

**MASTERCARD SINGAPORE  
WORLD CORPORATE CARDS**

**TRAVEL BENEFITS  
TERMS & CONDITIONS**

**SUMMARY OF COVER**

Benefit	Maximum Benefit Amount (USD)
<b>1. Travel Accident:</b> Travel Accident Common Carrier - International Trips	Up to USD 50,000
<b>2. Travel Medical Benefits (International Trips Only):</b> Medical Expenses (Injury or Sickness) Emergency Medical Evacuation & Return of Mortal Remains	Up to USD 50,000 Up to USD 100,000
<b>3. Travel Inconvenience</b> Trip Cancellation Trip Curtailment Trip Postponement Trip Delay (in Excess of 4 hours, International Trips Only) Missed Connection Personal Liability Abroad	Up to USD 3,000 Up to USD 3,000 Up to USD 3,000 Up to USD 300 Up to USD 300 Up to USD 50,000
<b>4. Baggage Protection</b> Personal Baggage Including Laptop Computer Common Carrier Baggage Delay (in Excess of 4 hours, International Trips Only) Travel Documents and Personal Money	Up to USD 1,500, with single item limit of USD 300  USD 300 Up to USD 300
<b>5. Assistance (24 Hours / Worldwide Services)</b>	Included

Please see Covid-19 Covered Conditions and Exclusions section for more information.

Please also See Assistance Department section for information on additional features and benefits.

For information on how to file a claim, see "General Procedure - How to File a Claim" section.

**Each insurance benefit limit described in this Guide is in United States Dollars (USD). Payment of claims will be made in local currency where required by law using the official Foreign Exchange Rates published on the date Claim payment is made.**

**GENERAL KEY TERMS AND DEFINITIONS**

**Accident/Accidental** means a sudden, unforeseen, uncontrollable and unexpected physical event to the Insured Person caused by external, violent and visible means occurring during a Covered Trip.

**Business Trip** means travel undertaken for work or business purposes authorized by the Eligible Cardholder's employer.

**Cardholder(s)** means all individuals or companies who have been issued an Eligible Card in the Territory and where such Eligible Card is issued by a participating Issuer.

**City of Permanent Residence** means the city in which You are residing.

**Common Carrier** means any land, water or air conveyance operated under a valid and in good standing license for the regular and scheduled transportation of fare-paying passengers for which a ticket has been paid using the Eligible Card.

**Country of Departure** means the country from which You first departed for Your Trip as per Your Travel Itinerary.

**Country of Permanent Residence/ Country of Residence** means the country where You are currently residing and hold

a valid residency visa or where You were born and a national of that country.

**Covered Trip** means an Insured Person's land, sea or air travel arrangements for a Business Trip paid using the Eligible Card. Covered Trip will be from the departure date to the return date as shown on the ticket purchased with the Eligible Card subject to a maximum of 180 days. This includes planned and pre-paid domestic Business Trips beyond 100 kilometers from Your City of Permanent Residence only.

**Eligible Card** means the Mastercard World Corporate card issued from time to time in the Territory.

**Eligible Cardholders** means those Cardholders with Eligible Cards who shall be entitled to receive payment or such other benefit as is provided for in the Policy.

**Excess/Deductible/Elimination Period** means the amount of expenses or the number of hours or days of each and every loss payable by You before the Policy benefits become payable.

**For one-way trips**, the following benefits end seven (7) days after Your arrival at Your final destination outside of Your Country of Residence:

1. Emergency Medical Expenses;
2. Emergency Medical Evacuation/Transportation expenses;
3. Emergency Dental Treatment; and
4. Repatriation of Mortal Remains.

All other benefits will expire forty-eight (48) hours after Your arrival at Your final destination outside of your Country of Residence.

**Hospital** means a place that:

1. holds a valid license (if required by law);
2. operates primarily for the care and treatment of Sick or injured persons;
3. has a staff of one or more Physicians available at all times;
4. provides 24-hour nursing service and has at least one registered professional nurse on duty at all times;
5. has organized diagnostic and surgical facilities, either on premises or in facilities available to the Hospital or a pre-arranged basis; and
6. is not, except incidentally, a clinic, nursing home, rest home, or convalescent home for the aged, or a facility operated as a drug and/or alcohol treatment center.

**Injury** means a bodily injury caused solely and directly by violent, Accidental, external and visible means resulting directly and independently of all other causes occurring during a Covered Trip while the Policy is in effect.

**Insured Person(s)/You** means an Eligible Cardholder or other eligible person(s) aged between 18 years and 69 years who are defined as being eligible under "Who is Covered" provision in this guide.

The Policy offers coverage only to the Eligible Cardholders ordinarily resident in Singapore where the Eligible Card was issued.

**Insured Events** means any occurrence which is outlined in the Benefits as a circumstance covered in the Policy which takes place during a Covered Trip. This includes those that occur during acts of Terrorism.

**Insurer/We/Us** means AIG Asia Pacific Insurance Pte. Ltd. who shall be responsible for providing Travel Benefits to Eligible Cardholders in the Territory.

**Issuer** means a Bank or financial institution (or like entity) that is admitted and/or authorized by Mastercard to operate a Mastercard World Corporate card program in the Territory and is participating in the Travel Benefits offering to Cardholders.

**Major Travel Event** means:

1. Natural Disaster;
2. epidemic or pandemic as at a Phase 4 level or higher as declared by the World Health Organization or for which a warning against non-essential travel is issued by the Singapore government or the government of the country or territory You are travelling to;
3. major industrial accident;
4. Civil Unrest, Riot or Commotion resulting in cancellation of scheduled Common Carrier services or in a relevant government warning against non-essential travel;
5. Strike resulting in cancellation of scheduled Common Carrier services; or
6. any event leading to airspace or multiple airport closures.

**Mastercard/Policyholder** means Mastercard Asia/Pacific Pte. Ltd, a corporation organized under the laws of Singapore, with its offices at 3 Fraser Street, Duo Tower, Singapore, 189352.

**Medically Necessary** medical services or supplies which:

- a. are essential for diagnosis, treatment; or care of the covered loss under the applicable benefit for which it is prescribed or performed;
- b. meet generally accepted standards of medical practice; and
- c. are ordered by a Physician and performed under his or her care, supervision or order.

**Natural Disaster** means extreme weather conditions (including but not limited to typhoons, hurricanes, cyclones or tornados), fires, floods, tsunamis, volcanic eruptions, earthquakes, landslides or other convulsion of nature or by consequences of any of the occurrences mentioned above.

**Overseas** means beyond the territorial limits of Your Country of Departure or Country of Residence as applicable depending on the country from where You originally depart as per Your travel itinerary, but in no circumstance includes Your Country of Residence.

**Per Cover Limit** means the maximum amount payable under any single cover per Eligible Cardholder during the Policy Period.

**Physician** means a doctor of medicine or a doctor of osteopathy licensed to render medical services or perform surgery in accordance with the laws of the country where such professional services are performed; however, such definition will exclude chiropractors, physiotherapists, homeopaths and naturopaths.

**Policy** means a contract of insurance and any attached endorsements or riders issued to Mastercard.

**Pre-existing Medical Condition** means a condition for which medical care, treatment, or advice was recommended by or received from a Physician or which first manifested or was contracted within a period up to 12 months preceding the Covered Trip.

**Primary Residence** means the place in which You principally reside majority of the time and where You keep Your personal belongings. Primary Residence includes, but is not limited to, a single-family structure, condominium unit, cooperative or apartment.

**Sickness** means illness or disease of any kind contracted and/or commencing during a Covered Trip.

**Territory** means the country where the Eligible Card was issued, Singapore.

**Terrorist Act** means the use or threatened use of force or violence against person or property, or commission of an act dangerous to human life or property, or commission of an act that interferes with or disrupts an electronic or communication system, undertaken by any person or group, whether or not acting on behalf of or in any connection with any organization, government, power, authority or military force, when the effect is to intimidate, coerce or harm a government, the civilian population or any segment thereof, or to disrupt any segment of the economy. Terrorism shall also include any act which is verified or recognized as an act of

terrorism by the government where the event occurs.

**War** means any declared or undeclared war or any warlike activities, including use of military force by any sovereign nation to achieve economic, geographic, nationalistic,

political, racial, religious or other ends.

**You** means the beneficiary of the insurance coverage.

**Your** means belonging or pertaining to You.

### TRAVEL ACCIDENT COMMON CARRIER

Eligible Cardholders can benefit from comprehensive travel accident insurance coverage offered through Mastercard.

#### 1. Definitions Travel Accident:

**Exposure and Disappearance** means if an Insured Person suffers a Loss resulting from being unavoidably exposed to the elements due to a covered Accident, it will be covered as if resulting from an Injury. If the body of an Insured Person has not been found within one year after the forced landing, stranding, sinking or wrecking of a conveyance in which the Insured Person was a passenger, then it shall be deemed the Insured Person has suffered Loss of Life.

**Loss** means:

- a. of hand or foot means actual severance through or above the wrist or ankle joints;
- b. of eye means entire and irreversible loss of sight;
- c. of thumb and index finger means actual severance through or above the joint that meets the hand at the palm;
- d. of speech or hearing means entire and irrecoverable loss of speech or hearing of both ears; and
- e. of Life means Accidental death.

**Member** is defined as one hand; one foot; sight of one eye; speech; or hearing in both ears.

**Principal Benefit** means the maximum amount payable for: Accidental Loss of (i) Life; or (ii) two (2) or more Members.

#### 2. Who Is Covered:

An Eligible Cardholder or the employees if the Eligible Card is issued under the name of the company.

#### 3. To Get Coverage:

Coverage is provided automatically when the entire cost of the Common Carrier passenger fare has been charged to Your Eligible Card and/or has been acquired with points earned by a rewards program associated with your Eligible Card (i.e. mileage points for travel).

### TRAVEL ACCIDENT COVERAGE

Provides Common Carrier Travel Accident Insurance coverage against Accidental death, dismemberment (including Loss of sight, speech & hearing) as a result of Injury while travelling on a Common Carrier if You embark on a Covered Trip.

- The maximum Principal Benefit provided for Covered Trips on a Common Carrier is up to USD 50,000 for international flights.
- A trip commences when the Insured Person boards a Common Carrier for the purpose of going on such trip and continues until such time as the Insured Person alights (departs) from the Common Carrier.

#### Schedule of Losses:

For Loss of:	Percentage of the Principal Benefit:
Life	100%
Two Members	100%
One Member	50%
Thumb and Index Finger of Same Hand	25%

#### Coverage Conditions/Limitations:

- A covered Loss must occur within 365 days of the date of the Accident;
- In the event that You have multiple Losses due to the same Accident, only one (1) payment, the largest, will be paid;
- Coverage extends to Exposure and Disappearance;
- Loss caused by or resulting from Acts of Terrorism (defined herein) are not excluded;
- Once the limit of USD 50,000 is reached, no further payment will be made under the Travel Accident Common Carrier benefit.

#### Additional Exclusions under Travel Accident:

*Does not cover any loss, fatal or non-fatal, caused by or resulting from directly or indirectly, wholly or partly by medical or surgical treatment except as may be necessary solely as a result of an Injury.*

### TRAVEL MEDICAL BENEFITS

We will pay the usual Regular and Customary charges for covered medical expenses, not due to a Pre-Existing Medical Condition, sustained by You while travelling outside of Your Country of Permanent Residence.

#### 1. Who is Covered:

An Eligible Cardholder or the employees if the Eligible Card is issued under the name of the company.

#### 2. To Get Coverage:

Coverage is provided automatically when the entire cost of the Common Carrier passenger fare has been charged to Your Eligible Card and/or has been acquired with points earned by

a rewards program associated with your Eligible Card (i.e. mileage points for travel).

#### 3. Key Features:

- Trips are covered for travel worldwide.
- Coverage is provided for Injury or Sickness, even if it is not an emergency.
- Medical expense coverage up to a maximum benefit amount of USD 50,000.
- No limitation on the number of trips.
- Coverage is provided for both, one-way or round-trip travel.
- Covered losses caused by or resulting from Acts of

Terrorism are not excluded.

#### **MEDICAL EXPENSES:**

If You suffer an Injury or Sickness and need medical attention while outside of Your Country of Permanent Residence, benefits are provided for Covered Medical Expenses. This coverage provides a maximum benefit up to USD 50,000.

##### **1. Covered Medical Expenses include:**

- a. The services of a Physician including diagnosis, treatment and surgery by a Physician;
- b. charges by a Hospital for room and board, floor nursing and other services, including charges for professional services, except personal services of a non-medical nature, provided, however, that expenses do not exceed the Hospital's average charge for semi-private room and board accommodation;
- c. Anesthetics (including administration), x-ray examinations or treatments, and laboratory tests, the use of radium and radioactive isotopes, oxygen, blood transfusions, iron lungs and medical treatment;
- d. Ambulance services;
- e. Dressings, drugs, medicines and therapeutic services and supplies that can only be obtained upon a written prescription from a Physician or surgeon; and
- f. Dental treatment resulting from Injuries sustained to sound, natural teeth subject to a maximum of USD 100 per tooth.

The charges for services enumerated above shall not include any amount of such charges that are in excess of Regular and Customary charges or excluded.

##### **2. Definitions**

**Regular and Customary** means the charge for the services and supplies should not exceed the average charge for such services and supplies in the locality where received, considering the nature and severity of the Sickness or Injury in connection with which such services and supplies are received.

If the charge incurred is in excess of such average charge, such excess amount shall not be recognized as covered expenses. All charges shall be deemed to be incurred on the date such services or supplies which give rise to the expense or charge are rendered or obtained.

##### **3. Additional Exclusions under Medical Expenses:**

*In addition to the General Exclusions, "Medical Expense" benefits are not payable for any losses, fatal or non-fatal, which are caused by or resulting from:*

1. *a Pre-existing Medical Condition, as defined herein;*
2. *services, supplies or treatment, including any period of hospital confinement, which was not recommended, approved and certified as necessary and reasonable by a Physician while on a Covered Trip;*
3. *routine physicals, laboratory diagnostic, x-ray examinations or other examinations, except in the course of a disability established by the prior call or attendance of a Physician while on a Covered Trip;*
4. *Elective, cosmetic or plastic surgery, except as the result of an Accident;*
5. *dental care, except as the result of Injury to sound, natural teeth caused by Accident while the Policy is in effect;*

6. *Expenses incurred in connection with weak, strained, or flat feet, corns, calluses, or toenails;*
7. *The diagnosis and treatment of acne;*
8. *Deviated septum, including sub mucous resection and/or other surgical correction thereof;*
9. *Organ transplants that competent medical professionals consider experimental;*
10. *Well child care including exams and immunizations;*
11. *Expenses which are not exclusively medical in nature;*
12. *Any expenses incurred in Country of Permanent Residence;*
13. *Eyeglasses, contact lenses, hearing aids, and examination for the prescription or fitting thereof, unless Injury or Sickness has caused impairment of vision or hearing;*
14. *Treatment provided in a government Hospital or services for which no charge is normally made;*
15. *Mental, nervous, or emotional disorders or rest cures; nor*
16. *Pregnancy and all related conditions, including services and supplies related to the diagnosis or treatment of infertility or other problems related to inability to conceive a child; birth control, including surgical procedures and devices.*

#### **EMERGENCY MEDICAL EVACUATION**

**1.** We will pay up to the maximum combined benefit of USD 100,000, for covered expenses due to Emergency Evacuation or Return of Mortal Remains if incurred outside of Your Country of Permanent Residence. An Emergency Evacuation must be ordered by the Assistance Department or a Physician who certifies that the severity or the nature of Your Injury or Sickness warrants Your evacuation.

Covered expenses are those for transportation and medical treatment, including medical services and medical supplies necessarily incurred in connection with Your Emergency Evacuation. All Transportation arrangements made for evacuating You must be by the most direct and economical route possible.

Expenses for Transportation must be:

- a. recommended by the attending Physician;
- b. required by the standard regulations of the conveyance transporting You; and
- c. arranged and authorized in advance by the Assistance Department.

**This expense must be authorized and arranged by the Assistance Department and You must contact the numbers listed in the Customer Service Section.**

##### **2. Definitions**

**Emergency Evacuation** - means:

- a. Your medical condition warrants immediate Transportation from the place where You suffered an Injury or Sickness to the nearest Hospital where appropriate medical treatment can be obtained;
- b. after being treated at a local Hospital, Your medical condition warrants Transportation to Your Country of Permanent Residence to obtain further medical treatment or to recover; or
- c. both (a) and (b) above.

**Transportation** - means any land, water or air conveyance required to transport You during an Emergency Evacuation. Transportation includes, but is not limited to, air ambulances, land ambulances and private motor vehicles.

#### RETURN OF MORTAL REMAINS

1. We will pay benefits for covered expenses reasonably incurred while travelling outside of Your Country of Permanent Residence, to repatriate the mortal remains of the Insured Person. Benefits will not exceed the combined maximum limit of USD 100,000 for both the Medical Evacuation and Return of Mortal Remains.

Covered expenses include, but are not limited to, expenses for:

- a. embalming;
- b. cremation;

- c. coffins; and
- d. transportation

**This expense must be authorized and arranged by the Assistance Department. Your family or representative must contact the numbers listed in the Customer Service Section.**

#### **Additional Exclusions under Emergency Medical Evacuation and Return of Mortal Remains:**

1. *Pre-existing Medical Condition;*
2. *Hospitalization in Your Country of Permanent Residence;*
3. *Pregnancy and resulting childbirth, miscarriage or disease of the female organs of production;*
4. *Routine physical exams;*
5. *Cosmetic or plastic surgery, except as a result of an Injury; and/or*
6. *Any mental or nervous disorder or rest cures.*

### **TRIP INCONVENIENCE PROTECTION**

Eligible Cardholders may benefit from peace of mind knowing that travel and accommodation expenses paid in advance are covered if a trip is unexpectedly cancelled or delayed.

#### **1. Who Is Covered:**

An Eligible Cardholder or the employees if the Eligible Card is issued under the name of the company.

#### **2. To Get Coverage:**

Coverage is provided automatically when the entire cost of the Common Carrier passenger fare has been charged to Your Eligible Card and/or has been acquired with points earned by a rewards program associated with your Eligible Card (i.e. mileage points for travel).

Coverage is effective only if the trip is purchased before the Insured Person becomes aware of any circumstances that could lead to the cancellation of his/her journey.

#### **TRIP CANCELLATION**

1. We will pay loss of travel and/or accommodation deposits up to a maximum limit of USD 3,000 if prior to the contracted date of departure Your Covered Trip is cancelled and You are Prevented from taking the Covered Trip due to:

- a. a Sickness, Injury or Death to You or Your Immediate Family Member; or
- b. severe weather condition that cancels the scheduled departure of a Common Carrier; or
- c. security reasons or mandatory evacuation at destination; or
- d. serious loss in Your home or business owned due to fire, explosion or flood that makes the property uninhabitable, as well as theft through the use of force from the outside to the interior of the property, in which there are visible traces of said event and material damage to the property as a result of the use of force used in the theft committed; or
- e. complications of Pregnancy suffered by You or Your Spouse that endanger the health or life of those involved; or
- f. receipt of an immovable summons as a party or witness

before a civil, Family, labor or criminal court; or

- g. in the event that You present or receive a separation or divorce claim that requires the You to be present on court audiences; or
- h. unexpected loss of Your regular employment; or
- i. loss of Your passport or other documents required for travel due to Assault or Theft, and in which case it is not possible to recover them in order for You to make the Trip; or
- j. an urgent requirement by law for You to join the armed forces of Your country.

We will reimburse You for the unused, non-refundable cancellation portion of the hotel cost and/or the Common Carrier ticket cancellation charges provided that You booked and paid for these costs before such situation stated above arises.

#### **2. Special Notification of Claim:**

You must notify Us as soon as reasonably possible in the event of a trip cancellation. We will not be liable for any additional penalty charges incurred that would not have been imposed had You notified Us as soon as reasonably possible.

#### **3. Definitions:**

**Immediate Family Member** means an Insured Person's legal spouse; children; children-in-law; siblings; siblings-in-law; parents; parents-in-law; grandparents; grandchildren; legal guardian, ward; step or adopted children; step-parents; aunts, uncles; nieces, and nephews, who reside in the Country of Permanent Residence.

#### **Prevented from taking the Trip** means:

1. With regard to Your Sickness or Injury, a Physician has recommended that due to the severity of Your condition it is Medically Necessary that You cancel the Trip. You must be under the direct care and attendance of a physician.
2. With regard to Sickness or Injury of Your Immediate Family Member, the severity or acuteness of their

condition or the circumstances surrounding that condition is/are such that an ordinarily prudent person must cancel the Trip.

3. With regard to the Death of Your Immediate Family Member that requires an ordinarily prudent person to cancel the Trip.

**Serious Injury or Sickness** means one which requires treatments by a legally qualified medical practitioner and which results in the Insured Person being certified by the practitioner as unfit to travel or continue with his/her original journey.

#### **4. Additional Exclusions under Trip Cancellation:**

- a. Claims arising from depression or anxiety, mental or nervous disorder, alcohol or drug abuse, addiction or overdose;
- b. Claim arising from elective cosmetic or plastic surgery, except as a result of an Accident;
- c. Claims arising from pregnancy and all related conditions; and/or
- d. Pre-existing Medical Condition.

#### **TRIP CURTAILMENT COVERAGE**

1. We will pay loss of deposits up to a maximum of USD 3,000 if prior to the contracted date of return, You are Unable to Continue the Covered Trip due to:

- a. a Sickness, Injury or Death to You or Your Immediate Family Member;
- b. complications of Pregnancy suffered by You or Your Spouse that endanger the health or life of those involved.
- c. in the event that the You present or receive a separation or divorce claim that requires the You to be present on court audiences.
- d. unexpected loss of Your regular employment.
- e. requirement for You to join the armed forces of the country.

We will reimburse You for the unused, non-refundable, cost of travel arrangements pre-paid to the Hotel and/or the Common Carrier ticket, less the value of applied credit from unused return travel ticket, to return home or rejoin the land/sea arrangements. This benefit is limited to the cost of one-way economy airfare by scheduled carrier and is subject to the Per Cover Limit stated in the Summary of Cover.

#### **2. Special Notification of Claim**

You must notify Us as soon as reasonably possible in the event of a trip interruption claim. We will not be liable for any additional penalty charges incurred that would not have been imposed had You notified Us as soon as reasonably possible.

#### **3. Definitions**

**Immediate Family Member** means an Insured Person's legal spouse; children; children-in-law; siblings; siblings-in-law; parents; parents-in-law; grandparents; grandchildren; legal guardian, ward; step or adopted children; step-parents; aunts, uncles; nieces, and nephews.

**Unable to Continue the Covered Trip** means:

1. With regard to Your sickness, injury, a Physician has recommended that due to the severity of Your condition

it is Medically Necessary that You interrupt the Covered Trip. You must be under the direct care and attendance of a Physician.

2. With regard to sickness or injury of Your Immediate Family Member, the severity or acuteness of his/her condition or the circumstances surrounding that condition is/are such that an ordinarily prudent person must interrupt the Covered Trip.

3. With regard to the Death of Your Immediate Family Member that requires an ordinarily prudent person to interrupt the Trip.

#### **4. Additional Exclusions under Trip Curtailment:**

- a. Claims arising from depression or anxiety, mental or nervous disorder, alcohol or drug abuse, addiction or overdose;
- b. Claim arising from elective cosmetic or plastic surgery, except as a result of an accident;
- c. Claims arising from pregnancy and all related conditions; and/or
- d. Pre-existing Medical Condition.

#### **TRIP POSTPONEMENT**

If the Trip is postponed due to any of the following unexpected events occurring within 60 days (except item (c)) before the date of departure of the Trip:

- a. Major Travel Event that prevents You from travelling to Your main destination(s) as scheduled and outlined in Your Trip itinerary;
- b. death or Serious Injury or Serious Sickness or compulsory quarantine of You or Your Relative;
- c. serious damage to Your permanent place of residence in the Territory arising from Natural Disasters occurring after the issue date of the Policy and within one (1) week before the date of departure of your Covered Trip and which requires You to be present at Your permanent place of residence on the date of departure; or
- d. witness summons.

We will pay, up to the limits specified in the Summary of Cover, for the resulting administrative charges to postpone the Trip:

- a. which full payment was made by You;
- b. for which You are legally liable; and
- c. that are not recoverable from any other source.

#### **EXCLUSIONS**

We will not pay for any loss or charges:

1. caused directly or indirectly by government regulations or control;
2. caused by cancellation by the Common Carrier or any other provider of the travel and/or accommodation;
3. that is covered by any other existing insurance scheme or government program;
4. which will be paid or refunded by a hotel, airline, travel agent or any other provider of travel and/or accommodation;
5. should this insurance be purchased less than 3 days before the date of departure (date of departure inclusive) (with the exception of Your death or the death of Your Relative or Travel Companion caused by an Accident);

6. *that results from a Major Travel Event which was publicly known at the time You booked Your Trip or purchased this insurance, whichever occurs last; and/or*
7. *being compensation for any air miles or holiday points You used to pay for the Trip in part or in full.*

For the avoidance of doubt, coverage continues to have force and effect with regards to other Insured Persons who continue with the Trip as scheduled.

#### **TRIP DELAY COVERAGE**

**1. We will pay benefits** for Trip Delay, if Your Trip is delayed for at least four (4) hours and the delay is caused by:

- a. inclement weather, which means any severe weather condition that delays the scheduled departure of a Common Carrier; or
- b. equipment failure of a Common Carrier, which means any sudden, unforeseen breakdown in the Common Carrier's equipment that caused a delay or interruption of normal trips; or
- c. an unforeseen strike or other job action by employees of a Common Carrier, which means any labor disagreement that interferes with the normal departure and arrival of a Common Carrier; or
- d. operational reasons at the departure airport due to air traffic restrictions and beyond the airline's control.

This coverage provides benefits up to a maximum of USD 300 for losses in total per person (please refer to the SUMMARY OF COVER for more details), as a result of a delay of at least four (4) consecutive hours from the time specified in the itinerary supplied to the Insured Person of the departure of the Common Carrier in which the Insured Person had arranged to travel to.

We will reimburse you for any expenses for meals and lodging which were necessarily incurred as the result of this delay and which were not already provided to you by the Common Carrier or any other party free of charge.

#### **2. What is NOT Covered by "Trip Delay" (In addition to General Exclusions):**

*Trip Delay coverage shall not include benefits for:*

- a. *Any loss directly or indirectly due to any delay which was made public or known to You prior to the date the original trip was booked.*
- b. *Any Common Carrier ticket purchased no less than twenty-four (24) hours before the original departure time specified in the itinerary.*
- c. *Any Common Carrier ticket where flight information is not confirmed at the time of purchase or purchased in connection with unlimited flights promotion from any Common Carrier or any third-party service provider.*

**Note:** The Policy will only pay for any claim under any one of Trip Cancellation, Trip Postponement and Trip Curtailment Sections for the same event but not for more than one of these Sections.

#### **MISSED CONNECTION COVERAGE**

**1. We will pay You up to USD 300 per person** (please refer to the SUMMARY OF COVER for more details), if You miss Your

flight connection due to the delay in arrival or cancellation of Your previous flight. We will reimburse your reasonable extra expenses for travel, accommodation and meals to enable you to continue your pre-booked trip.

For avoidance of doubt, the previous and missed flights must be on the same itinerary.

#### **2. What is NOT Covered by Missed Connection", (In addition to General Exclusions):**

- a. *Any claims arising due to a Natural Disaster.*
- b. *Any claims where you have not obtained written confirmation from the airline company or authority stating the reason for the delay and how long the delay lasted.*

#### **PERSONAL LIABILITY ABROAD**

We will indemnify You, up to the limit specified in the Summary of Cover, for legal liability to a third party arising during the Trip as a result of:

- a. death or Injury to any third party; or
- b. Accidental loss of or damage to property of any third party.

#### **EXCLUSIONS**

*We will not pay for:*

1. *Property belonging to a member of Your family or employer or deemed by law to be your employee;*
2. *liability to any person who is a member of Your family or employer or deemed by law to be your employee;*
3. *property belonging to You or in your care, custody or control;*
4. *any liability assumed under contract;*
5. *liability arising directly or indirectly from, in respect of, or due to Your willful, malicious or unlawful acts;*
6. *liability arising directly or indirectly from, in respect of, or due to the ownership, possession or use of vehicles, aircraft, watercraft, firearms or animals;*
7. *liability arising directly or indirectly from, in respect of, or due to ownership or occupation of land or buildings (other than occupation only of any temporary residence);*
8. *liability arising directly or indirectly from, in respect of, or due to the undertaking or pursuit of any trade, business or profession;*
9. *liability arising directly or indirectly from, in respect of, or due to any criminal acts;*
10. *legal costs resulting from any criminal proceedings;*
11. *Your participation in any motor rallies, or car, motorcycle, boat or aerial racing;*
12. *judgments which are not in the first instance delivered by or obtained from a court of competent jurisdiction within the Territory; and/or*
13. *punitive, aggravated or exemplary damages.*

**As a condition precedent to Our liability, You must not make any offer or promise of payment or admit any liability or fault to any other party or become involved in any litigation without our written approval.**

## **BAGGAGE PROTECTION**

### **PERSONAL BAGGAGE INCLUDING LAPTOP COMPUTER**

We will pay You, up to the limit specified in the Summary of Cover, for loss of or damage sustained whilst a Covered Trip to personal baggage taken or purchased where such loss or damage is due to circumstances beyond Your control at the planned destination, including Natural Disasters. This includes compensation for Your clothing and personal effects which are stored in the personal baggage that is lost or which are worn or carried on You. All items must be owned by You or in Your custody or which is loaned or entrusted to You.

In the event any of Your article of personal baggage is proven to be beyond economical repair, a claim under the Policy will be treated as if the article had been lost. We will not be liable for more than USD 300, in respect of any one article or pair or set of articles. The limit of liability for a Laptop Computer is USD 500 and only for one Laptop Computer for every Covered Trip.

We will not pay more than a combined maximum limit of 10% of the maximum stated above for the following:

- a. jewelry, watches, articles consisting in whole or in part of silver, gold or platinum;
- b. furs, articles trimmed with or made mostly of fur;
- c. cameras, including related camera equipment;
- d. other electronic equipment

A pair or set of items is treated as one item (e.g. a pair of shoes, a camera and its accompanying lens and any accessories even if purchased separately and are of different brands, a set of diving gear and any accessories even if purchased separately and are of different brands).

We may, at Our sole discretion and option, make payment or reinstate or repair the damaged personal baggage. All claim settlements will be subject to due allowance for wear and tear and depreciation. Depreciation may not be applied to electronic items that are purchased less than 1 year from the date of the incident if You can produce supporting documents (i.e. original receipts or original warranty cards) for claims.

The loss must be reported to the police or relevant authority such as hotel and airline management or other service provider having jurisdiction at the place of the loss within 24-hours of the incident. Any claim must be accompanied by written documentation from such authorities. You must take every possible step and reasonable precaution to ensure:

- a. that Your baggage or personal effects are not left unattended in a Public Place; and
- b. the safety of all personal property and baggage.

Claims that result from You losing Your baggage or it being damaged while being held by an airline or service provider should be made to the airline or service provider first or any other valid and collectible insurance in place. Any payment under the Policy shall be made upon proof of compensation received from the airline, service provider or other insurer or where such compensation is denied, proof of such denial.

### ***What is NOT Covered Under PERSONAL BAGGAGE INCLUDING LAPTOP COMPUTER (Exclusions):***

*We will not pay for any loss or damage:*

1. *for the following classes of property which are excluded from coverage: animals, motor vehicles (including accessories), motorcycles, boats, motors, any other conveyances, snow skis, boards or toboggans, fruits, perishables and consumables, household effects, antiques, artifacts, paintings, objects of art, computers (including handheld computers, software and accessories with the exception of Laptop Computers as provided herein above), manuscripts, Jewelry, gem stones, watches, contact or corneal lenses, securities, musical instruments, bridges for tooth or teeth, dentures;*
2. *caused by wear and tear, gradual deterioration, moths, vermin, inherent vice or damage sustained due to any process or while actually being worked upon resulting in such loss or damage;*
3. *to property which does not affect the fitness for use or purpose or functionality of such property;*
4. *to hired or leased equipment and loss of or damage to property resulting directly or indirectly from insurrection, rebellion, revolution, civil war, usurped power, or action taken by governmental authorities in hindering, combating or defending against such an occurrence, seizure or destruction under quarantine or customs regulations, confiscation by order of any government or public authority or risk of contraband or illegal transportation or trade;*
5. *to property insured under any other insurance policy, or reimbursed by any other carrier, hotel or any other party;*
6. *to Your property sent in advance, mailed or shipped separately;*
7. *to Your property left unattended in any Public Place;*
8. *resulting from Your failure to take due care and precaution for the safeguard and security of such property;*
9. *resulting from Your willful act, omission, negligence or carelessness;*
10. *arising from confiscation or retention by customs or other officials;*
11. *of business goods or samples or equipment of any kind;*
12. *to data recorded on tapes, cards, discs or otherwise;*
13. *to cash or cash equivalents, bank notes, casino chips, vouchers, cash card, bonds, coupons, stamps, negotiable instruments, title deeds, manuscripts, securities of any kind, loss of credit cards or replacement of credit cards, Identity Cards (IC) and driving licenses, travel documents except as provided for in Travel Documents and Personal Money Section;*
14. *or derangement or breakage of fragile or brittle articles; and/or*
15. *resulting from mysterious disappearance of such property.*



Note: The Policy will only pay for any claim under Baggage Loss or Baggage Delay for the same event.

### **BAGGAGE DELAY COVERAGE**

1. We will pay You, USD 300 if Your Checked Baggage is delayed or misdirected by a Common Carrier for more than 4 hours from the time You arrive at the destination stated on Your ticket, until the time you receive Your Checked Baggage.

You must be a ticketed passenger on a Common Carrier. Additionally, all claims must be verified by the Common Carrier who must certify the delay or misdirection.

***This coverage is not available in the Insured Person's Country of Permanent Residence.***

### **2. Definitions**

**Checked Baggage** means a piece of baggage which was checked in and in the custody of a Common Carrier and for which a claim check has been issued to You by a Common Carrier.

### **Limitation**

If upon further investigation it is later determined that Your baggage checked with the Common Carrier has been lost, any amount claimed and paid to You under the baggage delay policy section will be deducted from any payment due You under the Baggage Loss policy section.

### **Travel Documents and Personal Money**

We will pay You, up to the limit specified in the Summary of Cover, for the cost of obtaining replacement passports, travel

tickets and visa, if any, which have been lost as well as additional travel expenses and hotel accommodation incurred whilst on a Covered Trip outside Your Country of Permanent Residence to replace such lost travel documents. Such loss must be due to robbery, burglary, theft or Natural Disasters whilst on a Covered Trip.

Where replacement passports which have been lost whilst on a Covered Trip are to be obtained upon Your return to the Territory, We will pay You, up to the limit specified in the Summary of Cover only for the cost of obtaining such passports excluding any transport or other incidental costs incurred in the Territory.

If as a result of robbery, burglary, theft or Natural Disasters You experience a loss of cash, travelers' cheques or banknotes which were on your person, or properly secured in a locked safe or strongroom or under your active supervision when the event occurs during a Trip, We will pay for the actual loss up to USD 300, provided that such loss is reported to the police or relevant authority having jurisdiction at the place of the loss no later than 24-hours after the incident. Any claim must be accompanied by written documentation from the police or such other authorities.

### **EXCLUSIONS**

*We will not pay for any shortage due to exchange rate or depreciation in value and for loss of travelers' cheques not immediately reported to the local branch or agent of the issuing authority.*

## **GENERAL PLAN EXCLUSIONS**

*The Policy does not provide coverage for any of the following:*

1. *intentionally self-inflicted injury, suicide or any attempted suicide; nor*
2. *War, civil war, invasion, insurrection, revolution, use of military power or usurpation government or military power; nor*
3. *any period an Insured Person is serving in the armed forces of any country or international authority, whether in peace or war, and in such an event the Company, upon written notification by the Policyholder, shall return the pro rata premium for any such period of service; nor*
4. *loss sustained or contracted in consequence of an Insured Person being intoxicated or under the influence of any narcotic or drug unless administered on the advice of a physician; nor*
5. *any loss of which a contributing cause was the Insured Person's attempted commission of, or willful participation in, an illegal act or any violation or attempted violation of the law or resistance to arrest by the Insured Person; nor*
6. *any loss sustained while flying in any aircraft or device for aerial navigation except as specifically provided herein; nor*
7. *congenital anomalies and conditions arising out of or resulting there from, hernia or dental treatment except to*
8. *flying in any aircraft owned, leased or operated by or on behalf of an Insured Person or any member of an Insured Person's household; nor*
9. *driving or riding as a passenger in or on (a) any vehicle engaged in any race, speed test or endurance test or (b) any vehicle being used for acrobatic or stunt driving; nor*
10. *any claim caused by opportunistic infection or malignant neoplasm, or any other sickness condition, if, at the time of the claim, the Insured Person had been diagnosed as having AIDS (Acquired Immune Deficiency Syndrome), ARC (AIDS Related Complex) or having an antibody positive blood test to HIV (Human Immune Virus). nor*
11. *the use, release or escape of nuclear materials that directly or indirectly results in nuclear reaction or radiation or radioactive contamination; nor*
12. *the dispersal or application of pathogenic or poisonous biological or chemical materials; nor*
13. *the release of pathogenic or poisonous biological or chemical materials; nor*
14. *any loss sustained while the Insured Person is participating in any professional sports, winter sports, or in sky diving, parachuting, hang gliding, bungee jumping, scuba diving, mountain climbing, pot-holing; nor*

15. any Pre-existing Medical Condition or congenital anomalies or any complication arising there from; nor
16. any Sickness, disease, illness and any complications arising there from, unless specifically covered in the Policy; nor
17. traveling against the advice of a Physician; nor

18. any terrorist or member of a terrorist organization, illegal drug traffickers, or purveyor of nuclear, chemical or biological weapons; nor
19. planned or actual travel in, to, or through Cuba, Iran, Syria, Sudan, North Korea, or the Crimea region or actual travel in, to, or through Afghanistan or Iraq.

#### COVID 19 COVERED CONDITIONS AND EXCLUSIONS

Benefit	Covered Conditions And Exclusions
<b>Medical Expenses /</b>  <b>Emergency Medical Evacuation /</b>  <b>Return of Mortal Remains</b>	<p>If You are diagnosed with COVID-19 whilst Overseas, We will pay up to the limit stated in the Summary of Cover for the necessary and reasonable medical costs incurred during your Covered Trip, as a result of You contracting COVID-19 during Your Trip.</p> <p>Included within the Medical Expenses benefit limit stated in the Summary of Cover, if You contract COVID-19 during Your Trip, We will cover the cost of emergency evacuation if deemed medically necessary.</p> <p>This benefit includes the cost of returning Your body or Your ashes to the Territory up to the limit stated in the Summary of Cover.</p> <p>We will not cover any loss if You are travelling against a medical practitioner's or doctor's advice, or any claim arising from You acting in a way that goes against the advice of a medical practitioner or doctor (including, but not limited to, travelling with COVID-19 symptoms).</p> <p>In all cases, You or someone on Your behalf must contact Our assistance Department immediately.</p>
<b>Travel Cancellation</b>	<p>We will pay up to the amount shown in the Summary of Cover in the Policy if the cancellation of Your Covered Trip, for which You have paid under a contract and which is not refundable, is necessary and unavoidable as a result of You or Your Immediate Family Member being diagnosed with COVID-19 prior to the scheduled Trip departure date.</p> <p>We will not cover any Travel Cancellation solely due to epidemic- or pandemic-related travel advisories issued by governments, health authorities or the World Health Organization, by or for destination country or origin country.</p> <p>We will not cover any Travel Cancellation resulting solely from border closures, Quarantine or other government orders, advisories, regulations or directives.</p> <p>We will not cover Travel Cancellation if You cancel Your Trip because of disinclination to travel, change of mind or fear of travelling.</p> <p>We will not cover Travel Cancellation if an airline, hotel, travel agent or any other provider of travel and/or accommodation has offered a voucher or credit or re-booking of the Covered Trip for cancellation refund or compensation.</p> <p>We will not cover any loss if You are travelling against a medical practitioner's or doctor's advice, or any claim arising from You acting in a way that goes against the advice of a medical practitioner or doctor (including, but not limited to, travelling with COVID-19 symptoms).</p>
<b>Travel Curtailment</b>	<p>We will pay up to the amount listed in the table of benefits in the Policy if the disruption of Your Covered Trip is necessary and unavoidable because You or Your Immediate Family Member are diagnosed with COVID-19 while travelling and need to return to the Territory earlier than planned. In that event, We will cover:</p> <ol style="list-style-type: none"> <li>1. reasonable and necessary travel and accommodation expenses for which You have paid, and which are not refundable.</li> <li>2. reasonable and necessary additional travel costs to return back to Singapore.</li> </ol> <p>We will not cover Travel Curtailment resulting solely from border closures, Quarantine or other government orders, advisories, regulations or directives.</p> <p>We will not cover any loss if You are travelling against a medical practitioner's or doctor's advice, or any claim arising from You acting in a way that goes against the advice of a medical practitioner or doctor (including, but not limited to, travelling with COVID-19 symptoms).</p>
<b>Travel Delay</b>	<p>We will not pay for any Travel Delay if You fail a COVID-19 related test or a medical screening at the airport.</p>

## ASSISTANCE SERVICES

### **For Customer Service in case of a medical emergency call: Assistance Department**

#### **24 hours Assistance Departments:**

When travelling inside the US (N-America): 866 273 9079 toll free number

For Travel outside the US (N-America): 001 817-826-7014 call collect

Rely on the Assistance Department when You're away on a Business Trip. The Assistance Department is Your guide to many important services You may need when travelling. Benefits are designed to assist You when travelling out of Your Country of Permanent Residence. This is reassuring, especially when You visit a place for the first time or do not speak the language.

Please keep in mind that the services provided by the Assistance Department at Your request shall not be considered as benefits under the Policy and that You will be responsible for the fees incurred for professional or emergency services requested of the Assistance Department (for example, medical or legal bills). You may be reimbursed for medical related expenses (Please refer to the Travel Medical section for additional information).

#### **1. Who is Covered:**

An Eligible Cardholder or the employees if the Eligible Card is issued under the name of the company.

#### **2. Where the service is available:**

In general, coverage applies worldwide, but there are exceptions.

Restrictions may apply to regions that may be involved in an international or internal conflict, or in those countries and territories where the existing infrastructure is deemed inadequate to guarantee service. You may contact the Assistance Department prior to embarking on a Covered Trip to confirm whether or not services are available at Your destination(s).

#### **3. Assistance Department:**

- During Your trip, in the event of an emergency, the Assistance Department provides information on travel requirements, including documentation (visas, passports), immunizations, or currency exchange rates. The exchange rate provided may differ from the exact rate that issuers use for transactions on Your Eligible Card. Information on exchange rates for items billed on Your statement should be obtained from the financial

institution that issued Your card.

- In case of loss or theft of Your travel tickets, passport, visa or other identity papers necessary to return home, the Assistance Department will provide assistance in replacing them by contacting local police, consulates, airline company or other appropriate entities.
- In the event of loss or theft of the transportation ticket to return home, a replacement transportation ticket can be arranged.
- Please note that this service does not provide maps or information regarding road conditions.

#### **4. Medical Assistance Departments:**

- Provides a global referral network of general physicians, dentists, Hospitals, and pharmacies.
- Provide help with prescription refills with local pharmacists (subject to local laws).
- In the event of an emergency, the Assistance Department will make arrangements for a consultation with a general physician. Additionally, the Assistance Department medical team will maintain contact with the local medical staff and monitor Your condition.
- If You are hospitalized, the Assistance Department can arrange to have messages relayed home, transfer you to another facility if medically necessary, or have a family member or close friend brought to your bedside if You have been travelling alone (this will be at Your expense).
- If the medical team determines that adequate medical facilities are not locally available in the event of an accident or illness, the Assistance Department will arrange for an emergency evacuation to a Hospital or to the nearest facility capable of providing adequate care.
- If a tragedy occurs, the Assistance Department will assist in securing travel arrangements for You.

#### **5. Legal Referral Services:**

If You are arrested or are in danger of being arrested as a result of any non-criminal action resulting from responsibilities attributed to You, the Assistance Department will assist, if required, to provide You with the name of an attorney who can represent You in any necessary legal matters.

## GENERAL PROCEDURE – HOW TO FILE A CLAIM

### **Notice of Service Request / Claim (Non-Medical Emergency Claims on Re-Imbursement Basis)**

Written notice of service request / claim must be given no later than ninety (90) days from the date of the incident. Failure to give notice to the claims department listed below, within ninety (90) days from the date of the incident may result in a denial of the claim. To file a claim, log on to <https://sg.mycardbenefits.com> or contact the Insurer at:

#### **AIG Asia Pacific Insurance Pte.**

78 Shenton Way

AIG Building #09-16

Singapore 079120

Call Centre Hours: 8:30 am to 5:30 pm Monday to Friday  
(except Public Holidays)

Telephone: +65 6419 1667

Languages supported: English

The following procedures should be followed for claim notifications:

1. You (Eligible Cardholder) or the beneficiary or someone legally acting on behalf of either, must notify Us as required in the Claim Notification Period, or Your claim may be denied - Upon receipt of a notice of claim, the Insurance Company, will take necessary details from the claimant and provide instructions; and
2. Submit all Required Information (proof of loss etc.), as outlined in this section no later than the Submission Period.

Please note, there may be additional information requested at times in order to process Your claim. It is Your responsibility to provide this information or the claim may not be processed.

For assistance with filing a claim, please contact the numbers listed above.

#### **TRAVEL ACCIDENT CLAIMS:**

##### **Common Carrier – International Trips / Common Carrier Domestic Trips**

Required Information (proof of loss):

Claim Notification Period: Within ninety (90) days from the date of loss.

Submission Period: No later than ninety (90) days from the date of Claim Notification.

Required Information (proof of loss):

1. Complete documentation including a death certificate and/or attending Physician statement or autopsy report; and
2. Transaction verification confirming the full passenger fare for the Covered Trip had been charged to the Eligible Card, including copies of Common Carrier ticket(s) and receipt.

#### **TRAVEL MEDICAL BENEFIT CLAIMS**

##### **Medical Expenses (Injury or Sickness) / Emergency Medical Evacuation & Return of Mortal Remains/Overseas Quarantine Allowance**

Claim Notification Period: Within ninety (90) days from the date of loss.

Submission Period: No later than ninety (90) days from the date of Claim Notification.

Required Information (proof of loss):

1. Medical report detailing history and nature of Injury or Sickness together with original medical receipts. ;
2. Transaction verification confirming the full passenger fare for the Covered Trip had been charged to the Eligible Card, including copies of Common Carrier ticket(s) and receipts;
3. Hospital admission/ discharge card, if hospitalized;
4. Copy of the passport including entry and exit stamps;
5. Proof of a positive COVID-19 test, if applicable; and
6. Proof of a Quarantine mandate issued by a governmental body, if applicable.

**Please note: We may require other evidence to support Your Claim depending on the circumstances, in which case We will request this from You.**

#### **TRIP INCONVENIENCE PROTECTION CLAIMS**

Claim Notification Period: Within ninety (90) days from the date of loss.

Submission Period: No later than ninety (90) days from the date of Claim Notification.

Required Information (proof of loss):

##### **Trip Cancellation / Trip Curtailment / Trip Postponement**

1. Documentation detailing the reason for cancellation, curtailment or postponement, including evidence of the nature of serious Injury or Sickness such as copies of: medical evidence reports, attending Physician statements, and related documentation;
2. Transaction verification confirming the full passenger fare for the Covered Trip had been charged to the Eligible Card, including copies of Common Carrier ticket(s) and receipts; and
3. Receipts of refunded amount / confirmation on non-refundable amount incurred due to the cancellation / curtailment.

##### **Trip Delay/Missed Connection**

1. Copy of ticket & boarding pass;
2. Letter from the airline authorities certifying about the delay/ missed connection and confirming the reason for your late arrival and the length of the delay;
3. Transaction verification confirming the full passenger fare for the Covered Trip had been charged to the Eligible Card, including copies of Common Carrier ticket(s) and receipts; and
4. Invoices and receipts for your expenses.

#### **BAGGAGE PROTECTION CLAIMS**

##### **Personal Baggage including Laptop Computer / Baggage Delay / Travel Documents and Personal Money**

Claim Notification Period: Within ninety (90) days from the date of loss.

Submission Period: No later than ninety (90) days from the date of Claim Notification.

Required Information (proof of loss):

1. Copies of the notification and reporting filed with the Common Carrier and all related correspondence, Property Indemnity Report (PIR) - form must include flight number, vessel number, or bill of lading and baggage check number;
2. Details of the amounts paid (or payable) by the Common Carrier responsible for the loss, description of contents, cost determination of contents and all other appropriate documents and correspondence;
3. Declaration list of lost items – as declared to the airlines; and
4. Confirmation from the airlines that the baggage is declared lost and cannot be located.

##### **3. Payments:**

All payments to be made by the Insurer shall be paid to Eligible Cardholders in the Territory. Payment of any indemnity shall be subject to the laws and governmental regulations then in effect in the country of payment.

Where allowable by law, benefit for Loss of Life is payable to the beneficiary designated by the Insured Person. If there has been no such designation, then payment of claim will be to the Insured Person's first surviving beneficiary as follows:

1. Spouse;
2. Children, in equal shares;
3. Parents, in equal shares;
4. Brothers and sisters, in equal shares; or
5. Executor or administrator.

All other benefits will be paid to the Insured Person or other appropriate party where necessary. Payment of any indemnity shall be subject to the laws and governmental regulations then in effect in the country of payment.

**Each insurance benefit limit described in this Guide is in United States Dollars (USD). Payment of claims will be made in local currency where required by law, with the official Foreign Exchange Rates published on the date Claim payment is made.**

#### **Automatic Extension of Coverage Period**

The coverage period for a Covered Trip will automatically extend for up to thirty (30) days from the original date of return stated on the Common Carrier ticket if on Your original date of return You are under Hospital Confinement and/or quarantined as advised by a Medical Practitioner.

#### **Economic Sanctions Exclusions**

If, by virtue of any law or regulation which is applicable to an Insurer, its parent company or its ultimate controlling entity, at the inception of the Policy or at any time thereafter, providing coverage to the Insured is or would be unlawful because it breaches an applicable embargo or sanction, that Insurer shall provide no coverage and have no liability whatsoever nor provide any defense to the Insured or make any payment of defense costs or provide any form of security on behalf of the Insured, to the extent that it would be in breach of such embargo or sanction.

#### **Compliance with Policy Provisions**

The due observance and fulfillment of the terms and conditions of the Policy so far as they relate to anything to be done or complied with and the truth to the best of the Policyholder's and/or Insured Person's knowledge and belief of the information furnished to Us in connection with this insurance shall be conditions precedent to Our liability. The Policyholder's and/or Insured Person's failure to comply with any of the provisions contained in the Policy will invalidate all claims made under the Policy.

#### **Duplication of Cover**

An Insured Person can only be covered under one card category/ one plan for a Covered Trip. In the event that an Insured Person is covered under more than one such Policy, We will consider the person to be insured under the Policy which provides the highest benefit level.

#### **Duty of Disclosure**

Any fraud, mis-statement or concealment in respect of this insurance or of any claim hereunder shall render the Policy null and void and any benefits due hereunder shall be or become forfeited.

#### **Contracts (Rights of Third Parties) Act**

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

enforce any of the terms and conditions of the Policy.

#### **Consumer Notice**

AIG is subject to compliance with US sanctions laws. For this reason, the Policy does not cover any loss, injury, damage or liability, benefits, or services directly or indirectly arising from or relating to a planned or actual trip to or through Cuba, Iran, Syria, Sudan, North Korea, or the Crimea region. In addition, the Policy does not cover any loss, injury, damage or liability to residents of Cuba, Iran, Syria, Sudan, North Korea, or the Crimea region. Lastly, the Policy will not cover any loss, injury, damage or legal liability sustained directly or indirectly by any individual or entity identified on any applicable government watch lists as a supporter of terrorism, narcotics or human trafficking, piracy, proliferation of weapons of mass destruction, organized crime, malicious cyber activity, or human rights abuses.

This exclusion applies *pari passu* to coverage directly affected by any sanctions issued by any other country.

**Governing Law and Jurisdiction:** The Policy is governed by the laws of Singapore. Any dispute arising between the Insured Person and the Insurer is subject to the exclusive jurisdiction of the competent courts of Singapore. Any action under the Policy must be brought within 2 years from the expiration of the time within which proof of loss is required by the Policy.

#### **Data Privacy**

The Insured Person and/or Policyholder has/have agreed and consented that We may collect, use and process the Insured Person's and/or Policyholder's personal information (whether obtained in the application form or otherwise obtained) and disclose such information to the following, whether in or outside of Singapore: (i) Our group companies; (ii) Our (or Our group companies') service providers, reinsurers, agents, distributors, business partners; (iii) brokers, the Insured Person and/or Policyholder's authorized agents or representatives, legal process participants and their advisors, other financial institutions; (iv) governmental / regulatory authorities, industry associations, courts, other alternative dispute resolution forums, for the purposes stated in Our Data Privacy Policy which include:

- (a) Processing, underwriting, administering and managing the Insured Person and/or Policyholder's relationship with Us;
- (b) Audit, compliance, investigation and inspection purposes and handling regulatory/governmental enquiries;
- (c) Compliance with legal or regulatory obligations, risk management procedures and Our internal policies;
- (d) Managing Our infrastructure and business operations; and
- (e) Carrying out market research and analysis and satisfaction surveys.

Note: Please refer to the full version of Our Data Privacy Policy found at:

[http://www.aig.com.sg/sg-privacy\\_1030\\_237853.html](http://www.aig.com.sg/sg-privacy_1030_237853.html).

If you have any questions about Our collection, use and disclosure of personal information you may contact Our Data

Protection Officer at:

[singaporedataprotectionofficer@aig.com](mailto:singaporedataprotectionofficer@aig.com).