

InsureTravel – “Free Policy Cancellation” Promotion Frequently Asked Questions (FAQs)

1) Who is eligible for this Promotion?

Main Policyholders who fulfil the following criteria will be eligible to participate in this Promotion:

- a) Have successfully purchased an InsureTravel Single Trip Plan (Individual and Family Plans) from 1 November 2022 to 31 December 2022 (“Promotion Period”) using an eligible credit and/or debit card; and
- b) Have not commenced their trip and/or insurance period has not commenced; and
- c) Have not made any claims under the InsureTravel Single Trip Plan purchased during the Promotion Period.

UOI must have received the duly completed cancellation request from the main policyholder via the online form at go.uob.com/travelrefund.

2) How do I submit my request to cancel InsureTravel policy and receive a full refund?

Only the main policyholder can submit the cancellation request. You must do so online via go.uob.com/travelrefund (“Request Form”) by filling up the form with all required information. Please ensure that a valid email address and mobile number is provided.

UOI will process your request and an email will be sent to you within 30 business days from the date of receipt of your completed Request Form to confirm your policy cancellation and that the insurance premium has been refunded.

3) I purchased InsureTravel before the Promotion start date, am I eligible for this Promotion?

No. Only InsureTravel Single Trip Plans purchased during the Promotion Period are eligible.

For InsureTravel Single Trip Plans purchased outside the Promotion Period, should you wish to cancel such plan, UOI will refund the premium paid less a minimum premium of S\$25 per insured person for Individual Plan and S\$25 per Family Plan. UOI will not refund any amount less than S\$5. No refund of premium will be made if the Trip has commenced, or any claim is made under the policy issued.

4) Is InsureTravel Annual Multi-Trip Plan eligible for this Promotion?

No, the Annual Multi-Trip Plan is not eligible for this Promotion. For Annual Multi-Trip Plan, at least thirty (30) days written notice must be submitted to UOI and the refund of premium is based on the short period rates stated in the policy, provided no claim is made prior to the policy cancellation.

5) Who can I contact if I wish to make an amendment to my travel details instead of cancelling my policy?

You may contact UOI at 6222 7733 or 1800 221 6588 from Monday to Thursday, 8.45am to 5.45pm and Friday, 8.45am to 4.45pm. Alternatively, you may email your enquiry to ser_dev@uoi.com.sg.