

# Chubb Journey Protect

A travel insurance designed for Tigerair Taiwan passengers and underwritten by Chubb Insurance Singapore Limited



## Chubb Journey Protect

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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 Chubb Journey Protect 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.

### Chubb Journey Protect

<b>Destination</b>	<b>Covered Locations</b> Australia, Brunei, Cambodia, China, Hong Kong, India, Indonesia, Japan, Korea, Laos, Macau, Malaysia, Myanmar, New Zealand, Philippines, Taiwan and Vietnam.
<b>Trip Type</b>	<b>One Way Trip Travel</b> Covers travel commencing in Korea and ending at your Destination. <b>Round Trip Travel</b> Covers travel commencing and ending in Korea.

### What Do We Cover

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Chubb Journey Protect 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 travellers 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! Go on, get outta here!

Chubb  
Travel  
Insurance

## Benefits Table

Summary of Benefits		Return Journey (KRW)	One Way Journey (KRW)
1.	Accidental Death and Disablement		
	<ul style="list-style-type: none"> <li>For Insured Person between 18 years and 70 years old (both age inclusive)</li> </ul>	80,000,000	80,000,000
	<ul style="list-style-type: none"> <li>For Insured Person above 70 years old</li> </ul>	40,000,000	40,000,000
	<ul style="list-style-type: none"> <li>For Insured Person between 8 days old to 17 years old</li> </ul>	8,000,000	8,000,000
2.	Medical Expenses due to Accident and Sickness		
	<ul style="list-style-type: none"> <li>For Insured Person between 18 years and 70 years old (both age inclusive)</li> </ul>	40,000,000	NA
	<ul style="list-style-type: none"> <li>For Insured Person above 70 years old</li> </ul>	20,000,000	NA
3.	Emergency Dental Expenses due to Accident	20,000,000	NA
4.	Chubb Assistance - Emergency Medical Evacuation	16,000,000	NA
5.	Chubb Assistance - Repatriation of Mortal Remains		
6.	Compassionate Allowance	1,500,000	NA
7.	Loss of Luggage & Personal Effects (200,000 per article)	1,500,000	1,500,000
8.	Loss of Travel Documents(Max 200,000 for Money)	500,000	NA
9.	Checked-In Luggage Delay (80,000 per 6 consecutive hours)	240,000	240,000
10.	Travel Delay (80,000 per 6 consecutive hours)	240,000	240,000
11.	Travel Misconnection (80,000 per 6 consecutive hours)	240,000	240,000
12.	Hijack Inconvenience (70,000 per 6 consecutive hours)	700,000	NA
13.	Flight Cancellation	200,000	200,000
14.	Flight Curtailment	200,000	NA
15.	Personal Liability	50,000,000	NA
16.	Terrorism Extension	Yes	Yes
17.	Automatic Extension of Policy period		
	<ul style="list-style-type: none"> <li>Due to overseas hospital confinement</li> </ul>	30 days	30 days
	<ul style="list-style-type: none"> <li>Due to Public Transport delay or Critical Medical Condition</li> </ul>	7 days	7 days
18.	24-hour Travel Assistance	Included	NA
19.	24-hour Medical Assistance	Included	NA

### Important Notes

- The amounts listed above are the maximum coverage payable for each benefit.
- All benefit items are on reimbursement basis where you will be reimbursed for the expenses incurred except for benefit items 2, 3, 4, 5, 6, 7, 8, 13, 14 and 15.
- Maximum of 45 days per Journey.
- “Pre-existing conditions” will not be covered.
- Please refer to the [Policy Wording](#) for the full specifications, conditions and exclusions.

## Frequently Asked Questions (FAQs)

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Chubb Journey Protect 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 Chubb Journey Protect.

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

### **Chubb Travel Insurance Customer Service**

Hotline: (Mondays to Fridays, 9am to 5pm)

080 851 1123 (within South Korea)

+65 6398 8776 (from overseas)

E [Travel.SG@chubb.com](mailto:Travel.SG@chubb.com)

### Who provides this travel insurance cover?

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Chubb Journey Protect is underwritten by Chubb Insurance Singapore Limited (Company No 199702449H) and not Tigerair Taiwan and has been especially designed to cater to your needs. Chubb Journey Protect is administered only in English Language. Chubb is the insurer of and responsible for issuing Chubb Journey Protect. Chubb (and not Tigerair Taiwan) will be debiting the premium amount from your credit card account. Tigerair Taiwan is not an insurance agent of Chubb. Tigerair Taiwan does not endorse Chubb Journey Protect and is not responsible for any information provided by Chubb about Chubb Journey Protect. Policyholders of this insurance product will not be protected by Insurance Business Act of Korea.

Chubb is an insurance company incorporated in the Republic of Singapore and is regulated by Singapore laws. Chubb's office is located in Singapore and it does not have a branch or operating entity in Korea. Chubb is not licensed or subject to the oversight of Financial Supervisory Service ("FSS") of Korea. Chubb has completed the necessary filing with FSS for the limited purpose of offering Chubb Journey Protect in Korea.

### How can I Purchase Chubb Journey Protect?

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You may purchase Chubb Journey Protect on [www.tigerairtw.com](http://www.tigerairtw.com) when you are making your flight/s booking/s.

### Who can purchase Chubb Journey Protect?

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- Passengers aged 8 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 Tigerair Taiwan from Korea.
- Passengers who are travelling for 45 days or less.

### Am I covered for any pre-existing illness?

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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 Chubb Journey Protect Plan. 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?

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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.](#)

### Do I have to pay an excess if I make a claim?

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No, unlike other travel insurance plans you do not have to pay any excess. We will pay the full benefit amount up to the sum insured if you satisfy the terms and conditions of the Chubb Journey Protect policy.

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

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Our Chubb Assistance team is ready to assist you. Please call the 24-hour hotline: +65 6836 2922 for immediate support.

## How To Make A Claim

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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

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- 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 Tigerair Taiwan 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 Tigerair Taiwan 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

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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 [Online Claim Form \(click here\)](#) in full; or
3. Complete the [Claim Form \(click here\)](#) in full. 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 Singapore Limited  
138 Market Street  
#11-01 CapitaGreen  
Singapore 048946  
E [Travelclaims.sg@chubb.com](mailto:Travelclaims.sg@chubb.com)

## About Chubb in Singapore

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Chubb is the world's largest publicly traded property and casualty insurer. Chubb Insurance Singapore Limited, via acquisitions by its predecessor companies, has been present in Singapore since 1948. Chubb in Singapore provides risk management and underwriting expertise for all major classes of general insurance, including Property & Casualty, Marine, Liability, Financial Lines and Group Personal Accident insurance.

As one of the leading providers of Accident & Health insurance through direct marketing, the company partners with financial institutions and other companies to tailor individual policies for their clients and employees. In addition, it offers a suite of customised Personal & Specialty insurance solutions to meet the needs of consumers.

Over the years, Chubb in Singapore has established strong client relationships by offering responsive service, developing innovative products and providing market leadership built on financial strength.

More information can be found at [www.chubb.com/sg](http://www.chubb.com/sg).

## Contact Us

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Chubb Insurance Singapore Limited  
Co Regn. No.: 199702449H  
138 Market Street  
#11-01 CapitaGreen  
Singapore 048946

Chubb Travel Insurance Customer Service  
Hotline: (Mondays to Fridays, 9am to 5pm)  
080-851-1123 (within South Korea)  
+65 6398 8776 (from overseas)  
E [Travel.SG@chubb.com](mailto:Travel.SG@chubb.com)

Chubb Travel Insurance Claim Services  
E [Travelclaims.sg@chubb.com](mailto:Travelclaims.sg@chubb.com)

Chubb Assistance whilst overseas  
Hotline: +65 6836 2922 (24 hours)