

Chubb Travel Insurance

ScotProtect Travel Insurance

(Travel insurance designed for Scoot passengers and underwritten by Chubb Insurance Viet Nam Company Limited)

Your well-deserved vacation can be disrupted by inconveniences like losing your baggage, experiencing flight delays or even having to see a doctor overseas. Make **ScotProtect** travel insurance part of your travel plans be prepared for such contingencies. Wherever your travels may take you, you can now travel with ease and confidence knowing that you have the right coverage.

ScotProtect Travel Insurance

Trip Type	One Way Trip Travel Covers travel commencing in Vietnam and ending at your Destination.
	Round Trip Travel Covers travel commencing and ending in Vietnam.

WHAT DO WE COVER

ScotProtect offers great coverage and essential benefits to meet your travel needs. Our plans are specially designed to meet the protection and budget needs of individual travelers like you. Coverage includes overseas medical arrangements, flight cancellations, travel delays and misconnections and baggage losses, among others. Now you can travel with lower risk and fewer worries!

Benefits Table for Return Trip Flight (VN Origin)

Benefit		Amount of Benefit
1. Personal Accident Benefit		
	Personal Accident For Insured Person aged from 9 days to under 2 years For Insured Person aged from 2 years to 75 years.	Up to VND787,500,000 Up to VND78,750,000
2. Travel Inconvenience Benefits		
2.1	Flight Cancellation – Reimbursement for the cost of the flight if the Insured Person has the Flight Cancelled due to the occurrence of the events provided in Section 2.1 of the Policy	Up to VND31,500,000 or original flight cost whichever is less
2.2	Flight Curtailment – Reimbursement for the return flight to Vietnam if the Insured Person has to curtail his Trip due to the occurrence of the events provided in Section 2.2 of the Policy	Up to original flight cost
2.3	Accompanying Baggage and Personal Effects – Loss or damage to baggage, clothing, personal effects of the Insured Person – subject to an Excess of VND315,000 per claim	Up to VND9,450,000 (any One Item VND3,150,000)
2.4	Flight Delay – Payment for every 6 hour period of delay from the original departure Scheduled Flight	Up to VND6,615,000 (VND945,000 per 6 hour delay period)
2.5	Missed Flight Connection – On the condition that there is no onward Scheduled Flight connection made available within 6 consecutive hours from the previously missed Scheduled Flight	Up to VND1,890,000 (VND945,000 per 6 hour delay period)
2.6	Baggage Delay Payment for every 8 hour period of baggage delay at the scheduled Destination	Up to VND1,600,000 (VND480,000 per 8 hour delay period)
2.7	Loss of Travel document	Up to VND2,500,000
2.8	Hijack Benefit Payment for every 6 hour period of Hijack	Up to VND6,615,000 (VND945,000 per 6 hour delay period)
3. Medical and Evacuation Expenses		
3.1	Accidental Medical Reimbursement – Reimbursement of medical expenses incurred due to accident only whilst traveling during the Trip	VND126,000,000

Chubb Travel Insurance

3.2	Emergency Medical Evacuation & Mortal Remains Repatriation - Reimbursement of expenses incurred due to accidental injury or death	VND630,000,000
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4. 24-Hours Worldwide Medical and Travel Assistance Services

Included

Monetary Excesses/ Deductibles

VND315,000/ claim for Baggage & Personal Effects or/ and Accident Medical Expenses Reimbursement

Benefits Table for One-Way Flight (VN Origin)

Benefit		Amount of Benefit
1. Personal Accident Benefit		
	Personal Accident For Insured Person aged from 9 days to under 2 years For Insured Person aged from 2 years to 75 years	Up to VND189,000,000 Up to VND1,890,000,000
2. Travel Inconvenience Benefits		
2.1	Flight Cancellation - Reimbursement for the cost of the flight if the Insured Person has the Flight Cancelled due to the occurrence of the events provided in Section 2.1 of the Policy.	Up to VND31,500,000 or the original flight cost, whichever is less
2.2	Accompanying Baggage and Personal Effects - Loss or damage to baggage, clothing, and personal effects of the Insured Person - subject to an Excess of VND315,000 per claim	Up to VND4,725,000 (any one item VND1,575,000)
2.3	Flight Delay - Payment for every 6 hour period of delay from the original departure Scheduled Flight	Up to VND6,615,000 (VND945,000 per 6 hour delay period)
2.4	Loss of Travel document	Up to VND1,575,000
2.5	Hijack Benefit Payment for every 6 hour period of Hijack	Up to VND3,150,000 (VND1,575,000 per 6 hours delay period)
	- Monetary Excesses/ Deductibles	VND315,000/ claim for Baggage and Personal Effects

Chubb Travel Insurance

Additional Features

If the Insured Person has purchased Travel Insurance, coverage is automatically extended to one accompanying named infant free of charge. Cover is for Personal Accident only and is up to 10% of the amount shown above

Important Notes

1. The amounts listed above are the maximum coverage payable for each benefit.
2. Maximum of 30 days per Journey.
3. “Pre-existing conditions” will not be covered.
4. Please refer to the Policy Wordings for the full specifications, conditions and exclusions.

FREQUENTLY ASKED QUESTIONS (FAQ)

ScootProtect will take care of your travel worries – leaving you free to enjoy your trip. But do you know what you are covered for? Here are some of the frequently asked questions to help you better understand the coverage of **ScootProtect**.

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

Chubb Travel Insurance Customer Service - VIETNAM

Hotline: (Mondays to Fridays, 8.30 am to 5pm)

+84 28 3910 7300

Email Travel.VN@chubb.com

Who provides this travel insurance cover?

ScootProtect is underwritten by Chubb Insurance Vietnam Company Limited and has been especially designed to cater to your needs. **ScootProtect** is administered only in English Language. Chubb is the insurer of and responsible for issuing **ScootProtect**. Chubb will be debiting the premium amount from your credit card account. Tiger Air is not an insurance agent of Chubb. Tiger Air does not endorse **ScootProtect** and is not responsible for any information provided by Chubb about **ScootProtect**.

Chubb Travel Insurance

Who is Chubb?

Chubb is the world's largest publicly traded property and casualty insurer. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. The company is distinguished by its extensive product and service offerings, broad distribution capabilities, exceptional financial strength, underwriting excellence, superior claims handling expertise and local operations globally. Parent company Chubb Limited is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb maintains executive offices in Zurich, New York, London and other locations, and employs approximately 31,000 people worldwide.

Chubb has both general insurance and life insurance operations in Vietnam. Its general insurance operation in Vietnam (Chubb Insurance Vietnam Co., Ltd.) offers specialized and customized coverages for Property, Casualty, Marine, Financial Lines, Energy & Utilities, as well as Accident & Health. Chubb in Vietnam leverages global expertise and local acumen to tailor solutions to mitigate clients' risks. In addition, the company focuses on building strong relationships with clients by offering responsive service, developing innovative products and providing market leadership built on financial strength.

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

How can I purchase **ScoutProtect**?

You may purchase **ScoutProtect** at www.flyscout.com when you are making your flight/s booking/s.

Who can purchase **ScoutProtect**?

- Passengers aged 9 days and above. In the event if the passenger is below the age of 18, his/her guardian can enter into this contract of insurance on behalf of the passenger.
- Passengers who are flying overseas with Scout from Vietnam.
- Passengers who are travelling for 30 days or less.

Am I covered for any pre-existing illness?

No. We do not cover any pre-existing conditions which the Insured Person was diagnosed, treated or knew about before the effective date of the **ScoutProtect**. Pre-existing conditions refer to a disease (including complications), symptom or abnormality for which the Insured Person has received a diagnosis, care and treatment or of which the Insured Person becomes aware and which is sufficiently significant that a reasonable person would seek a diagnosis, care or treatment or a doctor would be able to provide diagnosis, care or treatment.

What are the benefits offered?

For the full list of benefits, please refer to the Benefit Table for further details.

For full terms, conditions and exclusions, please read the Policy Wording available at this website.

[Click Here for Policy Wording](#)

What shall I do if I need emergency assistance whilst overseas?

Our Chubb Assistance team is ready to assist you. Please call the 24-hour hotline:

+ 84 28 3822 8779 for immediate support.

Chubb Travel Insurance

HOW TO MAKE A CLAIM

To avoid delay and to ensure your claim is handled promptly and efficiently, we have provided this guide on what to do if you wish to make a claim.

What to do in the event of a Claim

- Submit the claim form and all supporting documentation as soon as practicable, in any event within 30 days of the incident giving rise to a claim.
- For travel or baggage delays, a document must be obtained from **ScootProtect** to confirm the delay period and reason for the delay.
- Immediately (at the latest within 24 hours) report any loss, theft of or damage to checked-in baggage to **ScootProtect** and submit a claim to them. In some instances they may be responsible for the damage and/or loss. Please also obtain a loss/damage Property Irregularity Report from the Airline Representative.
- Report any other baggage loss or damage to the local authority/police within 24 hours and retain the police report for the submission with the claim form.
- Loss of Travel Documents must be reported to the local authorities within 24 hours and written acknowledgment must be obtained.
- In respect of medical claims, you should submit the claims to your private health insurance provider prior to lodgment with Chubb.
- For liability claims, do not make any admission or offer. Request for the claim against you be put in writing.

How to Submit Your Claim

1. All claims need to be submitted to us within 30 days of the date of incident giving rise to a claim.
2. Complete the Claim Form in full.
<http://docs.chubbtravelinsurance.com/aceStatic/Doc/VN/Scoot/ClaimForm.pdf>
3. Collate and attach your proof of loss documentation. Send the original claim form and proof of loss documentation to the address below (ensure you retain a copy for your own records):

Attn: Claims Department

Chubb Insurance Viet Nam Company Limited

Saigon Finance Center, 8th Floor
9 Dinh Tien Hoang, Da Kao Ward
District 1, HCMC, Viet Nam
O + 84 28 3910 7300
E Claims.VN@chubb.com

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CONTACT US

Chubb Insurance Viet Nam Company Limited

Saigon Finance Center, 8th Floor
9 Dinh Tien Hoang, Da Kao Ward
District 1, HCMC, Viet Nam

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E Travel.VN@chubb.com

Chubb Travel Insurance Claim Services

E-mail: Claims.VN@chubb.com

Chubb Assistance whilst overseas

Hotline + 84 28 3822 8779 (24 hours)