** cannot be completed before the expiry date stated in Your Policy, cover will remain in force without additional premium in respect of an **Insured Person** for up to:

- 14 days if any **Public Transport** in which that **Insured Person** is travelling as a ticket holding passenger is delayed beyond his/her control.
- 30 days if the intended return **Journey** is reasonably and necessarily delayed or prevented on the advice of a **Medical Practitioner** due to the **Insured Person's Injury or Illness** arising from a cause covered under this Policy.

What is Not Covered

Please refer to the section on Exclusions.

SECTION 18 – TERRORISM COVER

Notwithstanding General Exclusion 8(b), this Policy is extended to cover each of the **Insured Person** subject to the Limit of Amount Payable stated below for claims sustained during the **Journey** through acts of terrorism provided that there is no liability when such acts of terrorism involve the use of biological agents, chemical agents or nuclear devices.

Limit of Amount Payable

The maximum that We will pay under all sections of the Policy in the aggregate is as follows (subject to the Limit payable under each section):

For each:	<u>Sum Insured</u>
– Adult Insured Person age up to 69 years old	\$50,000
– Adult Insured Person age 70 years and above	\$25,000
– Child Insured Person	\$10,000

(except that there is no extension of terrorism cover under this Section for those sections of the Policy which do not apply to a **Child Insured Person**)

Where the **Insured Person** is insured under more than one Policy with the **Company** covering act of terrorism, Our maximum liability for any and all claims arising directly or indirectly from any act of terrorism will be limited to one Policy only (with the highest limit on act of terrorism where applicable).

All other terms, conditions and exclusions of this Policy continue to apply.

SECTION 19 – PASSIVE WAR EXTENSION

Notwithstanding General Exclusion 8(a), Section 1 (Personal Accident) of this Policy is extended to cover the **Insured Person** in respect of death or bodily injury which may be sustained through war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power, but only provided that no state of war exists in the respective country when the **Insured Person** travels thereto and that such country is not the place of residence of the **Insured Person**; and also only provided that the **Insured Person** shall prove that at the time of suffering the loss he/she was in no way directly, indirectly, proximately or remotely, actively or otherwise participating or engaging in any of such activities, save for any actions or steps as were reasonably necessary for the protection of himself/herself or his/her property, nor was he/she in the course of controlling, preventing, suppressing or in any other way dealing or attempting to deal therewith.

Provided always that there is no cover in respect of passive war risks after the expiry of thirty (30) days following the outbreak of war or the manifestation of any other peril excluded under the war exclusion clause herein during the **Insured Person's** visit of such country.

Where the **Insured Person** is insured under more than one Policy with the **Company** covering Passive War Extension, Our maximum liability for any and all claims arising directly or indirectly from Passive War Extension will be limited to one Policy only (with the highest limit on Passive War Extension where applicable).

All other terms, conditions and exclusions of this Policy continue to apply.

EXCLUSIONS

Exclusions Applicable to Sections

1, 2, 3, 4, 5, 6, 8, 9 & 17

- Nothing will be payable under these Sections of the Policy in respect of **Injury, Illness**, death or disablement, charges or expenses resulting from:
 - any pre-existing medical or physical conditions of any **Insured Person** which has required consultation or treatment including any recurring, chronic or continuing illness or condition during the 12 month period before the commencement of the **Journey**. For the purpose of an Annual Policy, medical or physical conditions upon which a claim has been made on a

previous **Journey** shall be deemed a pre-existing condition with regard to subsequent **Journey**.

- (b) flying or other aerial activities except travelling as a fare paying passenger in a properly licensed, regular scheduled commercial airline operating between established and licensed commercial airports.
 - (c) rafting or canoeing involving white water rapids, bungee jumping, jet skiing, underwater activities involving artificial breathing apparatus, ski racing, backcountry skiing or off-piste skiing, ski jumping, the use of bobsleigh or skeleton, hunting, pot-holing, mountaineering or rock climbing that ordinarily requires the use of ropes or guides.
 - (d) taking part in or practising for speed or time trials, competitions, sprints or racing of any kind, or as a professional sportsperson (where one could earn income, remuneration or sponsorship from engaging in such sport or activity) or any organised team football.
 - (e) manual work of any kind unless You inform Us when applying for the insurance and it is accepted by Us in writing.
 - (f) taking part in expeditions or the crewing of a vessel from one country to another or engaging in active service in the armed forces of any nation.
2. We will not pay for
- (a) the cost of any elective (non emergency) treatment or surgery, including exploratory tests, which are not directly related to the **Illness** or **Injury** which necessitated the **Insured Person's** admittance into hospital.
 - (b) any form of cosmetic surgery or treatment.
 - (c) treatment or service provided by a health spa, convalescent or nursing home or any rehabilitation centre.
 - (d) any claim if the **Insured Person** is under treatment not recommended by or undertaken by a **Medical Practitioner**.
 - (e) any claim if the **Insured Person** is travelling against the advice of a **Medical Practitioner** or for the purpose of obtaining medical treatment during the **Journey**.

Exclusions Applicable to Sections 11 & 12

We will not pay for

1. strike or industrial action, riot, civil commotion, or natural disaster which has commenced or has been announced before the date of obtaining this insurance.
2. any failure on the **Insured Person's** part to:
 - (a) check-in for departure by the time specified by the carrier
 - (b) notify the travel agent, tour operator, carrier or other provider of any service forming part of the booked itinerary of the need to cancel or abandon the travel arrangement immediately it is found necessary to do so.

Exclusions Applicable to Section 10

We will not be liable for

1. any liability arising from personal injury or **Injury** or loss of, damage to, or loss of use of property directly or indirectly caused by seepage, pollution or contamination.
2. the cost of removing, nullifying or cleaning-up seeping, polluting or contaminating substances.
3. fines, penalties, punitive or exemplary damages.
4. liability arising from
 - (a) death or **Injury** of the **Insured Person's** employee or member of his/her family.
 - (b) loss of or damage to property which belongs to or is in the custody or control of the **Insured Person** or his/her employee or any member of his/her family.
 - (c) the **Insured Person's** employment, trade, business or profession.
 - (d) the ownership or occupation of any land or buildings other than temporary holiday accommodation.
 - (e) the ownership, possession or use of animals, firearms, explosives, mechanically propelled vehicles, vessels or aircraft of any description.
5. any claim or loss arising out of any activity and/or business conducted and/or transacted via the Internet, Intranet, Extranet and/or via the **Insured Person's** own website, Internet site, web address and/or via the transmission of electronic mail or documents by electronic means.
6. any liability which attaches by virtue of an agreement but which would not have attached in the absence of such agreement.
7. judgments which are not in the first instance delivered by or obtained from a Court of competent jurisdiction within the Republic of Singapore, Malaysia or Negara Brunei Darussalam nor to orders obtained in the said Court for the enforcement of judgments made outside the Republic of Singapore, Malaysia or Negara Brunei Darussalam whether by way of reciprocal agreement or otherwise.
8. any claims and losses based upon, arising out of, directly or indirectly resulting from or in consequence of, or any way involving:
 - (a) asbestos, or
 - (b) any actual or alleged asbestos related injury or damage involving the use, presence, existence, detection, removal, elimination or avoidance of asbestos or exposure or potential exposure to asbestos.

Exclusions Applicable to Sections 13, 14, 15 & 16

We will not pay for

1. any loss not reported within 24 hours of discovery to local Police, airline, transport company or other carrier who had custody of the baggage and/or may be responsible for the loss.
2. loss or damage to animals, computer software, mechanical propelled vehicles, bicycles, contact or corneal lenses, dentures or bridges for teeth, bonds, negotiable instruments, securities and stamps.
3. loss or damage to business goods or samples or any items used in connection with the **Insured Person's** employment or occupation.
4. loss or damage to baggage, money or other insured property left unattended in any public place (any place which the general public has access), or as a result of the **Insured Person's** failure to take due care and precautions for the safeguard and security of such property.
5. the cost of reproducing data whether recorded on tape, card, disc or otherwise.
6. damage or breakage of sports equipment while in use.
7. damage to any brittle or fragile items unless properly packed and protected.
8. loss or damage caused by wear and tear, depreciation, deterioration, insects, vermin, mildew, atmospheric conditions, the action of light, any process of heating, cleaning, repairing, restoring, mechanical or electrical breakdown, misuse, faulty design or workmanship.
9. loss or damage to property caused by delay, detention, seizure or confiscation by Customs or other Government Officials.
10. unexplained disappearance, shortage due to error or omission, exchange rate differences or depreciation in value.
11. any fines or penalties incurred by the **Insured Person** due to non-replacement or late replacement of the lost personal documents.

GENERAL EXCLUSIONS (WHICH APPLY TO THE WHOLE POLICY)

The **Company** will not be liable for any claims, losses, injury or liability directly or indirectly caused by, or in connection with, or arising from:

1. any **Injury, Illness**, death, loss, expense or other liability attributable to sexually transmitted disease, HIV (Human Immunodeficiency Virus) and/or any HIV related **Illness** including AIDS (Acquired Immune Deficiency Syndrome) and/or any mutant derivative or variations thereof howsoever caused.
2. pregnancy, childbirth, miscarriage, abortion or menopause.
3. suicide or attempted suicide, intentional self-inflicted **Injury** or any act which could reasonably be considered as exposure to danger (except when undertaken in an attempt to save human life), insanity, or whilst the **Insured Person** is under the influence of intoxicating liquor, drugs or other substance abuse (other than drugs taken under medical supervision and not for the treatment of drug addiction).
4. the **Insured Person** engaging in naval, military, air force, civil defence or Police services or operations, testing of any kind of conveyance, being employed as a manual worker, whilst engaged in off-shore or in mining, aerial photography or handling of explosives, ammunitions or firearms.
5. any wilful, malicious, criminal or unlawful acts committed by You and/or the **Insured Person** or any person acting on Your and/or the **Insured Person's** behalf.
6. any prohibitions or regulations by any Government or local authority.
7. any consequential loss not specified in the Policy.

Additionally:-

8. **War & Terrorism Exclusion**
Notwithstanding any provision to the contrary within this Policy or any endorsement thereto it is agreed that this insurance excludes:
death, disability, loss, damage, destruction, any legal liabilities, cost or expense including consequential loss of whatsoever nature, directly or indirectly caused by, resulting from or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss;
 - (a) war, invasion, act of foreign enemy, hostilities or warlike operations (whether war is declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to any uprising, military or usurped power; or
 - (b) any act of terrorism including but not limited to
 - i) the use or threat of force, violence and/or
 - ii) harm or damage to life or to property (or the threat of such harm or damage) including, but not limited to, nuclear radiation and/or contamination by chemical and/or biological agents,

by any person(s) or group(s) of persons, committed for political, religious, ideological or similar purposes, expressed or otherwise, and/or to put the public or any section of the public in fear; or
(c) any action taken in controlling, preventing, suppressing or in any way relating to (a) or (b) above.

If the **Company** alleges that by reason of this Exclusion, any loss, damage, cost or expense is not covered by this insurance the burden of proving the contrary shall be upon the **Insured Person**.

9. Date Recognition General Exclusion

There is no insurance under this Policy in respect of any claim of whatsoever nature which arises directly or indirectly from or consists of the failure or inability of any

- (a) electronic circuit, microchip, integrated circuit, microprocessor, embedded system, hardware, software, firmware, program, computer, data processing equipment, telecommunication equipment or systems, or any similar device
- (b) media or systems used in connection with any of the foregoing

whether the property of the **Insured Person** or not, at any time to achieve any or all of the purposes and consequential effects intended by the use of any number, symbol or word to denote a date

including without limitation, the failure or inability to recognise capture save retain or restore and/or correctly to manipulate, interpret, transmit, return, calculate or process any date, data, information, command, logic or instruction as a result of

- (i) recognising using or adopting any date, day of the week or period of time, otherwise than as, or other than, the true or correct date, day of the week or period of time
- (ii) the operation of any command or logic which has been programmed or incorporated into anything referred to in (a) and (b) above.

This exclusion does not apply in respect of the following Sections, if provided by this Policy:

- Section 1 Personal Accident
- Section 2 Medical Expenses Incurred Overseas
- Section 3 Medical Expenses Incurred In Singapore
- Section 4 Emergency Dental Treatment Overseas
- Section 5 Traditional Chinese Medicine Treatment
- Section 6 Emergency Medical Evacuation
- Section 7 Medical & Travel Assistance Services
- Section 8 Repatriation After Medical Evacuation
- Section 9 Repatriation Of Mortal Remains / Ashes
- Section 10 Personal Liability
- Section 12 Delay Due To Hijack
- Section 19 Passive War Extension

10. Institute Radioactive Contamination, Chemical, Biological, Biochemical and Electromagnetic Weapons Exclusion

This clause shall be paramount and shall override anything contained in this insurance inconsistent therewith:

In no case shall this insurance cover loss damage liability or expense directly or indirectly caused by or contributed to by or arising from

- (a) ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel.
- (b) the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof.
- (c) any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.
- (d) the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter. The exclusion in this sub-clause does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored, or used for commercial, agricultural, medical, scientific or other similar peaceful purposes.
- (e) any chemical, biological, bio-chemical, or electromagnetic weapon.

11. Political Risks Exclusion

This insurance does not cover loss or damage occasioned directly or indirectly by or through or in consequence of any of the following occurrences namely:

- (a) permanent or temporary dispossession resulting from confiscation nationalisation commandeering or requisition by any lawfully constituted authority
 - (b) permanent or temporary dispossession of any property resulting from the unlawful acquisition of such property by any person
- provided that the **Company** is not relieved of any liability to the **Insured Person** in respect of physical damage to the property insured occurring before dispossession or during temporary dispossession which is otherwise covered by this Policy.
- (c) the destruction of property by order of any public authority.

In any action suit or other proceeding where the **Company** alleges that by reason of the provisions above any loss destruction or damage is not covered by this insurance the burden of proving that such loss destruction or damage is covered shall be upon the **Insured Person**.

12. Cyber Primary Exclusion

This Policy does not cover

- (a) damage to any computer or other equipment or component or system or item which processes stores transmits or retrieves data or any part thereof including loss or corruption of data whether tangible or intangible (including but without limitation any information or programs or software) and

- whether the property of the Insured or not, where such Damage is caused by programming or operator error, Virus or Similar Mechanism or Hacking;
- (b) consequential loss directly or indirectly caused by or arising from programming or operator error, Virus or Similar Mechanism or Hacking;

but this exclusion shall not exclude any claim for subsequent loss or destruction of or damage to any property or consequential loss which itself results from a Defined Contingency (as defined hereunder), but only to the extent that such claim would otherwise be insured under this Policy.

For the purpose of this Exclusion 12 only –

"Defined Contingency" means fire, lightning, explosion, aircraft and other aerial devices or articles dropped therefrom, riot, civil commotion, strikers, locked out workers, persons taking part in labour disturbances, malicious persons other than thieves, earthquake, storm, flood, escape of water from any tank apparatus or pipe, impact by any road vehicle or animal, volcano, freeze or weight of snow.

"Virus or Similar Mechanism" means program code, programming instruction or any set of instructions intentionally constructed with the ability to damage, interfere with or otherwise adversely affect computer programs, data files or operations, whether involving self-replication or not. The definition of Virus or Similar Mechanism includes but is not limited to trojan horses worms and logic bombs.

"Hacking" means unauthorised access to any computer or other equipment or component or system or item which processes, stores, transmits or retrieves data.

GENERAL CONDITIONS (WHICH APPLY TO THE WHOLE POLICY)

The conditions which appear in the Policy or in any endorsement are part of the contract and must be complied with by the **Insured** and all **Insured Persons**. They are where their nature permits conditions precedent to the right to recover from Us.

1. Precautions

The **Insured Persons** must take all reasonable steps to prevent loss, damage or accident and recover any missing property.

2. Notification of Claim

You must give written notice to Us of any event giving rise or likely to give rise to a claim under this Policy as soon as possible but in any case within thirty (30) days of the happening of such an event. You must also tell Us if You and/or the **Insured Person(s)** know of any writ, summons or prosecution against You and/or the **Insured Person(s)** and immediately send Us every letter or document which relates to a claim.

3. Conduct of the Claim

You and/or the **Insured Person(s)**, or any person acting for You and/or the **Insured Person(s)**, must not negotiate any claim or admit or deny liability without Our written permission.

All schedules, information and evidence including Police reports, receipts or medical reports which We may require will be supplied at Your and/or the **Insured Person's** expense or at the expense of Your and/or the **Insured Person's** legal representative. You and/or the **Insured Person(s)** must produce the damaged article at Our request and supply proof as to the existence, ownership and cost of articles lost or stolen in the event of a claim.

If the claim is for **Injury** or **Illness** We may request, and will pay for, a medical examination of the **Insured Person**. We may also request, and will pay for, a post mortem examination if an **Insured Person** dies.

4. Who We will Pay

- Sections 1, 11, 12 and 15 providing Benefits – We will pay the **Insured Person** concerned unless the **Insured Person** is a deceased **Adult** or a **Child**. Where the **Insured Person** is:
 - a) a deceased **Adult**, We will pay his/her estate.
 - b) a **Child**, We will pay to his/her legal parent or estate.
- Other Sections providing reimbursements or indemnities for expenses or liabilities incurred – We will either pay:
 - a) You or the **Insured Person** concerned who incurred and discharged the expense or liability or
 - b) Our appointed assistance company or their authorised representatives or the healthcare provider to whom Our assistance company or We have provided a guarantee as appropriate or
 - c) The party(ies) to whom the **Insured Person** is legally liable under Section 10.

Payment by Us in accordance with the above shall be considered as full and final discharge of our liability under the Policy in respect of the **Insured Person** concerned.

5. Subrogation

We shall be entitled to take over and conduct the defence or settlement of any third party claim at Our discretion. We shall also be entitled to use Your or the **Insured Person's** name to enforce recovery against anyone else whether before or after payment of the claim.

6. Replication of Cover

An **Insured Person** may only be covered under one travel insurance policy underwritten by the **Company**.

If the **Insured Person** is insured under more than one travel insurance policy underwritten by the **Company** for the same **Trip**, the **Company** will only be liable under one Policy only (which provides the highest benefit limits where applicable).

7. Other Insurance

When an incident results in a claim under this Policy and there is other insurance by another insurer which covers the same loss, damage, expense or liability, We will pay only Our proportionate share. This condition does not apply to the following Sections:

Section 1	Personal Accident
Section 11	Travel Delay
Section 12	Delay Due To Hijack
Section 15	Delayed Baggage

8. Cancellation

(a) You (named as the Insured on the Schedule) may at any time prior to commencement of the **Period of Insurance** cancels the Policy by giving written notice of cancellation to Us. In that event, We will be entitled to retain a minimum premium of \$50. No refund of premium will be made if the **Period of Insurance** has commenced, or any claim is made under the Policy.

(b) All **Insured Persons** agree that all refunds of premium (if any) shall be paid to You (named as the Insured on the Schedule.)

9. False or Exaggerated Claims

If You or anyone acting for You makes a claim under this Policy knowing the claim to be dishonest, fraudulent or intentionally exaggerated in any way, We will not pay the claim and all cover under this Policy will cease immediately.

10. Arbitration

If any difference shall arise as to the amount to be paid under this Policy (liability being otherwise admitted) such difference shall be referred to an arbitrator to be appointed by the parties in accordance with the statutory provisions in that behalf for the time being in force. Where any difference is by this condition to be referred to arbitration the making of an award shall be a condition precedent to any right of action against the **Company**.

11. Commencement of Arbitration or Court Action

If We offer an amount in settlement or disclaim liability for any claim hereunder and such claim is not within twelve calendar months from the date of such offer or disclaimer referred to arbitration under the provisions contained in this Policy or made subject to a pending court action, then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable under this Policy.

12. Governing Law

The Policy is subject to the exclusive jurisdiction of the Courts of the Republic of Singapore and is to be construed according to the laws of the Republic of Singapore.

13. Currency

All amounts shown are in Singapore dollars.

14. Data Privacy Notice

It is hereby declared that as a condition precedent to the liability of the **Company** the **Insured Person** has agreed that any personal information in relation to the **Insured Person** provided by or on behalf of the **Insured Person** to the **Company** may be held, used and disclosed to enable the **Company** or individuals/organisations associated with the **Company** or any independent third party (within or outside of Singapore) to

- process and assess the **Insured's** application or any matter arising from the Policy and any other application for insurance cover and/or
- provide all services related to this insurance.

15. Exclusion of Rights Under the Contracts (Rights of Third Parties) Act

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

PAYMENT BEFORE COVER WARRANTY

- Even if anything in the Policy says otherwise and subject to clause 2 below, it is hereby agreed and declared that the total premium due must be paid and actually received in full by the **Company** on or before the inception date ("the inception date") of the coverage under the Policy or Renewal Certificate.
- In the event that the total premium due is not paid and actually received in full by the **Company** on or before the inception date referred to above, then the Policy or Renewal Certificate shall not attach and no benefits whatsoever shall be payable by the **Company** in respect of that cover. Any payment received thereafter shall be of no effect whatsoever as cover never attached on the Policy or Renewal Certificate.

IMPORTANT – The Insured is requested to read this Policy. If any error or misdescription be found, the Policy should be returned to the issuing office for correction.

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 MSIG or visit the GIA or SDIC websites (www.gia.org.sg or www.sdic.org.sg).

**BBM TRAVEL INSURANCE
SUMMARY OF BENEFITS**

All currency in Singapore Dollars

COVER	LIMIT OF BENEFITS
	STANDARD PLAN
PERSONAL ACCIDENT & MEDICAL RELATED BENEFITS	
Section 1 – Personal Accident	
- each Adult Insured Person age up to 69 years	\$50,000
- each Adult Insured Person age 70 years & above	\$25,000
- each Child Insured Person	\$10,000
- Maximum aggregate limit for Family Cover	\$150,000
Section 2 – Medical Expenses Incurred Overseas	
- each Adult Insured Person age up to 69 years	\$20,000
- each Adult Insured Person age 70 years & above	\$10,000
- each Child Insured Person	\$4,000
- Maximum aggregate limit for Family Cover	\$50,000
Section 3 – Medical Expenses Incurred In Singapore	
- each Adult Insured Person age up to 69 years	\$200
- each Adult Insured Person age 70 years & above	\$200
- each Child Insured Person	\$200
- Maximum aggregate limit for Family Cover	\$1,000
Section 4 – Emergency Dental Treatment Overseas	
- each Insured Person	\$500
Section 5 – Traditional Chinese Medicine Treatment	
- each Insured Person in respect of TCM visit per day	\$20 per visit Max \$200
OVERSEAS ASSIST BENEFITS	
Section 6 – Emergency Medical Evacuation	
- Maximum aggregate limit	\$50,000
Section 7 – Medical & Travel Assistance Services	
- provided on referral &/or arrangement basis	Available
Section 8 – Repatriation After Medical Evacuation	
- each Insured Person	\$5,000
Section 9 – Repatriation Of Mortal Remains	
- each Insured Person	\$5,000

COVER	LIMIT OF BENEFITS
	STANDARD PLAN
TRAVEL INCONVENIENCE COVER	
Section 10 – Personal Liability	
- Maximum aggregate limit	\$250,000
Section 11 – Travel Delay	
- each Insured Person for every full 6 hours of delay	\$120 / 6 hr Max \$480
Section 12 – Delay Due To Hijack	
- each Insured Person for every full 6 hours of delay	\$250 / 6 hr Max \$750
Section 13 – Loss Of Travel Document	
- each Insured Person	\$500
Section 14 – Baggage Including Laptop Computer	
- each Insured Person Subject to per article limit \$500 and Laptop limit \$1,000	\$1,000
Section 15 – Delayed Baggage	
- each Insured Person for every full 6 hours of delay	\$100 / 6 hr Max \$300
Section 16 – Personal Money	
- each Insured Person	\$100
Section 17 – Automatic Extension of Period of Insurance	
- 14 days if due to delay by Public Transport	Yes
- 30 days if due to Insured Person's Injury or Illness	Yes
Section 18 – Terrorism Cover	
- each Adult Insured Person age up to 69 years	\$50,000
- each Adult Insured Person age 70 years & above	\$25,000
- each Child Insured Person	\$10,000
Section 19 – Passive War Extension	
- Section 1 (Personal Accident) is extended to cover Passive War	Yes

NOTE:

- 1) The maximum limit payable under Sections 2 to 5 shall be aggregated and shall not exceed the maximum limit applicable under Section 2.
- 2) The maximum limit for all claims under Sections 6, 8 and 9 shall not exceed the aggregate limit of \$50,000.
- 3) Any payment for claim under Section 15 shall be deducted from the amount payable under Section 14 if the baggage later proves to be permanently lost.

The information on this page is only a summary. This is not a contract of insurance. Full details of the terms conditions and exclusions of this insurance are provided in the BBM Travel Insurance Policy and will be sent to you upon acceptance of your application by MSIG Insurance (Singapore) Pte. Ltd.

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 MSIG or visit the GIA or SDIC websites (www.gia.org.sg or www.sdic.org.sg).

GUIDE TO MAKING TRAVEL INSURANCE CLAIMS

Paying all valid claims fairly and quickly is our pledge to our policyholders. As a responsible insurer, we are fully committed to assisting you in times of distress through prompt and responsive claims service.

This guide is designed for your convenience to file an insurance claim. For enquiries on your insurance claim, you can contact us at:

Telephone: (65) 6827 7660
 Fax: (65) 6643 1349
 E-mail: claims@sg.msig-asia.com

CLAIM PROCEDURES

- If you are overseas and require any emergency assistance, you can call our MSIG Assist 24 Hour Hotline **(65) 6827 2728**.
- If you wish to file a claim on your insurance, you have to do so within one month upon your return to Singapore. Please lodge your claim with our Claims Department as soon as you return to Singapore from your overseas trip.
- A "Travel Insurance Claim Form" will be sent to you for completion. You can also download and print the claim form from our website: www.msig.com.sg
- Return the completed "Travel Insurance Claim Form" to our Claims Department together with the supporting documents.

SUPPORTING DOCUMENTS

List of supporting documents required for the different types of claim:

Documents	A	B	C	D	E	F	G	H	I
Personal Accident	*	*							
Medical Expenses, Emergency Medical Evacuation & Repatriation	*	*							
Travel Delay	*		*	*					
Baggage & Loss of Money/Documents/Passport	*				*	*	*	*	
Personal Liability	*								*

- A. Basic documents including claim form, travelling schedule, airline ticket, boarding pass and copy of passport with stamp showing the date of departure and return to Singapore
- B. Medical report and original medical receipt/bills
- C. Carrier's/airline's written confirmation on the reason and period for disruption/ interruption to the trip
- D. Hotel accommodation confirmation advice/travel deposit receipt
- E. Police report lodged at place of loss
- F. Purchase invoices and warranty cards for items claimed
- G. Property loss/damage irregularity report/baggage return acknowledgement slip
- H. Photographs of the damaged items
- I. Photographs of the damaged third party property

For Legal Liability (other parties making a claim against you)

Correspondence and legal documents from third party

For Fatal Claims

Death Certificate and Letter of Administration or Grant of Probate

Depending on the circumstances of each claim, we may require further supporting documents from you. We will advise you should the need arise.