



# TRAVEL INSURANCE: WHAT YOU SHOULD KNOW



## PURCHASING TRAVEL INSURANCE

### HOW MUCH SHOULD YOU PAY?

No two travel insurance policies are entirely the same. How much you pay depends on certain factors, including the type of coverage, exclusions, and destinations.



#### DID YOU KNOW?



The geographic coverage of your travel insurance can spell a big difference in your premiums. It is cheaper to buy a policy with territorial limits, such as Asia only, than one with worldwide coverage. But keep in mind that some insurers' territorial coverage is not as wide as that of others. For example, some insurers do not include Japan and Korea in their Asia coverage.

### WHERE CAN YOU BUY TRAVEL INSURANCE?

- 1 Directly from an insurance company
- 2 Through intermediaries, such as agents, brokers, travel agencies, and banks  
Note: Travel agencies can only sell travel insurance if they are certified as Trade Specific Agents (TSAs) by the GIA's Agents' Registration Board. There are currently 396 travel agents certified as TSAs.
- 3 Through other means such as online, AXS machines and mobile applications



YOU are off to your long planned holiday and have taken out a travel insurance to keep your worries at bay and enjoy the trip fully. That is well and good, but did you know that it is not enough just to have any simple travel insurance policy?

As you go off the beaten track and become more adventurous in your travels, you need to pay more attention to the kind of travel insurance you are buying. Go ahead and shop on price, but know what you need and check the small print for terms and conditions.

"Having the right insurance coverage, depending on your needs and expectations, is crucial for travelling, whether it is for business or leisure," said Mr. Derek Teo, Executive Director of the General Insurance Association of Singapore (GIA).

"When buying travel insurance, knowing what is excluded in a policy is as important as knowing what is included. So if there is any exclusion you are unsure about, or a specific coverage that you need for your travel, do not hesitate to speak to your insurer," he said.

### KNOW WHAT YOU NEED IN A POLICY



Consider your needs and expectations in choosing a travel insurance policy. Ask yourself the following questions in deciding what you need:

- 1 How frequently do you travel?
- 2 Where are you travelling to?
- 3 What is the purpose of your trip?
- 4 Do you travel alone or with your family?
- 5 What is your itinerary?
- 6 What is your budget?
- 7 What are your personal expectations of the cover? Do you require coverage for emergency assistance, evacuation, delayed departure, etc?

### KNOW THE BENEFITS OF A POLICY



Travel insurance offers a wide range of benefits to protect you against injury and financial losses arising from fortuitous events. These benefits vary depending on the insurer and kind of policy in terms of limits, definition and insured risks.

Comprehensive travel insurance policies typically offer the following benefits:

- 1 **Personal accident**  
Covers accidental injuries that result in death or permanent total disablement.
- 2 **Medical expenses**  
Reimburses the cost of medical treatments while you are overseas, and follow-up treatments when you return to Singapore.
- 3 **Trip cancellation & curtailment**  
Compensates you on the nonrefundable and irrecoverable portions of prepaid travel expenses, subject to the insured risks of your policy.
- 4 **Travel delay**  
Pays you cash benefit usually in every block of X hours of delay in the departure of a scheduled public transportation, subject to the insured risks of your policy.
- 5 **Emergency medical evacuation**  
Reimburses the cost of transportation incurred while overseas as a result of a serious injury or sickness.

- 6 **Loss or theft of personal possessions**  
Compensates you for the loss of your possessions.

### KNOW THE EXCLUSIONS OF YOUR POLICY



Exclusions from a travel insurance policy commonly include:

- 1 **General**  
such as pre-existing illnesses, suicide, and injury or sickness arising from bio-chemical or nuclear terrorism, and wars.

#### DID YOU KNOW?



Some insurers offer travel insurance that cover pre-existing illnesses. So shop around if you need a policy that covers certain pre-existing medical conditions.

- 2 **Medical conditions**  
for which you're travelling to get treatment overseas.
- 3 **Specific and hazardous activities**  
not covered in the policy, such as extreme sports.
- 4 **Natural disasters**

## HOW TO MAKE A CLAIM

Insurers often have different procedures for making claims. Check your insurer's website on its required procedure and documents for claims submission. Generally, your insurer would require you to:

- 1 **Complete the claim form**
- 2 **Submit supporting documents and information**  
Required documents vary depending on the type of claim. But insurers often require the following:
  - COPIES OF TICKETS
  - POLICE REPORT
  - MEDICAL BILLS AND REPORT
  - CARRIER IRREGULARITIES REPORT
  - ORIGINAL PURCHASE RECEIPT

### WILL YOUR INSURER PAY CLAIMS EVEN IF YOUR FLIGHT IS UNAUTHORISED?

Yes. Travel insurance policies do not commonly exclude coverage events arising from unauthorised flights. As long as the claim arises from a fortuitous event and the flight was scheduled, your insurer will not deny liability.

This does not mean you cannot get insurance cover for unscheduled flights. Your insurer may provide you coverage for unscheduled flights such as chartered trips on a light aircraft or helicopter for various purposes. Please check with your insurer.

The General Insurance Association of Singapore (GIA) is the General Insurance industry's trade association whose membership comprises 37 Ordinary Members licensed by the Monetary Authority of Singapore (MAS) to transact General Insurance business in Singapore.

As a Trade Association, GIA's role is to be active in the business community representing the interests of its member companies. GIA helps identify emerging trends and responds to issues affecting the General Insurance industry. It seeks to promote the overall growth and development of the General Insurance sector in Singapore.

