



## GENERAL TERMS AND CONDITIONS

### **Section 1. DEFINITION**

- **Act of terrorism** means an act (which may include using force or violence) by any person or group, committed for political, religious, ideological, or similar purposes, with the aim of influencing any government or to put the public, or any section of the public, in fear. Robberies or other criminal acts mainly committed for personal gain and acts arising mainly as a result of personal relationships will not be considered as an act of terrorism. Act of terrorism also includes any act which is confirmed by the relevant government as an act of terrorism. Using nuclear, chemical, or biological substances or weapons will also be considered an act of terrorism.
- **Accident or accidental** means a sudden, unexpected event which happens during the period of insurance which must be the only cause of injury or damage to the insured, whichever applies.
- **Certificate of insurance/ policy** means the document which proves that you have insurance cover, listing among other things, details of everyone insured, the plan and the period of insurance covered under this policy.
- **Close Family Members** means 1st degree relatives (parents, Spouse, full siblings, or children).
- **Common Carrier** means any public transport by road, rail, sea, or air with a licensed carrier operating a regular and/or charter passenger service.
- **Country of Residence** means the country where you are permanently residing or where you are temporarily residing for a period of more than three months at the date of issue of the insurance, and to where you will be repatriated if medically necessary.
- **Deductible** means the first amount of each claim, for each separate accident, payable by the insured. Excess/Deductible amounts are shown in the Table of Benefits. In the event that you make a claim under more than one Section of the insurance the deductible will be applied to each Section.
- **Emergency care:** means immediate medical treatment needed for a serious or life-threatening condition, such as a sudden illness, injury, or severe pain that requires urgent attention — typically provided in a hospital's emergency room (ER).
- **Insurance Company** means the company with whom the insurance policy is held who will bear the risk/ expenses with the insured in case of an eligible claim occurrence as per policy's General conditions and Table of Benefits.
- **Insured / you/ your** means an individual named in the certificate of insurance who is insured under an insurance policy issued by the insurance company.
- **Medical Necessity** means all acts that may be justified based on legal medical documents/ reports/ results and an attestation from a registered certified doctor. The servicing company through its medical team reserves all the right, to determine the implication of medical necessity depending on each case.
- **Natural disaster** means any event or force of nature such as earthquake, tsunami, volcanic eruption, flood, typhoon, or hurricane that has catastrophic consequences in terms of financial, environmental, or human losses. Bad weather conditions that cause little or no effect on financial, environmental, or human loss will not be considered as natural disaster.
- **Outpatient care** means the medical care you receive without being admitted to a hospital overnight — such as doctor visits, diagnostic tests, or minor procedures.
- **Pre-Existing Condition** means any health condition or impairment medically existing, which has developed over time prior to enrollment whether known or unknown, treated or not. The preexisting medical condition definition also applies to injury or sickness of the family member.
- **Public transport** means any regularly scheduled aircraft, bus, ferry, hovercraft, hydrofoil, ship, train, tram, or underground train which has fixed and established routes and is operated by a licensed carrier or operator to transport fare-paying passengers.
- **Serious Medical Condition** means a condition, which in the opinion of the servicing company constitutes a serious medical emergency requiring urgent remedial treatment to avoid death or serious Impairment to the Insured's immediate or long-term health prospects. The seriousness of the medical condition will be judged within the context of the Insured's geographical location, the nature of the medical emergency and the local availability of appropriate medical care or facilities.
- **Servicing/ Assistance Company** means the company appointed to provide various emergency assistance services for the purpose of supplying the Benefits/Services/Covers of this policy on the Insurer's behalf if the claim is eligible.
- **Services** means the medical and travel assistance to be provided by The Servicing Company.
- **Valuables** means photographic, audio, video, computer, telecommunications, and electrical equipment; all discs, tapes, and cassettes; telescopes, binoculars, spectacles and sunglasses; antiques; sports equipment; watches; jewelry; furs; works of art and articles made of precious or semi-precious stones and precious metals.
- **Sports Activities** means any sport or sporting activity for amateurs (details in Sports activities section) upon extending coverage as per policy's Table of Benefits.



## **Section 2. GEOGRAPHICAL SCOPE OF SERVICES & COVERAGE**

The geographical scope of services and coverage is limited only to outside the Usual Country of Residence; all treatments for a covered case are not covered in the insured's Usual Country of Residence. After the policy expires, all follow up treatments and investigations related to a covered case, are not covered during the insured's stay outside or inside his Usual Country of Residence.

The Services provided by the servicing company under this Agreement are rendered on a worldwide basis. The servicing company shall use its best endeavors to provide the Services, but any help and intervention depends upon, and is subject to local availability and has to remain within the scope of national and international law and regulations and intervention depends on the servicing company obtaining the necessary authorizations issued by the various authorities concerned.

The servicing company shall not be required to provide Services to the Insured/s, who in the sole opinion of the servicing company is located in areas which represent war risks, political or other conditions such as to make such Services impossible or reasonably impracticable.

## **Section 3. SCOPE OF SERVICES/COVERAGE**

The servicing company shall make available operations coordinators answering in different languages for the Users by telephone at its fully-manned **non free call alarm center** available 24 hours a day, 7 days a week.

When the servicing company has the information immediately available, the servicing company shall provide the Services, as appropriate, to the Insured while the Insured is on the telephone. In all other cases, the servicing company will provide the information to the Insured by the quickest possible means.

The servicing company shall, subject to the terms and conditions as defined hereunder, provide the following Services to a Insured calling the servicing company.

If the claim is eligible, the client will be covered under usual, customary, necessary and reasonable costs for a maximum Aggregate limit as per Table of Benefits.

## **Section 4. SERVICES & BENEFITS**

### **1. Medical expenses incurred during hospitalization**

In the event of sudden illness or injury of the adherent occurring outside the usual country of residence, the insured has to call the assistance party prior to his admission.

The Servicing Company will guarantee the direct payment of the medical expenses incurred during hospitalization, up to the maximum limit stated in the schedule of benefits for the treatment of an injury or sickness sustained by the insured while his policy is in effect considering that cases are:

- Not due to any preexisting condition.
- Within the scope of policy particular and general condition.
- Not excluded as per policy particular and general exclusions.
- As per the usual reasonable and customary charges.
- Covered under Regular/ Standard Admission Class.

#### **a) Inpatient care**

The Treatment of covered medical conditions that cannot be treated on an ambulatory basis, as defined hereinafter, and requires an uninterrupted hospital confinement initiated during the policy period.

#### **b) Emergency care**

Refers to **immediate medical treatment needed for a serious or life-threatening condition**, such as a sudden illness, injury, or severe pain that requires urgent attention — typically provided in a hospital's **emergency room (ER)**.

Emergency care is **covered** under travel insurance **when it is required immediately to prevent serious health risks** or death. Once the emergency is under control, any **follow-up or non-urgent treatment** (even if related to the same issue) is considered **outpatient care** and **is not covered** unless specified in your policy.

#### **c) Outpatient care**

Outpatient treatment is **not covered** by travel insurance. However, if you need **emergency care** due to a sudden illness or accident, the treatment you receive in the **emergency room (ER)** may be covered — **if it is required immediately to eliminate any life-threatening condition**.

#### **d) Deductible (applicable for Emergency and Inpatient Care)**

Deductible means the first amount of each claim, for each separate accident, payable by the insured.

Excess/Deductible amounts are shown in the Table of Benefits.

GEOGRAPHICAL COVERAGE	LEBANON INBOUND		MENA & EUROPE				WORLDWIDE EXCLUDING USA, CANADA, AUSTRALIA & JAPAN			WORLDWIDE		
	A	B	A	B	C	D	A	B	C	A	B	C
AGE	DEDUCTIBLE											
Up to 75	Nil											
Age 76 to 86	\$1,000		\$1,000		\$1,500		\$3,000		\$3,500		\$4,000	

**Documents needed to be submitted under this clause:**

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Flight tickets
• Detailed medical report and discharge summary (translated if needed)
• All Tests results (Laboratory, Diagnostic and others)
• Detailed Hospital Invoice (translated if needed)
• Receipt of payment (if any)

**e) Medical expenses due to Covid-19**

This policy will cover the user for reasonable usual and customary (UCR) medical costs and expenses under Regular/ Standard Admission Class which may be incurred consequent to the user's becoming infected with COVID-19 disease, while this policy is in force, but only in respect of In-hospital confinement provided that:

- For the purpose of this clause, COVID-19 disease shall be defined as a general and widespread sudden outbreak of an acute and severe infectious disease caused by Corona Virus as per the World Health Organization.
- Usual, reasonable, and customary (UCR) is defined as treatment consistent with generally accepted standards of medical practice, procedures, and surgeries in destination country, in accordance with the Ministry of Health and the National Social Security guidelines for normal, usual & customary procedure and/or standard health sector practice.
- In Hospital confinement refers to any treatment that cannot be undergone under the Out of-Hospital services and is recommended by a recognized treating physician. Such confinement must be medically indicated by the treating Physician to diagnose or treat COVID-19 disease covered under this Policy.
- ICU/Severe: these cases need admission to ICU with intubation and respirator, and the average length of stay is 25 days.
- Step Down/Moderate Cases: these cases need admission to intensive care with isolation, but no intubation and no respirator. Usually, it takes 14 days average length of stay.
- Ward/ Mild cases: if admitted to hospital, needs isolation with an average length of stay of 2 days for any new policies issued by the Insurance Company for the new Policyholder and/or Insured.

The "medical expenses" benefits provided under our plan can be claimed if COVID-19 is suspected or detected. In this particular context, "experimental" treatments, meaning medically-prescribed treatments being tested by doctors to treat this disease, will of course be covered as no cure has yet been found.

The cover is granted:

- If the person got infected by corona virus during his stay at the stated country, after presenting a positive PCR result.
- If the destination airport requires a mandatory PCR on arrival, then the person should present a negative PCR in order to be covered. If the PCR test is not mandatory, 72 hours waiting period is required.

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Flight tickets
• Detailed medical report and discharge summary (translated if needed)
• COVID-19 test results (Positive & Negative)
• All Tests results (Laboratory, Diagnostic and others)
• Detailed Hospital Invoice (translated if needed)
• Receipt of payment (if any)
• GOP of the exact amount covered on Direct Billing and all other coverage related conditions

**2. Emergency medical evacuation**

The Company will indemnify the Insured for the cost incurred towards Emergency Medical Evacuation, subject to the following:

- a) These transportation expenses would be limited to transporting the Insured from the covered claim location to the nearest appropriate medical facility provided that such cost is certified and authorized by a certified Medical Physician and/or the Assistance Service Provider and Company’s liability does not exceed the Sum Insured/Sublimit mentioned in the Policy Schedule.
- b) The Servicing/Assistance company will arrange for the air and/or surface transportation, communication and all customary ancillary services incurred in moving and transporting of the Insured through its medical team reserves the right to determine the location to which the Insured will be evacuated and the means or method by which such evacuation will be carried out. While doing so, , the Servicing/Assistance company may consider all relevant circumstances including, but not limited to the Insured’s medical condition, the medical necessity for a special means of transportation, the need for medical care enroute, the degree of emergency, the Insured’s fitness to travel, airport availability, weather conditions and travel distance in determining which transportation means will be needed.
- c) Medical Evacuation will be subject to the Insurance Company’s prior approval and only, when necessary, on medical grounds.

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport/ ID
• Entry stamp to destination country
• Companion’s Passport/ID (if any)
• Medical report from a licensed physician in the treating hospital
• Fit To Fly from a licensed physician
• Official Confirmation of acceptance from the receiving hospital
• Medical Clearance from the airlines
• Clearance from the airport and all legal parties
• Flight Reservation Tickets and medical facilities needed (including medical equipment, escorts and others)
• Flight Tickets for the companion (if any)
• GOP after confirming the quotation from the provider

**3. Emergency medical repatriation**

The servicing company will arrange for the return of the Insured to the Country of Residence by air and/or surface transportation following an in-hospital admission for a covered case. The servicing company through its medical team reserves the right to decide the means or method by which such repatriation will be carried out having regard to all the assessed facts and circumstances including, but not limited to the Insured’s medical condition, the medical necessity for a special means of transportation, the need for medical escort (s), the degree of urgency, the Insured’s fitness to travel, airport availability, weather conditions and travel distance in determining which transportation means will be needed.

Medical repatriation will be subject to the Insurance Company prior approval and only when judged necessary on medical grounds.

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport/ ID
• Entry stamp to destination country
• Companion's Passport/ID (if any) and visa or other authorization form
• Medical report from a licensed physician in the treating hospital
• Fit To Fly from a licensed physician
• Official Confirmation of acceptance from the receiving hospital or the drop off location
• Medical Clearance from the airlines
• Clearance from the airport and all legal parties
• Flight Reservation Tickets and medical facilities needed (including medical equipment, escorts and others)
• Flight Tickets for the companion (if any)
• GOP after confirming the quotation from the provider

**4. Transportation of mortal remains**

The servicing company will cover the cost and logistics of returning a deceased person's body to their Country of Residence in case of death while travelling abroad.

The Transportation of Mortal Remains will be subject to the servicing company prior approval and the coverage will include the following:

**a) Transportation Costs:**

Cost of transporting the body back to the country of Residence

Includes the needed transportation (Air or Ground transportation) as judged necessary by the servicing company.

**b) Documentation and Legal Formalities:**

Assistance with Medical providers and personnels for proper preparation of body and related medical documentation needed for transportation.

Coordination with legal authorities and other parties to arrange needed permits for transportation.

**c) Escorts of remains:**

Arrangements of flight tickets for one Family member to escort the body back to the Country of residence

Exclusions applicable to this section:

- Death related to pre-existing medical conditions.
- Death related to excluded conditions including but not limited to: Suicide, Illegal or reckless behavior, self-inflicted conditions.
- Travel to excluded countries or war Zones.
- Delay in Notification.
- Funeral or burial costs (at the place of death and country of residence).
- Repatriation of personal effects.
- Mortuary and Medical fees.

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport/ ID
• Entry stamp to destination country
• Companion's Passport/ID (if any) and visa or other authorization form
• Death Certificate mentioning the reason for death
• Embalming Certificate
• Clearance from the airport and all legal parties
• Flight Reservation Tickets for the corpse and the companion (if any)
• GOP after confirming the quotation from the provider



**5. Compassionate visit – Ticket and Accommodation**

Upon request from the Insured, the servicing company will arrange for one economy class return airfare for a relative or a friend of the Insured to join the Insured who, when traveling alone, is hospitalized outside the Usual Country of Residence for a period in excess of 7 consecutive days, subject to The Insurance Company prior approval and only when judged necessary on medical and compassionate grounds.

Compassionate visit due to COVID-19 (or any internationally and locally recognized epidemics, pandemics, and endemics) are strictly excluded from the scope of coverage.

The insurance company extends to reimburse for the additional accommodation expenses incurred to the insured’s relative for a period not exceeding 5 consecutive days, in such case the room type for the accommodation shall not be more than a standard room in a 3- or 4-star hotel depending on the insured location.

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Copy of passport and visa (or other authorization form) of the visiting Family Member/Relative
• Proof of relationship between the insured and the visiting relative
• Detailed medical report (translated if needed)
• Medical certificate from the treating physician regarding the client’s condition and length of stay at the hospital
• Economy Flight Ticket receipt for the visiting relative

**6. Return of minor children**

If an Insured has minor children (not yet 18 years old, unmarried and in school) who are left unattended as a result of an Insured’s injury, illness or medical evacuation, the servicing company will arrange for transportation of such minor children to the Insured’s Usual Country of residence.

*Limits of this cover: One economy class one-way airfare.*

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Copy of passport(s) and other travel documents of the minor children
• Original Flight Tickets and visa or other authorization form
• Proof of relationship between the insured and the minor children
• Escort Details & travel documents (if needed)
• Consent letter from parents to escort their minor children
• Detailed medical report (translated if needed)
• Medical certificate from the treating physician regarding the client’s condition and length of stay at the hospital
• Economy Flight Ticket(s) receipt(s) for the Minor children
• Economy Flight Ticket receipt for the escort (if needed)

**7. Convalescence expenses**

Upon request from the Insured, the servicing company will arrange for the additional hotel accommodation for the Insured related to an incident requiring emergency medical evacuation, emergency medical repatriation or hospitalization, subject to The Insurance Company prior approval.

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Detailed medical report and discharge summary (translated if needed)
• Medical certificate from the treating physician regarding the client’s condition
• Hotel Accommodation Invoices including check-in and check-out dates
• Hotel Accommodation Receipts



**8. Dental emergency due to accident**

The Insurance Company shall pay for medical treatment for the emergency relief of pain due to facial trauma if treatment is required within 48h of accident.

The Insurance Company shall extend the coverage to include dental injuries and emergencies that require immediate attention. Travel dental coverage may include the following benefits for sound and natural teeth:

- Teeth ache due to loss of filling.
- Teeth inflammation.
- Teeth injuries.
- Sudden dental emergency resulting in unexpected pain.
- Broken teeth.
- Necessary prescription medications, anesthesia, and X-rays up to your travel insurance policy's dental coverage limit.

**Exclusions applicable to this section:**

- Dental treatment which can wait until your return home.
- Damage to braces and dentures, dental prostheses, crowns, or bridges, false teeth replacement.
- Teeth previously restored with a crown, inlay, or porcelain restoration or treated by endodontic, except amalgam or composite resin fillings.
- Any treatment which is related to or caused by a preexisting medical condition.
- Any dental expenses incurred after the insured return to the usual country of residence.
- Anything else that's listed in the Limits and Exclusions in the policy wording.

**Documents needed to be submitted under this clause:**

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Flight tickets
• Detailed medical report (translated if needed)
• Detailed Hospital Invoice (translated if needed)
• Receipt of payment (if any)
• GOP of the exact amount covered on Direct Billing and all other coverage related conditions

**9. Sea & Mountain Rescue**

The servicing company will arrange for transporting the Insured when in a serious medical condition to the nearest hospital where appropriate medical care is available. The servicing company Underwriters shall pay for the medically necessary expenses of such transportation and communications and all usual and customary ancillary charges incurred in such services arranged by The Servicing Company.

**Documents needed to be submitted under this clause:**

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Flight tickets
• Medical report or certificate from the emergency response team
• Rescue Operation Report
• Incident Report
• GOP after confirming the quotation from the provider

**10. Fees of Buying or Shipping of Urgent Medicines**

Upon request from the insured, the servicing company will arrange to buy, ship, and/or deliver to the insured his essential/urgent medicines and drugs that are necessary for his care and/or treatment which are lost or forgotten and are unavailable in the destination country.

The above will be subject to the laws and regulations applicable locally.

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Flight tickets
• Physician's prescription of the medicine
• Medical Certificate from the treating physician
• Proof of medicine unavailability in the destination country
• Receipts of buying, shipping & delivery of medicines (if available)

**11. Loss of Passport**

The Insurance Company will reimburse the insured for the replacement cost of the country of residence' passport/Travel Documents (of citizenship country) following the accidental and unintentional loss or damage during the insured's trip.

Exclusions applicable to this section:

- Any loss not reported to the local police, embassy, consulate, issuing authority, and/ or public common carrier within twenty-four (24) hours from the occurrence of the incident.
- Any fine or penalties incurred due to non-replacement or late replacement of the passport/Travel Documents by the insured.
- Passport/Travel Documents renewal.
- Loss or damage due to delay, confiscation or detention by customs or other authorities.
- Any unexplained loss or mysterious disappearance.
- Any loss not substantiated by a written confirmation from the police, local embassy, consulate, issuing authority and/ or public common carrier.
- The claim of both temporary and permanent version of the same passport/Travel Documents; In the event of such loss, the insured may claim either one (1) version.
- Loss or theft of your passport/Travel Documents left unattended at any times (including in a vehicle or in the custody of carriers) unless deposited in a hotel safe, safety deposit box or left in your locked accommodation.

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of available travel document
• Entry stamp to destination country (if available)
• Flight Tickets
• Police report (FIR) within 48 hours after the loss
• Formal document issued to replace the lost one
• Receipt of the substituting document

**12. Luggage Loss – Up to 40 KG**

The guarantees relating to luggage and personal possessions that belong to the users will be provided according to the conditions set out below.

The Insurance Company will supplement the compensation in the event of the insured suffering a total loss of baggage that has been checked by an International Airline for an International flight. This includes compensation for the clothing and the personal effects which are stored in the personal baggage that is lost following the lost baggage registered weight as per the Table of Benefits.

The minimum period of time that must elapse for the luggage to be considered been lost once and for all will be that stipulated by the carrier company, **with a minimum of 21 days.**

**In all cases, the original certificate of the carrier or complaint, reporting the occurrence of the loss/accident must be furnished.**

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

- Partial loss or damage to checked baggage.
- Wear, tear and depreciation of the article.
- Claims for valuable or fragile articles in checked baggage.
- Claims arising from detention, delay or confiscation by customers or other officials.
- Claims on items for which the insured has already been reimbursed by the Airline or another party.
- Claims for loss of business goods or samples or equipment of any kind.
- Money, jewelry, debit and credit cards, any type of missing documents/ items is excluded from this guarantee.

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Flight Tickets
• Luggage Tags
• Luggage Irregularity report mentioning the date of loss
• Formal communication from the airlines that luggage was lost and not retrieved after 21 days
• Formal communication from airline if compensation was made

**13. Luggage Delay**

In case the insured’s registered luggage is temporarily lost during his trip and if not delivered **within the 12 hours** of his destination arrival and the insured had to buy essential items (clothes, toothbrush, etc...) the Insurance Company will reimburse the essential items limited to clothing and toiletries not exceeding US\$250 any one item, bought, upon presentation of the invoices.

A written formal document should be obtained from the aviation company confirming the number of hours in respect of luggage delay and the retrieved date.

*Exclusions applicable to this section:*

- Losses or deterioration due to delay.
- If legal authorities detained the luggage.
- Trip scheduled to an unstable country if war is declared or not.
- Delay occurring while the insured is in the return trip to the usual country of residence.

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Flight Tickets
• Luggage Tags
• Luggage Irregularity report mentioning the date of loss
• Formal document/ communication of luggage receipt while mentioning the retrieval date.
• Receipts of essential items purchased during the loss date

**14. Flight/Trip Delay**

The insurance company will compensate for the reasonable additional meal, transfer and accommodation expenses should your scheduled carrier be delayed for **at least 4 hours**, due to:

- Unforeseen strike, industrial action, riot, civil unrest.
- Unforeseen major social event.
- Adverse weather conditions, natural disaster.
- Traffic flow congestion.
- Mechanical or technical” hazard” of the common carrier.

The insurance company will indemnify the insured in case:

- The insured has registered as per the itinerary already provided.
- The insured has got an official written confirmation from the common carrier in respect of the number of hours of the delayed trip and the reason for this delay.
- The insured has to abide by the travel agency General Conditions.

*Exclusions applicable to this section:*

Any loss resulting from:

- The insured’s failure to check-in on time.
- Failure to obtain written confirmation from the Carrier or their agents stating the period of and reasons for the delay.
- Any event or occurrence that commenced or was announced before you arranged this insurance or booked your Trip, whichever is the later.
- Any costs that you can claim from the Carrier or other sources.
- Transport services being withdrawn as the result of a recommendation or instruction from a government authority unless directly resulting from a natural disaster.
- Delay already communicated by the airport controllers or publicly announced at the time the insured has

- made the reservation.
- Scheduled strike or social uprising.
- Delay occurring while the insured is still in the usual country of residence.
- Flight Delay is not applicable for Single Trip/ One Way Trip.

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Original Tickets
• New Tickets
• Formal communication from airline mentioning the hours and reason of delay
• Receipts of meals, accommodation, essentials, and others during the delay time

**15. Trip Cancellation – Up to 70 years**

The Insurance Company shall indemnify the insured in respect of any irrecoverable (from any others sources) and unused travel fare, accommodation expenses and/or other pre-paid charges which have been paid in advance or contracted to be paid and for which the insured is legally liable, in the event, the insured has to necessarily and unavoidably cancel the insured trip before the commencement date of the insured trip as **a result of any of the following:**

- Death, sudden admission to the hospital of the insured person, or his close family members due to a non-preexisting condition which necessitates hospital stay for at least 2 nights.
- Accidental Injury that results in medically imposed restrictions as certified by a Physician at the time of Loss preventing your participation in the Trip. A Physician must advise to cancel the Trip on or before the Scheduled Departure Date.
- The insured’s redundancy for which a proper redundancy notice has been supplied by the insured’s employer in respect of permanent employment, and which qualifies for payment under current legislation of the insured’s Country of Residence.
- Witness summons, jury service, or compulsory quarantine of the insured (positive PCR result must be presented).
- Accidental and serious damage to the insured person’s place of residence or business in the country of residence arising from fire, flood, or burglary within seventy-two (72) hours before the departure date of the planned insured trip which requires the insured person’s presence in the country of residence on the departure date of the insured’s trip for the purpose of police investigation.
- *User and Family member: Up to \$4,500*  
*Group (More than 20 individuals): up to \$10,000*

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport
• Old Tickets
• New Tickets
• Formal document/ proof and other supporting documents mentioning the reason for trip cancellation (Medical report, police report or others...)
• Receipts of pre-paid, non-refundable charges including ticket, hotel accommodation and others

**16. Trip Curtailment**

The Insurance Company shall indemnify the insured, in the event, the insured has to, necessarily and unavoidably, cut his insured trip short as **a result of any of the following:**

- Death, sudden admission to the hospital of the insured person, or his close family members (Parents, Spouse, Children, and siblings) due to a non-preexisting condition which necessitates hospital stay for at least 2 nights.
- Witness summons, jury service, or compulsory quarantine of the insured.
- Accidental and serious damage to the insured person’s place of residence or business in the country of residence arising from fire, flood, or burglary within seventy-two (72) hours after the departure date of the planned insured trip which requires the insured person’s presence in the country of residence after the departure date of the insured trip for the purpose of police investigation.

***Documents needed to be submitted under this clause:***

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Old Tickets
• New Tickets
• Formal document/ proof and other supporting documents mentioning the reason for cutting the trip (Medical report, police report or others...)
• Receipts of pre-paid, non-refundable charges including ticket, hotel accommodation and others

***The following exclusions applicable to Trip Curtailment and Trip Cancellation:***

Any loss directly or indirectly arising from:

- Any circumstances leading to the cancellation or curtailment of the insured trip, which is existing, or announced before the insurance period.
- If the purpose of the insured trip is to obtain medical treatment or the insured trip is undertaken against the medical practitioner’s recommendation.
- Any medical condition or other circumstances known to have existed before the insurance period.
- Government’s regulations control or act, bankruptcy, liquidation, error, omission or default of any travel agency, tour operator, public common carrier and/or other provider of any service forming part of the booked itinerary.
- Failure to notify the travel agency, tour operator, public common carrier and/or other provider of any service forming part of the booked itinerary of the need to cancel or curtail the travel arrangement immediately when it is found necessary to do so.
- Any loss in relation to cancellations or curtailments to schedules that is not verified by the airline, travel agency or other relevant organizations.
- Any loss which will be paid or refunded by any existing insurance scheme, government program, public common carrier, travel agent or any other provider of transportation and/or accommodation.
- Any expenses incurred for services provided by another party for which the insured person is not liable to pay and/or any expenses already included in the cost of a scheduled insured trip.
- Any loss if the insured person refuses to follow the recommendation of a medical practitioner to return to the country of residence or refuses to continue the insured trip whilst the insured person’s physical condition at the time of recommendation is fit for travel (applicable to curtailment of trip only.)
- The insured person’s unwillingness to travel.
- The insured person not checking in on time unless due to adverse weather conditions at the country of residence.
- Compensation for frequent flyer points or similar loyalty schemes.
- Known or unknown pregnancy of the insured person.
- Failure to obtain the required passport, visa, or necessary travel documentation.
- Any loss not substantiated by a written medical report from the medical practitioner.
- Any loss not substantiated by a written confirmation or cancellation invoice from the Public common carrier and/or accommodation and lodging provider and/or unused travel ticket.
- Any loss not substantiated by a written confirmation from a suitable authority confirming the need to curtail the insured trip due to being summoned as a witness in a court of law, or the insured’s place of dwelling being flooded or robbed.

**17. Changes in Ticket/Postponed Flight.**

This coverage provides reimbursement for flight change/ postponing fees in the event of the insured being quarantined or confined to a hospital in consequence of Covid-19 infection.

***Documents needed to be submitted under this clause:***

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Original Flight tickets
• COVID-19 test results (Positive & Negative)
• Receipt of the new reserved Ticket and postponing fees
• Proof of quarantine due to COVID-19

**18. Damaged Baggage**

The insurance company will pay for the accidental loss of, theft of or damage to checked-in Baggage occurring during the Period of Insurance. The amount payable will be the current market value subject to the limit stated in the schedule, which takes into account a deduction for wear, tear, and depreciation (or the insurance company may, at its option, replace, reinstate, or repair the lost or damaged Baggage).

**Special Conditions:**

The insured must take reasonable precautions at all times to ensure the safety and supervision of Baggage and should take all practicable steps to recover property lost or stolen. If it is lost, stolen or damaged while in the care of a carrier, transport company, authority, or hotel the insured must report to them, in writing, details of the loss, theft or damage and obtain written confirmation. If property is lost, stolen or damaged whilst in the care of an airline the insured must:

- Obtain a Property Irregularity Report.
- Give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (Please retain a copy).
- Retain all travel tickets and tags for submission if a claim is to be made under this Policy.
- Retain receipts for items lost, stolen or damaged as these will help you to substantiate your claim.

You must report to the local Police within 24 hours of discovery and obtain a written report of the loss, theft of all Baggage.

**Exclusions applicable to this section:**

- Valuables left Unattended at any time (including in a motor vehicle or in the custody of carriers) Baggage contained in or stolen from an unattended motor vehicle.
- Loss or damage due to delay, confiscation or detention by customs or other authority.
- Depreciation in value or shortages due to error or omission.
- Unset precious stones, contact or corneal lenses, hearing aids and dental or medical fittings, musical instruments, deeds, manuscripts, securities, perishable goods, bicycles.
- Cracking, scratching, breakage of or damage to china glass, glass (other than glass in watch faces, cameras, binoculars, or telescopes), porcelain or other brittle or fragile articles unless caused by fire, theft or accident to the vessel, aircraft, or vehicle in which they are being carried.
- Breakage of sports equipment or damage to sports clothing whilst in use.
- Business goods, samples, tools of trade, motor accessories and other items used in connection with your employment or occupation.
- Wear and tear, depreciation, deterioration or loss or damage by atmospheric or climatic conditions by moth, vermin, by any process of cleaning, repairing, or restoring, mechanical or electrical breakdown or derangement.

**Documents needed to be submitted under this clause:**

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Flight Tickets
• Luggage Tags
• Police Report within 24 hours of the theft
• Damage report from the involved party
• Photos of damaged luggage
• Formal written notice of the claim to the airline within the time limit contained in their conditions of carriage
• Property Irregularly report
• Receipts for items lost, stolen or damaged

**19. Personal electronic items / Money**

The insurance company will pay for personal electronic items such as Laptop, Notepad, Mobile Phones stolen from the insured himself during his journey abroad.

This must be reported to the police within 24 hours of when the incident occurs and the insurance company will need a written statement from such an authority, such as a police report.

**Exclusion Applicable to Personal Electronic Items Sections:**

Any loss of the item:

- Whilst left unattended at any time unless have been left secure in a locked hotel room, locked apartment, locked holiday residence or other locked and secure self-contained accommodation.
- From an Unattended vehicle other than from a locked enclosed boot or concealed by the parcel shelf in the

fixed position in a hatchback or estate vehicle and there is evidence that entry was effected by violent and forcible means.

- Whilst left Unattended at any time or whilst in a suitcase or in the custody of another person.
- If any loss or damage will be reimbursed by any other party

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Flight Tickets
• Proof of ownership (Original purchase invoice/Receipt, photos or others)
• Police report within 24 hours of the incident
• Receipts or other proofs showing the items value

**20. Missed Departure**

This travel insurance coverage provides reimbursement for flight change fees or additional transportation costs required to meet a cruise or tour in the event of a missed flight connection due to accident or bad weather as follows:

- Public transport delays.
- Unforeseen strike.
- Road accidents involving the vehicle the insured is travelling in.
- Mechanical car broke down of the insured.
- Extreme weather conditions – such as a snowstorm.

**Exclusions applicable to this section:**

- Oversleeping.
- Being unorganized and leaving enough time to get to the airport or get through security.
- A protest or civil unrest that had not been publicly announced in advance.
- Heavy traffic delays that weren't caused by an accident, for example, roadworks.
- Refusal of compensation or alternative flights offered by your airline.

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Original Flight Tickets
• Official proof for missed departure/connection from the involved party
• Receipts of non-refundable flight change fees and additional transportation costs

**21. Flight Overbooking**

The insurance company will pay the insured the cash benefit shown in the table of cover of his plan if he was not allowed to get on board of his booked flight for which he has previously received confirmation because it was overbooked, and no compensation or no other transport was made available to him within six hours of the scheduled departure time.

The insured must get written proof of being denied boarding from the transport operator of the public transport (whichever applies) or their handling agents.

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Original Flight Tickets
• Boarding pass
• Written proof of being denied boarding from the transport operator of the public transport or their handling agents.
• New Flight Tickets (if any)

**22. Legal Consultancy expenses**

In case of a legal debate, the insurance company will offer legal assistance advice to the insured.

The insured is covered up to the amount stated in the Schedule for legal costs and expenses incurred by him or his legal representative in pursuit of a claim for compensation and/or damages from a third party who causes his injury or death during the Trip, provided that the insurance company has complete control of the proceedings and of the selection, appointment, and control of all legal advisers.

**Exclusions applicable to this section:**

- Any costs or expenses incurred by the insured for any claim brought against a tour operator, travel agent, Carrier, the servicing company, or the insurance company.
- Any costs or expenses incurred before the granting of the insurance company’s support which it will not unreasonably withhold. The insurance company reserves the right to withdraw at any stage and shall not then be liable for any further expenses.
- Any incident reported to the insurance company more than 180 days after the event occurs which gives rise to such claim.
- Any claim where the insurance company considers the prospects of success in achieving a reasonable settlement are insufficient and/or where the insurance company considers the laws, practices and/or financial regulations of the country where the incident occurred or where the claim is brought will preclude the insurance company from obtaining a satisfactory settlement.

**Documents needed to be submitted under this clause:**

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Flight Tickets
• Police report/ Legal Notice/ Court Summons issued by legal authorities
• Invoices of the legal costs paid by the insured or his legal representative
• Invoices or bill from the lawyer/ legal consultant
• Receipts of payment

**23. Personal Accident (Accidental death in Common Carrier)**

In case the insured opting for the personal Accident dies following covered accident in a common carrier, the sum insured specified in the application form as per applicable plans shall be paid to the beneficiary (ies) designated in the application or to the legal heirs.

Payment shall be effected as per legal jurisdiction.

**Documents needed to be submitted under this clause:**

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Flight tickets
• Boarding pass
• Death certificate indicating the cause, date, time and place of death
• Police/Accident report
• Common carrier report
• Proof of relationship with the beneficiary

**24. Personal Accident Benefit (OPTIONAL)**

The insured is covered for the full amount stated in the Schedule if during the Trip he sustains accidental bodily injury, caused solely and directly by accidental external violent and visible means, and such bodily injury within 12 months of the accident is the sole and direct cause of the insured’s:

- Death; or
- Loss of sight – meaning the complete and permanent loss of sight in one or both eyes; or
- Loss of limb(s) – meaning the loss of a hand or foot by permanent physical severance at or above the wrist or ankle or total and permanent loss of use of a hand or foot; or
- Permanent total disablement – meaning disablement which entirely prevents you from engaging in, or attending to, any occupation whatsoever for at least 12 months after the date of the accident causing the disablement and at the expiry of that period being beyond hope of improvement.

**Special Conditions:** If an Insured Person is under 16 years of age at the date of issue of the Schedule, the amount payable in respect of death will be limited to 80% of the amount stated in the Schedule.

*Documents needed to be submitted under this clause:*

• Copy of policy
• Copy of passport
• Entry stamp to destination country
• Flight tickets
• Accident report and police report
• Death Certificate (For accidental death)
• Medical report & all related tests results and follow up tests
• Disability certificate
• Employer's letter confirming leave from work (if employed)
• Proof of relationship with the beneficiary

**Section 5. 24/7 ASSISTANCE**

**1. Telephone medical advice**

The servicing company will arrange for the provision of medical advice to the Insured over the telephone.

**2. Medical service provider referral**

The servicing company shall provide to the Insured, upon request, the name, address, telephone number and, if available, office hours of physicians, hospitals, clinics, dentists, and dental clinics (collectively "Medical Service Providers"). The servicing company shall not be responsible for providing medical diagnosis or treatment. Although the servicing company shall make such referrals, it cannot guarantee the quality of the Medical Service Providers and the final selection of a Medical Service Provider shall be the decision of the Insured. The servicing company, however, will exercise reasonable care and diligence in selecting the Medical Service Providers.

**3. Arrangement of hospital admission**

If the medical condition of the Insured is of such gravity as to require hospitalization, the servicing company will assist such Insured in the hospital admission.

**4. Monitoring of medical condition during and after hospitalization**

The servicing company will monitor the Insured's medical condition during and after hospitalization, subject to any and all obligations in respect of confidentiality and relevant authorization.

**5. Medical translation service**

The servicing company will arrange for the provision of medical translation to the Insured over the telephone. Where the servicing company uses an external service provider to provide the translation service, the quality of the translator cannot be guaranteed. The Servicing Company will however exercise reasonable care and diligence in selecting such service providers.

**6. Delivery of essential medicine**

The Assistance Company will take charge of delivering the medicines outside the country of residence prescribed urgently by a doctor for the insured during the trip and which cannot be found in the place where he/she had travelled to or to be replaced by medicines that have a similar composition. The Assistance Company will not be responsible for the medicine's expenses.

**7. Inoculation and visa requirement information**

Upon request from the Insured, the servicing company shall provide information concerning visa and inoculation requirements for foreign countries, as those requirements are specified from time to time in the most current edition of World Health Organization Publication "Vaccination Certificates Requirements and Health Advice for International Travel" (for inoculations) and the "ABC Guide to International Travel Information" (for visas).

**8. Lost luggage assistance**

Upon request from the Insured, the servicing company will assist the Insured who has lost his/her luggage while traveling outside the Usual Country of Residence by referring the Insured to the appropriate authorities.

**9. Interpreter referral**

Upon request from the Insured, the servicing company will provide the names, telephone numbers and, if possible and requested, hours of opening of interpreters' office in foreign countries. Although the servicing company shall make such referrals, it cannot guarantee the quality of the service provider and the final selection of a service provider shall be the decision of the Insured. The Servicing Company, however, will exercise care and diligence in selecting the service providers.

**10. Emergency traveling service assistance**

The servicing company shall assist the Insured in making reservations for air ticket or hotel accommodation on an emergency basis when traveling overseas.

**11. Emergency interpreting assistance**

The servicing company will arrange for the provision of interpreting assistance to the Insured over the telephone on an emergency basis.

**12. Embassy referral**

The servicing company shall provide the address, telephone number and hours of opening of the nearest appropriate consulate and embassy worldwide.

**13. Emergency document delivery**

The servicing company shall assist the Insured to arrange for emergency document(s) to be delivered to the Insured's friend, relative or business associate, upon the Insured's request to do so.

The above assistance Services are purely on referral or arrangement basis. The servicing company shall not be responsible for any third-party expenses, which shall be solely the Insured's responsibility.

**Section 6. ADDITIONAL BENEFITS**

**1. Sports/Adventure – Up to 70 years**

The following amateur sports and adventure activities are covered:

Aerobics	Archery	Athletics
Badminton	Ballooning (as a passenger) *	Baseball
Basketball	BMX (on-road, no tricks or jumps)	Bungee jumping (up to 2 jumps) *
Cycling	Dance	Elephant or Camel rides/trekking (1 day)
Canoeing/kayaking/white water rafting (inland, grades 1-5)	Fishing/Angling (inland or coastal waters within 10km)	Go karting*
Golf	Gym training	Gymnastics
Hiking/trekking/camping (up to 2000m)	Horse riding using protective head gear (excluding eventing, jumping or equestrian competitions)	Jet boating*
Light aircraft/helicopter/gliding (passenger only) *	Moped / Scooter biking**	Motor biking (on road, to 125cc) **
Netball	Paddle boarding/Stand-up Paddle boarding	Parasailing/parascending*
Rollerblading/In-line skating	Running (half marathon distance or less)	Pilates
Scuba diving (to 30 meters, qualified**, or unqualified with qualified instructor*)	Safari tours*	Sailing/boating/yachting (inland or coastal waters within 10km)
Sea Canoeing/kayaking (in coastal waters within 10km)	Snorkeling	Squash
Surfing	Tennis	Water polo
Water skiing (excluding jumps)	Windsurfing	Yoga
Zorbing	Ski	Football
Swimming		

\* You must be with a professional, qualified and licensed guide or operator.

\*\* You must have the appropriate certification or license to do this sport or activity.

**Section 7. GENERAL EXCLUSIONS**

The following treatment, items, conditions, activities and their related or consequential expenses are excluded unless the servicing company has given its prior written approval, and the Insured has paid the appropriate fees:

**Under “Medical Evacuation” & “Medical Repatriation” Benefits:**

- More than one emergency evacuation and/or repatriation for any single medical condition of an Insured during the term of the Agreement, subject to a maximum of one year.
- Any expenses for medical evacuation or repatriation if the Insured is not suffering from a Serious Medical Condition, and/or in the opinion of the servicing company physician, the Insured can be adequately treated locally, or treatment can be reasonably delayed until the Insured returns to his/her Home Country or Usual Country of Residence.

- Any expenses for medical evacuation or repatriation where the Insured, in the opinion of the servicing company physician, can travel as an ordinary passenger without a medical escort.

**Under “Medical Expenses incurred during hospitalization” Benefit:**

- Travelling to seek medical treatment or waiting for an operation, post operation check-up or any other hospital treatment, or any medical investigations, tests, or test results.
- Losses arising from accidents on two wheeled motorized vehicles unless at the time of the accident the driver is duly qualified, is in possession of a current full driving license valid in the country where the vehicle is operated and, if you or your travel companion is the driver, a valid license for operating that class of vehicle in the driver’s Country of Residence, and the driver and passenger are both wearing a safety crash helmet.
- Any expenses incurred as a result of a Pre-Existing Condition, congenital and/or Chronic medical condition and any related treatment, repatriation, evacuation, or Emergency room expenses.
- Any treatment or expenses related to childbirth, miscarriage or pregnancy.
- Any expenses incurred for emotional, mental or psychiatric illness and Panic Attacks.
- Any expenses incurred as a result of a self-inflicted injury, suicide, drug addiction or abuse, alcohol abuse, sexually transmitted diseases.
- Any expenses incurred as a result of Acquired Immune Deficiency Syndrome (AIDS) or any AIDS related condition or disease.
- Any expenses related to treatment performed or ordered by a non-registered practitioner not in accordance with the standard medical practice as defined in the country of treatment.
- Any hospital admission required for a diagnostic reason or for investigation.
- Any consultation for medical assessment or treatment not requiring hospitalization including medicines (pharmacy) and all outpatient medical treatment procedures.
- Ambulance and any other Transportation expenses such as a Taxi and others.
- Any expenses or costs of all kinds of materials, prosthesis and/or orthosis replacing any functional or missing part of the human body.
- Cost of any walking or mobility aids and rehabilitation treatment.
- Pharmacy including OTC drugs, Vitamins, and other out-patient prescriptions.
- Patient treatment supplies (including elastic stockings, ace bandages, gauze, syringes, and others).
- Costs associated with hearing tests, vision corrections, prosthetic devices or hearing and vision aids.
- All healthcare services & Treatments for In-Vitro Fertilization (IVF), embryo transport ovum and male sperm transport.
- Treatments and Services related to hepatitis and associated complications except hepatitis A.
- Medical services and associated expenses for organ and tissue transplants, irrespective of whether the insured is a donor or recipient.
- Medical expenses related to motor vehicle accidents, pedestrian accidents, and any other type of traffic motor collision. Knowing that it should be covered under the involved car compulsory insurance.
- Any Investigational/Diagnostic Test not related directly to the main diagnosis.
- Any medical expenses related to extraordinary natural phenomena such as landslides, volcanic eruptions and any other natural disasters.
- Internationally and locally recognized epidemics, pandemics, and endemics except COVID-19.

**Under “Dental Emergency due to accident” Benefit:**

- Teeth and gum treatment or surgery.

**Under “Sports/ Adventure” Benefit:**

- Sports or leisure activities where there is a significant risk of bodily injury (except for those as specified under sports activities section, and where any applicable additional premium has been paid) such as mountaineering normally requiring the use of ropes and guides, caving or potholing, rafting/kayaking/canoeing involving white water rapids in excess of grade 5, canyoning, scuba diving (if you are diving at a depth of more than 30 meters; or if you are not qualified for the dive undertaken or accompanied by a qualified instructor; or diving alone; or diving on or in wrecks; or cave or ice diving), motorsports or competitions, hunting on horseback, point-to-pointing and steeple-chasing, equestrian competitions, yachting or boating outside coastal waters (20km limit) and any other sports or leisure activity involving physical contact or where there is significant risk of bodily injury.
- Competitive races involving the use of vehicles or watercraft.
- Professional sports, competitions, or sports on sponsored basis (except for those as specified under sports activities section, and where any applicable additional premium has been paid).

**Under All Benefits:**

- Any circumstance which could reasonably have been foreseen as likely to give rise to a claim by the Insured Person at the time that the insurance was effected or the Trip was booked (whichever is the later).
- Trips booked or commenced where the insured is travelling against medical advice or after receipt of a terminal prognosis or with the intention of obtaining medical treatment or convalescent care.
- Needless self-exposure to peril except in an attempt to save human life.
- The bankruptcy, negligence, default or insolvency of a travel agent, tour operator, Carrier, or accommodation provider.
- Errors or omissions in your booking arrangements, your failure to obtain appropriate visas and/or prevention of access by the government of a country into which you wish to enter.
- Any costs or expenses not expressly covered by the servicing company Program and not approved in advance and in writing by the servicing company and/or not arranged by The Servicing Company. This exception shall not apply to emergency medical evacuation from remote or undeveloped areas when the servicing company cannot be contacted in advance and delay might reasonably be expected in loss of life or harm to the Insured.
- Any event occurring when the Insured is within the territory of his/her Usual Country of Residence.
- Any expenses for rest and recuperation following any prior accident, illness, or Pre-Existing Condition.
- Any expenses related to the insured engaging in any form of aerial flight except as a passenger on a scheduled airline flight or licensed charter aircraft over an established route.
- Any expenses related to the insured engaging in the commission of, or the attempt to commit, an unlawful act.
- Any expenses incurred as a result of the Insured engaging in active service in the armed forces or police of any nation; active participation in war (whether declared or not), invasion, act of foreign enemy, hostilities, civil war, rebellion, riot, revolution, or insurrection.
- Any expenses in respect of the insured being more than 86 years old at the date of intervention.
- Any expense which is a direct result of nuclear reaction or radiation. regardless of any contributory causes), involving the use of or release or the threat thereof of any nuclear weapon or device or chemical or biological agent, including but not limited to expenses in any way caused or contributed to by an Act of Terrorism or war.
- Work Related Accidents.
- Any claim arising while the client holds supplementary, duplicate travel insurances.
- Any policy issued for the purpose of claim coverage.

**Section 8. GENERAL CONDITIONS**

- The insured must observe and fulfill all the terms and conditions of this insurance by completing anything to be done or complied with by him or anyone acting on your behalf.
- For In-Patient care, emergency repatriation or curtailment the Assistance Company must be notified within 48 hours of admission to hospital and, for curtailment, prior to departure back to the usual Country of Residence.
- That the insured uses Reciprocal Health Care Agreements where they are available. If in doubt he should contact the Assistance Company.
- The insured must immediately notify the insurance company in the event of any occurrence likely to give rise to a claim under this insurance in accordance with the instructions contained herein but in any event within 31 days of the end of his Trip.
- The insured provides at his own expense all certificates, information, and evidence required by the insurance company's appointed representatives or by the insurance company.
- That no person will admit liability or make any offer or promise of payment without by the insurance company's prior written consent.
- The insured acknowledge that the insurance company may at its own expense take action in the insured's name to recover compensation from a third party in respect of any payment made under this insurance and that any amount recovered shall belong to the insurance company.
- In the event of the insured's death, the insurance company shall have the right to have a postmortem carried out at its expense.
- The insured has read and accepted the cover provided by this insurance including its cover limits, terms, conditions, and exclusions. The insurance company will accept no liability arising from his failure to do so, or his failure to purchase this insurance with sufficient time prior to departure to do so.
- That the insured take all reasonable care to avoid or minimize any loss that might result in him making a claim under this insurance and he acts at all times as if this insurance were not in force.

- The insured may not transfer his interest in this insurance.
- The Law of the usual Country of Residence will apply if it is a legal requirement.
- In the event of a fraudulent claim being made by the insured or anyone acting on his behalf all cover under this insurance shall be forfeited.

**Section 9. ELIGIBILITY**

- The concerned Insured is eligible for the servicing company Program following calling The Servicing Company alarm center prior to hospital admission or Medical Assistance, cases shall be rejected if requested on reimbursement basis. In case insured applies for reimbursement, and after assessment of claim, The Insurance Company may ask for translated documents if not available and may accept on exceptional basis the claim, and will pay after Auditing the provided invoices, deducting the appropriate amount, and covering under Standard/ Regular Admission Class up to 75% of the approved amount (if the claim is eligible). The Insurance Company will reject any claim on reimbursement basis presented or followed up after 6 (six) months from the date of the incident mentioned in the claim.
- The maximum age of enrolment is 86 unless otherwise advised in writing by The Insurance Company.
- The Insured shall be eligible for Services when he/she travels outside the Usual Country of Residence.

**Section 10. CANCELLATION**

The contract can be cancelled:

- By the Insurance Company immediately, if any claim or declaration shall, in any way respect, be false or fraudulent means or devices are used by the insured or anyone acting on his/her behalf to assert rights to benefit. All benefit and premiums shall in such cases be forfeited.
- By the insured in case of cancellation of his/her trip abroad, provided the insured has notified the travel cover agent before the effective date specified in the application form or on the amendment, and has received confirmation of cancellation from the later.
- No refund is authorized if cancellation is required after the inception date.

**Section 11. EXAMINATIONS**

The servicing company shall have the right and opportunity through its medical representative to examine the Insured whenever and as often as may reasonably require.

**Section 12. ARBITRATION IN RESPECT OF MEDICAL OPINION**

Any difference in respect of medical opinion in connection with the result of an accident or illness will be settled between two medical experts, one appointed by the insured and one appointed by the issuing company.

Any difference in opinion between the two medical experts shall be referred to the syndicate of physicians who shall be appointed in writing by the two medical experts.

**Section 13. COMPETENT JURISDICTION AND GOVERNING LAW**

In case of dispute between the insured and the issuing company, parties are obliged to refer to the courts of the country of policy issuance if it is a legal requirement.

This contract shall be governed and construed in accordance with the laws of the country of policy issuance if it is a legal requirement.

## CLAIM PROCEDURE

If you experience an incident during your trip that is covered by your travel insurance, take the necessary actions to address the situation. For medical emergencies, seek immediate medical attention.

1. **Review your policy:** Start by thoroughly reviewing your travel insurance policy to understand what is covered, the limits, deductibles, and any specific requirements for making a claim. Make sure your claim falls within the scope of your coverage.
2. **Call the assistance company:** As soon as you encounter an issue that might result in a claim, contact the assistance company. This could be due to medical treatment, trip cancellations, lost baggage, or any other covered incident. You will find the contact information for claims assistance below:

Zone	Phone Number
<b>Europe &amp; Turkey</b>	<b>00 90 212 800 6548</b>
<b>Worldwide</b>	<b>00 1 786 206 9925</b>
<b>South America</b>	<b>00 54 11 3989 3293</b>
<b>MENA</b>	<b>00 971 7 204 5091</b>
<b>MENA (WhatsApp Chat available)</b>	<b>00 971 7 204 5090</b>
<b>Lebanon</b>	<b>00 961 1 504 000</b>
<b>Lebanon (WhatsApp Chat available)</b>	<b>00 961 81 504 015</b>

3. **Gather evidence:** You'll need to gather supporting documentation to substantiate your claim. This may include medical reports, bills, invoices, proof of purchase, proof of travel (boarding passes, itineraries), and any other documents that demonstrate the circumstances of your claim.
4. **Submit your claim:** Send all supporting documents to the assistance company. This can typically be done by mail or by phone. Be sure to keep copies of all the documents you send for your records.
5. **Claims processing:**
  - a) In case the claim is on direct billing basis, we will contact the hospital directly to coordinate with them regarding the status, cost and coverage of your claim. Deductible might be applicable depending on your policy.
  - b) In case the claim is on reimbursement basis, we will review your claim and the supporting documents to determine its validity and the amount to be paid. This process can take some time, so be patient.
6. **Resolution:** Once your claim is approved, Capital will coordinate with the policy holder where he will get reimbursed for the covered expenses in the same payment mode you settle the purchased policy with.

Policyholders are responsible for understanding the terms and conditions of their travel insurance policy, including covered incidents, exclusions, and claim limits. Claims must fall within the scope of the policy to be eligible for processing.

## Travel Benefits & Limits Inbound

Geographic	Lebanon	
PLAN	A	B
<b>Medical Services &amp; Benefits</b>		
Medical expenses incurred during hospitalization <i>including Covid-19</i>	<b>\$30,000</b>	<b>\$70,000</b>
Emergency medical evacuation	<b>\$1,000,000</b>	
Emergency medical repatriation	<b>\$1,000,000</b>	
Transportation of mortal remains	<b>\$1,000,000</b>	
Compassionate visit	<b>\$5,000</b>	
Return of minor children	<b>\$5,000</b>	
Convalescence expenses	<b>\$1,000</b>	
Dental emergency due to accident	<b>\$350</b>	
Sea & Mountain Rescue	<b>\$15,000</b>	
Loss of Passport	<b>\$150</b>	
Luggage Delay ( <b>after 12 hours</b> )	<b>\$250</b>	
Luggage Loss ( <b>up to 40 Kg</b> ) ( <b>after 21 days</b> )	<b>\$20/kg up to \$ 800.-</b>	
Flight Delay ( <b>up to 4 hours</b> )	<b>\$75</b>	
Trip Cancellation ( <b>up to 70 years only</b> ): <b>(User and Family member: up to \$4,500</b> <b>Group (More than 20 individuals): up to \$10,000)</b>	<b>\$1,000</b>	
Trip Curtailment	<b>\$500</b>	
Changes in Ticket/Postponed Flight	<b>\$100</b>	
Personal Accident Common Carrier - Death due to accident	<b>\$15,000</b>	
Legal Assistance	<b>\$5,000</b>	
Fees of buying or Shipping of urgent medicines	<b>\$500</b>	
Damaged Baggage	<b>\$150</b>	
Personal Electronics	<b>\$150</b>	
Personal Money	<b>\$400</b>	
Missed Departure	<b>\$100</b>	
Flight Overbooking	<b>\$150</b>	
Medical Assistance	<b>24/7 Free Service</b>	