### SUMMARY OF BENEFITS

#### MEDICAL AND TRAVEL BENEFITS

<table>
<thead>
<tr>
<th><strong>Section</strong></th>
<th><strong>Description</strong></th>
<th><strong>Premier</strong></th>
<th><strong>Superior</strong></th>
<th><strong>Classic</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Section 1</strong></td>
<td>Medical Expenses Incurred Overseas for Sickness or Injury</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Insured Person (under age 70 years)</td>
<td>$2,500,000</td>
<td>$1,000,000</td>
<td>$200,000</td>
</tr>
<tr>
<td></td>
<td>Insured Person (age 70 years or older)</td>
<td>$200,000</td>
<td>$75,000</td>
<td>$50,000</td>
</tr>
<tr>
<td></td>
<td>Insured Child in a Family Plan</td>
<td>$300,000</td>
<td>$200,000</td>
<td>$200,000</td>
</tr>
<tr>
<td><strong>Section 2</strong></td>
<td>Post-Trip Medical Expenses Incurred in Singapore</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(1) For Injury sustained while Overseas</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Insured Person (under age 70 years)</td>
<td>$50,000</td>
<td>$25,000</td>
<td>$10,000</td>
</tr>
<tr>
<td></td>
<td>Insured Person (age 70 years or older)</td>
<td>$5,000</td>
<td>$2,500</td>
<td>$1,000</td>
</tr>
<tr>
<td></td>
<td>Insured Child in a Family Plan</td>
<td>$10,000</td>
<td>$10,000</td>
<td>$10,000</td>
</tr>
<tr>
<td></td>
<td>(2) For Sickness sustained while Overseas and where emergency medical evacuation has been arranged by ATAP to return You to Singapore</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Insured Person (under age 70 years)</td>
<td>$10,000</td>
<td>$5,000</td>
<td>$2,000</td>
</tr>
<tr>
<td></td>
<td>Insured Person (age 70 years or older)</td>
<td>$5,000</td>
<td>$2,500</td>
<td>$1,000</td>
</tr>
<tr>
<td></td>
<td>Insured Child in a Family Plan</td>
<td>$5,000</td>
<td>$2,500</td>
<td>$1,000</td>
</tr>
<tr>
<td><strong>Section 3</strong></td>
<td>Mobility Aid Reimbursement</td>
<td>$2,000</td>
<td>$1,000</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Section 4</strong></td>
<td>Medical Expenses – Women’s Benefits</td>
<td>$8,000</td>
<td>$5,000</td>
<td>$2,000</td>
</tr>
<tr>
<td><strong>Section 5</strong></td>
<td>Treatment by Physician</td>
<td>$750</td>
<td>$500</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Section 6</strong></td>
<td>Overseas Hospital Income</td>
<td>$50,000</td>
<td>$30,000</td>
<td>$10,000</td>
</tr>
<tr>
<td><strong>Section 7</strong></td>
<td>Hospital Income in Singapore</td>
<td>$1,500</td>
<td>$1,000</td>
<td>$500</td>
</tr>
<tr>
<td><strong>Section 8</strong></td>
<td>Emergency Medical Evacuation</td>
<td>Unlimited</td>
<td>Unlimited</td>
<td>$500,000</td>
</tr>
<tr>
<td><strong>Section 9</strong></td>
<td>Repatriation</td>
<td>Unlimited</td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td></td>
<td>Repatriation due to Pre-existing Medical Condition</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Insured Person (under age 70 years)</td>
<td>$150,000</td>
<td>$150,000</td>
<td>$150,000</td>
</tr>
<tr>
<td></td>
<td>Insured Person (age 70 years or older)</td>
<td>$75,000</td>
<td>$75,000</td>
<td>$75,000</td>
</tr>
<tr>
<td></td>
<td>Insured Child in a Family Plan</td>
<td>$100,000</td>
<td>$100,000</td>
<td>$100,000</td>
</tr>
<tr>
<td><strong>Section 10</strong></td>
<td>Direct Repatriation</td>
<td>Unlimited</td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td></td>
<td>Direct Repatriation due to Pre-existing Medical Condition</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Insured Person (under age 70 years)</td>
<td>$150,000</td>
<td>$150,000</td>
<td>$150,000</td>
</tr>
<tr>
<td></td>
<td>Insured Person (age 70 years or older)</td>
<td>$75,000</td>
<td>$75,000</td>
<td>$75,000</td>
</tr>
<tr>
<td></td>
<td>Insured Child in a Family Plan</td>
<td>$100,000</td>
<td>$100,000</td>
<td>$100,000</td>
</tr>
<tr>
<td><strong>Section 11</strong></td>
<td>Hospital Visitation</td>
<td>$15,000</td>
<td>$10,000</td>
<td>$5,000</td>
</tr>
<tr>
<td><strong>Section 12</strong></td>
<td>Compassionate Visit</td>
<td>$10,000</td>
<td>$5,000</td>
<td>$3,000</td>
</tr>
<tr>
<td><strong>Section 13</strong></td>
<td>Child Protector</td>
<td>$10,000</td>
<td>$5,000</td>
<td>$3,000</td>
</tr>
<tr>
<td><strong>Section 14</strong></td>
<td>Emergency Telephone Charges</td>
<td>$300</td>
<td>$250</td>
<td>$100</td>
</tr>
<tr>
<td><strong>Section 15</strong></td>
<td>Automatic Extension of Policy Period</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

#### PERSONAL ACCIDENT BENEFITS

| **Section 16** | Accidental Death & Permanent Disablement                                         |            |              |            |
|                | Insured Person (under age 70 years)                                             | $300,000   | $200,000     | $100,000   |
|                | Insured Person (age 70 years or older)                                          | $150,000   | $100,000     | $50,000    |
|                | Insured Child in a Family Plan                                                  | $100,000   | $100,000     | $50,000    |
### Section 17: Common Carrier / Natural Disaster Double Cover
- **Insured Person (under age 70 years)**: $600,000
- **Insured Person (age 70 years or older)**: $300,000
- **Insured Child in a Family Plan**: $200,000

### Section 18: Children Education Grant
- **S$5,000 per child, maximum 4 children**: $20,000

### Section 19: Travel Cancellation
- **Premier**: $15,000
- **Superior**: $10,000
- **Classic**: $5,000

### Section 20: Travel Postponement
- **Premier**: $2,000
- **Superior**: $1,000
- **Classic**: $500

### Section 21: Replacement of Traveller
- **Premier**: $1,000
- **Superior**: $500
- **Classic**: N/A

### Section 22: Travel Cancellation Due to Insolvency
- **Premier**: $5,000
- **Superior**: $3,000
- **Classic**: $1,000

### Section 23: Travel Curtailment
- **Premier**: $15,000
- **Superior**: $10,000
- **Classic**: $5,000

### Section 24: Fraudulent Credit Card Usage
- **Premier**: $3,000
- **Superior**: $2,000
- **Classic**: $1,000

### Section 25: Personal Baggage including Laptop Computer
- **Premier**: $10,000
- **Superior**: $5,000
- **Classic**: $3,000

### Section 26: Jewellery Coverage
- **Premier**: $1,000
- **Superior**: $500
- **Classic**: $100

### Section 27: Baggage Delay
- **Individual - $200 for every 6 hours**: $1,600
- **Family - $500 for every 6 hours**: $4,000

### Section 28: Travel Documents and Personal Money
- **Premier**: $8,000
- **Superior**: $5,000
- **Classic**: $1,000

### Section 29: Travel Delay
- **Individual - $100 for every 6 hours**: $3,000
- **Family - $250 for every 6 hours**: $7,500

### Section 30: Kidnap and Hostage
- **$250 for every 24 hours**: $10,000

### Section 31: Hijack of Common Carrier
- **$250 for every 24 hours**: $10,000

### Section 32: Personal Liability Abroad
- **$1,000,000**: $1,000,000

### Section 33: Golf Advantage
- **a) Damage or Loss of Golfing Equipment**: $1,500
- **b) Hole-in-One**: $250
- **c) Loss of use of Green Fees**: $250

### Section 34: Loss of Sporting Equipment
- **Premier**: $2,000
- **Superior**: $1,000
- **Classic**: N/A

### Section 35: Home Guard
- **Premier**: $5,000
- **Superior**: $5,000
- **Classic**: N/A

### Section 36: Car Rental Excess Charges and Return
- **Premier**: $1,500
- **Superior**: $1,000
- **Classic**: N/A

### Section 37: Pet Care
- **$50 for every 6 hours**: $750

### Section 38: Disruption Benefits
- **Premier**: $750
- **Superior**: $500
- **Classic**: $100

### Section 39: Cover in the event of Terrorism
- **Premier**: Yes
- **Superior**: Yes
- **Classic**: N/A

### Section 40: Assistance Services
- **Premier**: Yes
- **Superior**: Yes
- **Classic**: Yes

*Note: The Summary of Benefits above sets out the maximum amounts We will pay each Insured Person for each Trip under the applicable plan. Sub-limits and cover restrictions may apply. Please refer to Policy for specific terms, conditions and exclusions. All amounts shown in Singapore Dollars (SGD).*
PART I – POLICY DEFINITIONS

1) ACCIDENT or ACCIDENTAL means a sudden, unexpected and specific event external to the body, which occurs at an identifiable time and place.

2) ACQUIRED IMMUNE DEFICIENCY SYNDROME or AIDS will have the meanings assigned to it by the World Health Organization including Opportunistic Infection, Malignant Neoplasms, HIV-Infected / AIDS-defining Conditions, and acquired immunodeficiency syndrome, HIV or acquired immunodeficiency syndrome caused by Human Immunodeficiency Virus (HIV), encephalopathy, (dementia), HIV wasting syndrome or any disease or sickness in the presence of a sero-positive test for HIV.

a) OPPORTUNISTIC INFECTION includes but is not limited to pneumocystis pneumonia, organism of chronic enteritis, virus and/or disseminated fungal infection.

b) MALIGNANT NEOPLASM includes but is not limited to Kaposi's sarcoma, central nervous system lymphoma and/or other malignancies now known or which become known as a result of the cure of an existing disease or illness, or in the presence of Acquired Immune Deficiency Syndrome.

3) ACTS OF TERRORISM means any actual or threatened use of force or violence directed at or causing damage, injury, harm or disruption, or commission of an act designed to undermine, destroy, or cause physical, property or government, with the stated or unstated objective of pursuing economic, ethnic, nationalistic, political, racial or religious interests, whether such interests are declared or not. Riots or other civil acts, primarily committed for personal gain or acts arising primarily from prior personal relationships between perpetrator(s) and victim(s) will not be considered an Act of Terrorism. Act of Terrorism also includes any act, which is verified or recognised by the (relevant) government as an act of terrorism.

4) ACT OF WAR is an incident directed or carried out by a member or members of an armed force in the prosecution of War.

5) AIG TRAVEL ASIA PACIFIC PTE. LTD or ATAP refers to Our travel assistance company which comprises of a worldwide team of medical professionals and insurance specialists who are available 24-hours a day for advice and assistance.

6) ATM means automatic teller machine.

7) CHILD, CHILDREN means an unmarried person or persons not older than 18 years of age or below 23 years of age if enrolled for full-time study in a recognised institution of higher learning and having attained the age of 16.

8) CIVIL UNREST, RIOT OR COMMOTION means a gathering of persons (organised or unorganised) and which is provided by a recognised local tour operator but

9) COMMON CARRIER means any land, water or air conveyance operating under a valid license in the country that You are in for the transportation of passengers for hire and which operate to fixed, established and regular schedules and routes. It does not mean a taxi or private car.

10) COUNTRY OF ORIGIN/HOME COUNTRY means any country to which You are granted rights of citizenship or permanent residence by the respective governmental authorities excluding Singapore.

11) EXPEDITION means any journey to remote, high risk, inaccessible and/or inhospitable locations including but not limited to privately organised kayaking trips around the coast of a country or trips to generally inaccessible interior of a country or areas previously unexplored or uncharted, or trips undertaken for scientific, research or political purposes to such locations or trips to Antarctica. It does not mean trekking and travel, outside of these previously given examples, provided by a recognised tour operator that are accessible to the general public without restrictions (other than general health or fitness warnings) but always providing that You are acting under the guidance and supervision of qualified guides and/or instructors of the tour operator.

12) EXTREME SPORTS AND SPORTING ACTIVITIES means any sport or sporting activities that present a high level of inherent danger. This includes but is not limited to big wave surfing, canoeing down rapids, cliff jumping, horse jumping, ultra marathons, bungee jumping, traditional or stunt riding. It does not mean trekking and travel, outside of these previously given examples, provided by a recognised tour operator that are accessible to the general public without restrictions (other than general health or fitness warnings) and which are provided by a recognised local tour operator but always providing that You are acting under the guidance and supervision of qualified guides and/or instructors of the tour operator when carrying out such tourist activities.

13) GOLFING EQUIPMENT means golf clubs and golf bags.

14) HOSPITAL means an establishment constituted and registered as a facility for the care and treatment of sick and injured persons as paying bed patients and which:

a) has full facilities for diagnosis and surgical procedures;

b) provides 24-hour a day nursing services by registered graduate nurses;

c) is supervised by a staff of Medical Practitioners; and

d) is not primarily for nursing, rest or convalescent home, a home for the aged, a place for the treatment of alcoholism or drug addiction or an institution for mental or behavioral disorder.

15) HOSPITAL CONFINEMENT means confinement in a Hospital due to Sickness or Injury suffered Overseas for at least One Day as a resident in-patient (other than for day surgery) upon the advice of and under the regular care and attendance of a Medical Practitioner for this purpose. Day shall mean a continuous 24-hour period for which the Hospital charges for room and/or board.

16) HOSTAGE means You (except a minor held hostage by his or her parents) being taken and held prisoner by another person by force or against Your will.

17) HOUSEHOLD CONTENTS means household furniture and furnishings, clothing and personal effects, made by Your family or friends which You or members of Your family or domestic servants permanently residing with You and fixtures and fittings which You own (or for which You are responsible) not being landlord’s fixtures and fittings and excluding deeds, bonds, bills of exchange, promissory notes, cheques, travellers’ cheques, securities for money, documents of any kind, cash, currency notes.

18) INJURY means a physical bodily injury to You as result of an Accident during Your Trip and occurring solely, directly and independently of any other cause.

19) INSOLVENCY means the inability of an individual or entity to pay its debt resulting in the total cessation of their operations due to either:

a) Insolvency, with or without the filing of a bankruptcy or similar petition; or

b) Abandonment with monies belonging to the organisation by an owner or employee who has prior convictions of any fraudulent or dishonest act, or is under investigation on a charge of fraudulent or dishonest act.

20) INSURED PERSON(S) in respect of an Individual Plan means the person(s) named in the Policy Schedule as the Insured(s); in respect of a Family Plan means the person(s) stated in paragraph 10 of Part IV – General Conditions.

21) JEWELLERY means object of art or personal comfort and which is provided by a recognised local tour operator but

22) KIDNAP means any event or connected series of events of Your seizing, detaining or carrying away or taking away by force or fraud (except a minor kidnapped by his or her parents) against Your will for a purpose of demanding of ransom.

23) LAPTOP COMPUTER means the complete laptop computer including accessories or attachments that come as standard equipment with the laptop. Any handheld computers, tablets (including but not limited to iPads, Samsung Galaxy tablets) or computers with similar capabilities are excluded from this coverage.

24) LOSS OF LIMB means Permanent and irrecoverable total loss of use or permanent loss by physical severance (separation) of a hand at above the wrist or foot at above the ankle.

25) LOSS OF HEARING means Permanent irrecoverable loss of hearing where:

a) dB Hearing loss at 1000 Hertz

b) dB Hearing loss at 2000 Hertz

c) dB Hearing loss at 4000 Hertz

1/6 of (a+b+2c) is above 80 dB

26) LOSS OF SIGHT means the entire and Permanent irrecoverable loss of sight.

27) LOSS OF SPEECH means the disability in articulating any three of the four sounds which contribute to the speech such as the labial sounds, the alveolar sounds, the palatal sounds and the velar sounds or total loss of vocal cord or damage of speech center in the brain resulting in aphasia.

28) MAJOR TRAVEL EVENT means a) Natural Disaster;

b) epidemic or pandemic as at a Phase 4 level or higher as declared by the World Health Organization, as a war, act of terrorism as announced by the Singapore Government or the government of the country You are travelling to;

c) major industrial accident;

d) Civil Unrest, Riot or Commotion resulting in cancellation of scheduled Common Carrier services, or against non-essential travel;

e) Strike resulting in cancellation of scheduled Common Carrier services; or

f) any event leading to airspace or multiple airport closures.

29) MANUAL WORK means work which involves a person undertaking physical labour or manual operation or active personal participation in any of the following:

a) underground work, mining work, military offshore work, construction work, or outside building or installation work exceeding three meters in height;

b) work that involves heavy machinery, explosives or hazardous materials;

c) work as a diver, life guard, taxi driver, bus driver, or other commercial vehicle or heavy vehicle driver, dispatch rider or delivery person;

d) work of a manual nature that involves specialist equipment and training, or work that presents risk of serious injury including but not limited to oil rigs, fishermen, crane operators or welders;

30) MEDICAL EXPENSES means expenses incurred within 90 days of sustaining Injury or Sickness and paid to a Medical Practitioner for medical, surgical, X-ray, Hospital or nursing treatment including the cost of medical supplies and devices purchased by any other person on your behalf in relation to the treatment of such injury or sickness. The cost of dental treatment where such treatment is necessarily incurred to restore sound and natural teeth and is caused by an Accident. All treatment including specialist treatment must be prescribed or referred by a Medical Practitioner in order for expenses to be reimbursed under this Policy which reimbursement will not exceed the usual level of charges for similar treatment, medical services or supplies in the location where the expenses were incurred had this insurance not existed.

31) MEDICAL PRACTITIONER means a licensed, registered and properly qualified medical practitioner licensed under any applicable laws and acting within the scope of his/her license and training. The attending Medical Practitioner cannot be You, your spouse, your business partner, your employer, your agent, a person booked to accompany You on the Trip or a person who is related to You in any way by blood, marriage or adoption.
MOBILITY means a device designed to assist walking or otherwise improve the mobility of people with mobility impairments and includes but is not limited to crutches, wheelchairs, walking frames and wheel trolleys.

MOUNTAINEERING means the ascent or descent of a mountain ordinarily necessitating the use of specified equipment including but not limited to crampons, pickaxes, anchors, belts, carabiners and lead-ropes or top-roping anchoring equipment.

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

OVERSEAS means beyond the territorial limits of Singapore.

PAYMENT CARD means an ATM card, NETS card, credit card, charge card or debit card issued by a qualified financial institution for personal use only.

PERMANENT means lasting 12 consecutive calendar months from the date of the Accident and at the expiry of that period being beyond hope of improvement.

PHYSICIAN means a registered herbalist, chiropractor, acupuncturist, bone-setter or osteopath all licensed under any applicable laws including traditional Chinese medical practitioner registered with the Traditional Chinese Medicine Practitioners Board. The attending Physician cannot be You, Your spouse, Your business partner, Your employer, Your employee, Your agent, a person booked to accompany You on the Trip or a person who is related to You in any way by blood, marriage or adoption.

PRE-EXISTING MEDICAL CONDITION means any condition for which:

a) one has received medical treatment, diagnosis, consultation or prescribed drugs within the 12 month period preceding the commencement of a Trip;

b) medical advice or treatment was recommended by a Medical Practitioner within a 12 month period preceding the commencement of a Trip;

c) a reasonable person in the circumstances would be expected to be aware of within a 12 month period preceding the commencement of a Trip.

PUBLIC PLACE means any place to which the public has access, for example (but not limited to) airports, shops, restaurants, hotel foyers, parks, beaches, golf course, driving range, public buildings and like places.


SELECTED PLAN means the choice of Premier, Superior or Classic Plan which You or Your representative made at the time of application.

SERIOUS INJURY OR SERIOUS SICKNESS whenever applied to You, Your Travel Companion or any member of a Family Plan (as defined under Part IV General Condition 10) travelling with You, means Injury or Sickness which results in You, Your Travel Companion or such member of the Family Plan being certified by a Medical Practitioner as unfit to travel or continue with Your or Your original Trip. Whenever applied to You Relative, Serious Injury or Serious Sickness means an Injury or Sickness which is certified by a Medical Practitioner as being life threatening and which results in Your discontinuation or cancellation of Your Trip.

SICKNESS means any noticeable change in Your physical health due to a medical condition contracted, commencing or manifesting whilst Overseas during the period of Your Trip for which You seek the care of a Medical Practitioner provided the sickness is not a Pre-existing Medical Condition and the nature of the sickness is not excluded from this Policy. For the purpose of Section 19 and 20, Sickness means any noticeable change in Your physical health due to a medical condition contracted, commencing or manifesting before travelling Overseas for which You seek the care of a Medical Practitioner provided the sickness is not a Pre-existing Medical Condition and the nature of the sickness is not excluded from this Policy.

SPORTING EQUIPMENT means specialised equipment needed to participate in a particular sport, which includes but is not limited to snow skis or snow boards, surfboards, bicycles, or racquets. For the avoidance of doubt, Sporting Equipment does not mean or include any accessories or motorised equipment.

STOLEN means having been stolen by a third party by way of theft, robbery or burglary without Your assistance, consent or cooperation.

STRIKE means any organised, willful refusal by any worker or employee to continue working to register a protest, or the action of any lawfully constituted authority in promoting or attempting to prevent any such act or in minimising the consequences of such act.

TOTAL DISABILITY means Injury of a Permanent nature which solely, directly does not mean or include any accessories or motorized equipment.

TRIP means an Overseas journey departing from Singapore undertaken under a Per Trip Policy or an Annual Multi-Trip Policy. For Per Trip Policy, Trip means an Overseas journey departing from Singapore that does not exceed 182 consecutive days and for which cover shall commence from:

a) in respect of Sections 19, 20, 21 and 22 at the later of the Policy issuance date or as specified under the applicable Section; and

b) in respect of all other Sections at the later of the departure date shown on the Policy Schedule or the time of departure from Singapore to travel to the intended destination(s) Overseas; and

c) shall continue until the earlier of:

i) Your arrival in Singapore;

ii) the expiry date shown in Your Policy Schedule, or

iii) 182 consecutive days following the commencement date of Your Journey.

2) For Annual Multi-Trip Policy, Trip means an Overseas journey departing from Singapore that does not exceed 90 consecutive days and for which cover shall commence from:

a) in respect of Sections 19, 20, 21 and 22 at later of the Policy issuance date, date of actual booking for the journey or as specified under the applicable Section; and

b) in respect of all other Sections at the later of the Policy issuance date or the time of departure from Singapore to travel to the intended destination(s) Overseas; and

c) shall continue until the earlier of:

i) Your arrival in Singapore;

ii) the expiry date shown in Your Policy Schedule, or

iii) 90 consecutive days following the commencement date of Your Journey.

MOUNTAINEERING means the ascent or descent of a mountain ordinarily necessitating the use of specified equipment including but not limited to crampons, pickaxes, anchors, belts, carabiners and lead-ropes or top-roping anchoring equipment.

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

OVERSEAS means beyond the territorial limits of Singapore.

PAYMENT CARD means an ATM card, NETS card, credit card, charge card or debit card issued by a qualified financial institution for personal use only.

PERMANENT means lasting 12 consecutive calendar months from the date of the Accident and at the expiry of that period being beyond hope of improvement.

PHYSICIAN means a registered herbalist, chiropractor, acupuncturist, bone-setter or osteopath all licensed under any applicable laws including traditional Chinese medical practitioner registered with the Traditional Chinese Medicine Practitioners Board. The attending Physician cannot be You, Your spouse, Your business partner, Your employer, Your employee, Your agent, a person booked to accompany You on the Trip or a person who is related to You in any way by blood, marriage or adoption.

PRE-EXISTING MEDICAL CONDITION means any condition for which :

a) one has received medical treatment, diagnosis, consultation or prescribed drugs within the 12 month period preceding the commencement of a Trip;

b) medical advice or treatment was recommended by a Medical Practitioner within a 12 month period preceding the commencement of a Trip;

c) a reasonable person in the circumstances would be expected to be aware of within a 12 month period preceding the commencement of a Trip.

PUBLIC PLACE means any place to which the public has access, for example (but not limited to) airports, shops, restaurants, hotel foyers, parks, beaches, golf course, driving range, public buildings and like places.


SELECTED PLAN means the choice of Premier, Superior or Classic Plan which You or Your representative made at the time of application.

SERIOUS INJURY OR SERIOUS SICKNESS whenever applied to You, Your Travel Companion or any member of a Family Plan (as defined under Part IV General Condition 10) travelling with You, means Injury or Sickness which results in You, Your Travel Companion or such member of the Family Plan being certified by a Medical Practitioner as unfit to travel or continue with Your or Your original Trip. Whenever applied to You Relative, Serious Injury or Serious Sickness means an Injury or Sickness which is certified by a Medical Practitioner as being life threatening and which results in Your discontinuation or cancellation of Your Trip.

SICKNESS means any noticeable change in Your physical health due to a medical condition contracted, commencing or manifesting whilst Overseas during the period of Your Trip for which You seek the care of a Medical Practitioner provided the sickness is not a Pre-existing Medical Condition and the nature of the sickness is not excluded from this Policy. For the purpose of Section 19 and 20, Sickness means any noticeable change in Your physical health due to a medical condition contracted, commencing or manifesting before travelling Overseas for which You seek the care of a Medical Practitioner provided the sickness is not a Pre-existing Medical Condition and the nature of the sickness is not excluded from this Policy.

SPORTING EQUIPMENT means specialised equipment needed to participate in a particular sport, which includes but is not limited to snow skis or snow boards, surfboards, bicycles, or racquets. For the avoidance of doubt, Sporting Equipment does not mean or include any accessories or motorised equipment.

STOLEN means having been stolen by a third party by way of theft, robbery or burglary without Your assistance, consent or cooperation.

STRIKE means any organised, willful refusal by any worker or employee to continue working to register a protest, or the action of any lawfully constituted authority in promoting or attempting to prevent any such act or in minimising the consequences of such act.

TOTAL DISABILITY means Injury of a Permanent nature which solely, directly and totally disables and prevents You from attending to any business or occupation of any and every kind or if You have no business or occupation, from attending to Your usual duties.

TRAVEL COMPANION means a person who has travel bookings to accompany You on the Trip who is not Your Relative.

TRAVEL AGENT means a travel agent who holds a current and valid license issued by the Singapore Tourism Board under the Travel Agents Act (Cap. 334).

TRIP means an Overseas journey departing from Singapore undertaken under a Per Trip Policy or an Annual Multi-Trip Policy. For Per Trip Policy, Trip means an Overseas journey departing from Singapore that does not exceed 182 consecutive days and for which cover shall commence from:

a) in respect of Sections 19, 20, 21 and 22 at the later of the Policy issuance date or as specified under the applicable Section; and

b) in respect of all other Sections at the later of the departure date shown on the Policy Schedule or the time of departure from Singapore to travel to the intended destination(s) Overseas; and

c) shall continue until the earlier of:

i) Your arrival in Singapore;

ii) the expiry date shown in Your Policy Schedule, or

iii) 182 consecutive days following the commencement date of Your Journey.
We will reimburse You, up to the limit specified at Table B below, the Medical Expenses necessarily incurred in Singapore for medical treatment or follow-up medical treatment in Singapore for Sickness which You had sustained whilst Overseas. The time limit for seeking such medical treatment is as follows:

(i) if prior medical treatment has not been sought Overseas, You must seek medical treatment in Singapore within 2 days from the date of return from Singapore. From the date of the Sickness to the date of the departure for Singapore, You have up to a maximum of 30 days to continue medical treatment in Singapore up to the limit specified in Table B below; or

(ii) if prior medical treatment has not been sought Overseas, and the Sickness is H1N1 flu, dengue fever, Severe Acute Respiratory Syndrome (SARS), Avian flu or any Sickness which a Medical Practitioner certifies was sustained while Overseas but symptoms would not manifest within 2 days from the date of return to Singapore, You must seek medical treatment in Singapore within 7 days from the date of return to Singapore. You have up to a maximum of 30 days to continue medical treatment in Singapore up to the limit specified in Table B below; or

(iii) if medical treatment had already been sought Overseas, You have up to a maximum of 30 days from the date of return to Singapore to continue medical treatment in Singapore up to the limit specified in Table B below.

We will reimburse You, up to the maximum limit of the Selected Plan, the reasonable and necessary expenses incurred Overseas for the purchase and/or hire of Mobility Aids as result of an Injury or Sickness that is covered under Section 1.

In no event will the total of the Medical Expenses in Singapore exceed the limit specified in the applicable Selected Plan under Table A or B.

If You are entitled to a refund of all or part of the Medical Expenses from any person or any other source, We will only pay the balance amount of Medical Expenses that is not refunded subject to the applicable limits.

### SECTION 3 - MOBILITY AID REIMBURSEMENT (APPLICABLE TO SUPERIOR AND PREMIER PLANS ONLY)
We will reimburse You, up to the maximum limit specified under the Selected Plan, reasonable and necessary expenses incurred Overseas for the purchase and/or hire of Mobility Aids as result of an Injury or Sickness that is covered under Section 1.

If You are entitled to a refund of all or part of the expenses for the Mobility Aid from any person or any other source, We will only pay the balance amount that is not refunded subject to the applicable limits.

### SECTION 4 - MEDICAL EXPENSES INCURRED OVERSEAS – WOMEN’S BENEFITS
We will reimburse You, up to the maximum limit of the Selected Plan, the Medical Expenses which are necessarily incurred whilst Overseas for a pregnancy-related sickness.

This section does not apply to:
- a) pregnancy-related sickness or treatment which You sought in Your Country of Origin/Home Country or upon return to Singapore.
- b) if prior medical treatment has not been sought Overseas, You must seek treatment in Singapore within 2 days from the date of return to Singapore. From the date of the first treatment in Singapore, You have up to a maximum of 30 days to continue treatment in Singapore up to the limit specified in the Selected Plan; or
- c) if treatment had already been sought Overseas, You have up to a maximum of 30 days from the date of return to Singapore to continue treatment in Singapore up to the limit specified in the Selected Plan.

In no event will the total of the Medical Expenses in Singapore exceed the limit specified in the applicable Selected Plan.

### SECTION 5 - TREATMENT BY PHYSICIAN (APPLICABLE TO SUPERIOR AND PREMIER PLANS ONLY)
We will reimburse You, up to the limit specified in the Selected Plan, the expenses incurred in relation to treatment by a Physician, which are necessarily incurred whilst Overseas for Injury and Sickness as a result of a pre-existing medical condition, for the period of confinement from 2 to 7 days from the date of the Sickness.

This benefit also covers expenses incurred for treatment or follow-up treatment in Singapore by a Physician for Injury or Sickness which You had sustained whilst Overseas.

The time limit for seeking such treatment is as follows:
- a) if prior treatment has not been sought Overseas, You must seek treatment in Singapore within 2 days from the date of return from Singapore. From the date of the first treatment in Singapore, You have up to a maximum of 30 days to continue treatment in Singapore up to the limit specified in the Selected Plan; or
- b) if treatment had already been sought Overseas, You have up to a maximum of 30 days from the date of return to Singapore to continue treatment in Singapore up to the limit specified in the Selected Plan.

In no event will the total of the expenses for treatment by a Physician incurred Overseas and in Singapore exceed the limits specified in the Selected Plan. If You are entitled to a refund of all or part of the expenses from any person or any other source, We will only pay the balance amount of expenses incurred that is not refunded subject to the applicable limits.

### SECTION 6 - OVERSEAS HOSPITAL INCOME
We will pay, up to the limit specified in the Selected Plan the, hospital income for Hospital Confinement due to Injury or Sickness sustained whilst Overseas. If You are under Hospital Confinement during the Trip, We will pay You $200 for each continuous 24-hour period of such Hospital Confinement. Payment will be made after the period of Hospital Confinement.

### SECTION 7 - HOSPITAL INCOME IN SINGAPORE
We will pay, up to the limit specified in the Selected Plan hospital income for Hospital Confinement in the event that You are under Hospital Confinement immediately upon Your return to Singapore due to Injury or Sickness sustained whilst Overseas. If You are under Hospital Confinement in Singapore, We will pay You $100 for each continuous 24-hour period of such Hospital Confinement. Payment will be made after the period of Hospital Confinement.

### SECTION 8 - EMERGENCY MEDICAL EVACUATION
When as the result of Injury or Sickness commencing whilst You are Overseas and in Our opinion of ATAP, or an authorised representative of ATAP, it is judged medically appropriate to move You to another location or to return You to Singapore for medical treatment, ATAP, or an authorised representative, will arrange for the evacuation utilising the means best suited to do so, based on the medical severity of Your condition. We will pay ATAP directly over the expenses for such evacuation as specified in the Selected Plan.

The means of evacuation arranged by ATAP, or an authorised representative of ATAP, may include air ambulance, surface ambulance, regular air transportation, railroad or any other appropriate means. All decisions as to the means of transportation and the final destination will be made by ATAP, or an authorised representative, and will be based solely on medical necessity.

Covered expenses are expenses for services provided and/or arranged by ATAP for Your transportation and shall include medical services and medical supplies necessarily incurred as a result of the emergency medical evacuation.

### EXCLUSIONS
We will not pay for:
- 1) any expenses incurred for services provided by another party for which You are not liable to pay, or any expenses already included in the cost of a scheduled Trip, including but not limited to the unutilised portion of the return air ticket for the scheduled Trip; and/or
- 2) any expenses for a service not approved and arranged by ATAP, or an authorised representative of ATAP, unless We decide that such expenses were necessarily incurred and for reasons beyond the control of You, Your Relative or Travel Companion. ATAP could not be contacted during the emergency. In any event, We reserve the right to reimburse You only for those expenses incurred for services which ATAP would have provided under the same circumstances and up to the limit specified in the Selected Plan.

### SECTION 9 - REPATRIATION
When as the result of Injury or Sickness commencing whilst Overseas, You suffer death within 30 days from the date of the Injury or commencement of the Sickness, ATAP or an authorised representative of ATAP will make the necessary arrangements for the removal of Your mortal remains to Singapore. We will also pay the associated reasonable expenses necessarily incurred Overseas for services and supplies provided by the mortician or undertaker, including but not limited to the cost of a basic casket, embalment and cremation if so elected. This will not include expenses related to religious ceremony or rites.

All arrangements for the repatriation must be approved and arranged through ATAP unless making such arrangements through ATAP were not possible in the circumstances due to reasons beyond Your estate’s control and any alternative arrangements are deemed reasonable by Us.

### EXCLUSIONS
We will not pay for:
- 1) any expenses incurred for services provided by another party for which You are not liable to pay, or any expenses already included in the cost of a scheduled Trip, including but not limited to the unutilised portion of the return air ticket for the scheduled Trip; and/or
- 2) any expenses incurred for the transportation of Your remains not approved and arranged by ATAP, or by an authorised representative of ATAP.

### SECTION 10 - DIRECT REPATRIATION
When as the result of Injury or Sickness commencing whilst Overseas, You suffer death within 30 days from the date of the Injury or commencement of the Sickness, ATAP or an authorised representative of ATAP, unless We decide that such expenses were necessarily incurred and for reasons beyond the control of You, Your Relative or Travel Companion, ATAP could not be contacted during the emergency. In any event, We reserve the right to reimburse You only for those expenses incurred for services which ATAP would have provided under the same circumstances and up to the limit specified in the Selected Plan.

### EXCLUSIONS
We will not pay for:
- 1) any expenses incurred for services provided by another party for which You are not liable to pay, or any expenses already included in the cost of a scheduled Trip, including but not limited to the unutilised portion of the return air ticket for the scheduled Trip; and/or
- 2) any expenses for a service not approved and arranged by ATAP, or an authorised representative of ATAP, unless We decide that such expenses were necessarily incurred and for reasons beyond the control of You, Your Relative or Travel Companion. ATAP could not be contacted during the emergency. In any event, We reserve the right to reimburse You only for those expenses incurred for services which ATAP would have provided under the same circumstances and up to the limit specified in the Selected Plan.

### TABLE A: MAXIMUM INJURY BENEFIT (S$)

<table>
<thead>
<tr>
<th></th>
<th>Premier Plan</th>
<th>Superior Plan</th>
<th>Classic Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insured Person (under age 70 years)</td>
<td>$50,000</td>
<td>$25,000</td>
<td>$10,000</td>
</tr>
<tr>
<td>Insured Person (age 70 years or older)</td>
<td>$5,000</td>
<td>$2,500</td>
<td>$1,000</td>
</tr>
<tr>
<td>Insured Child in a Family Plan</td>
<td>$10,000</td>
<td>$10,000</td>
<td>$10,000</td>
</tr>
</tbody>
</table>

### TABLE B: MAXIMUM SICKNESS BENEFIT (S$)

<table>
<thead>
<tr>
<th></th>
<th>Premier Plan</th>
<th>Superior Plan</th>
<th>Classic Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insured Person (under age 70 years)</td>
<td>$10,000</td>
<td>$5,000</td>
<td>$2,000</td>
</tr>
<tr>
<td>Insured Person (age 70 years or older)</td>
<td>$5,000</td>
<td>$2,500</td>
<td>$1,000</td>
</tr>
<tr>
<td>Insured Child in a Family Plan</td>
<td>$5,000</td>
<td>$2,500</td>
<td>$1,000</td>
</tr>
</tbody>
</table>
SECTION 11 - HOSPITAL VISITATION

1. In the event You are under Hospital Confinement during a Trip for more than 5 consecutive days due to an Injury or Sickness sustained whilst Overseas and it is not judged medically appropriate to move You to another location or to return You to Singapore for medical treatment, and no adult member of Your family is with You, We will pay, up to the limit specified in the Selected Plan, the following:
   (i) reasonable travel arrangement expenses (economy class airfare, rail or sea transport fare) and hotel accommodation expenses incurred by one adult Relative or friend to accompany You to the place where You are under Hospital Confinement; and
   (ii) reasonable medical and hospital expenses incurred by the adult Relative or friend to visit and stay with You for the duration of Your Hospital Confinement.

2. In the event You are under Hospital Confinement during a Trip for more than 5 consecutive days due to an Injury or Sickness sustained whilst Overseas and it is not judged medically appropriate to move You to another location or to return You to Singapore for medical treatment, and no adult member of Your family is with You, We will pay, up to the limit specified in the Selected Plan, the following:
   (i) resulting administrative charges for postponement of return travel to Singapore; and
   (ii) resulting administrative charges for postponement of return travel to Singapore; and reasonable hotel accommodation expenses incurred by the adult member of Your family or the adult Travel Companion to stay with You for the duration of Your Hospital Confinement.

No coverage will be provided under this section if Your family member or Travel Companion becomes entitled to a refund of all or part of such expenses from another source, including under any other existing travel insurance policy or under Section 23 of this Policy.

SECTION 12 - COMPASSIONATE VISIT

In the event of Your death due to an Accident or Sickness whilst Overseas and no adult member of Your family was present at Your death, We will pay, up to the limit specified in the Selected Plan, the reasonable travel (economy class airfare, rail or sea transport fare) and hotel accommodation expenses incurred by one adult Relative or friend to assist in the final arrangements at Your destination.

Note: This Policy will only pay for a claim either under Section 11 or 12, for the same event but not both.

SECTION 13 - CHILD PROTECTOR

In the event You are under Hospital Confinement whilst Overseas and there is no adult to accompany the children/who is/are below 18 years old who has/have travelled with You Overseas, We will pay, up to the limit specified in the Selected Plan, the reasonable travel (economy class airfare, rail or sea transport fare) and hotel accommodation expenses for an adult Relative or friend to accompany the children/who is/are back to Singapore.

SECTION 14 - EMERGENCY TELEPHONE CHARGES

We will reimburse You, up to the limit specified in the Selected Plan, the telephone charges incurred by use of Your or a third party's personal mobile phone or of a phone using a standard SIM/line for the sole purpose of:
   (i) engaging the services of ATAP to organise calls to Your Payment Card(s) issued to report that Your Payment Card(s) has been Stolen or lost or that unauthorised charges have been made from Your Payment Card(s); and
   (ii) directly calling Your Payment Card(s) Issuing Bank(s) to report that Your Payment Card(s) has been Stolen or lost or that unauthorised charges have been made from Your Payment Card(s), only if ATAP is unable to assist You in making these calls.

We will also reimburse You for use of a prepaid phone card for the purpose set out above subject to a maximum reimbursable sum of $10 for such cards.

EXCLUSIONS

We will not pay for telephone calls made via public telephones using an International Calling Card (ICC).

SECTION 15 - AUTOMATIC EXTENSION OF POLICY PERIOD

The Policy Period will automatically extend for up to 30 days from the date of expiry of the Policy without payment of any additional premium at the time of the expiry of the Policy You are under Hospital Confinement and/or quarantined whilst Overseas as advised by a Medical Practitioner.

PERSONAL ACCIDENT BENEFITS

SECTION 16 - ACCIDENTAL DEATH & PERMANENT DISABILITY

If You are involved in an Accident during the period beginning 3 hours before You leave Your permanent place of residence or office to commence Your Trip and up to the earlier of 3 hours of Your return from Your Trip or Your return to Your permanent place of residence or office, and as a consequence suffer Injury or death within 90 days of the date of the Accident, We will pay, up to the limit specified in the Selected Plan, the following:
   (a) death or Serious Injury or Serious Sickness; and
   (b) death or Serious Injury or Serious Sickness.

We will not pay compensation for any event as set out in the Schedule of Compensation under listed events 1 to 9 above that arises from or is caused by any sickness or infectious disease.

SECTION 17 - COMMON CARRIER / NATURAL DISASTER DOUBLE COVER (APPLICABLE TO SUPERIOR AND PREMIER PLANS ONLY)

If You are involved in an Accident on a Common Carrier or due to Natural Disaster during the period beginning 3 hours before You leave Your permanent place of residence or office to commence Your Trip and up to the earlier of 3 hours of Your return from Your Trip or Your return to Your permanent place of residence or office, and as a consequence suffer Injury or death within 90 days of the date of the Accident, We will pay compensation for the specific event as set out in the Schedule of Compensation under listed events 1 to 9.

The maximum amount We will pay is the principal sum insured for the Selected Plan.

EXCLUSIONS

We will not pay compensation for any event as set out in the Schedule of Compensation under listed events 1 to 9 above that arises from or is caused by any sickness or infectious disease.

SECTION 18 - CHILD EDUCATION GRANT (APPLICABLE TO SUPERIOR AND PREMIER PLANS ONLY)

If You suffer Accidental death which is claimed during either Section 16 or 17, and on the date of the Accident You have a Child or Children, We will pay $5,000 to each Child, provided always that such Child is Your natural or legally adopted Child. The maximum number of Children We will compensate under this section is 4 Children.

This benefit is only payable once for any Child even if the Child is covered by more than one travel insurance policy underwritten by Us for the same Trip.

TRAVEL INCONVENIENCE BENEFITS

SECTION 19 - TRAVEL CANCELLATION

If Your Trip is cancelled due to the following unexpected events occurring within 60 days (except item c) before the date of departure of the Trip:
   a) Major Travel Event that Prevents You from travelling to Your main destination(s) as outlined in Your Trip itinerary;
   b) death or Serious Injury or Serious Sickness or compulsory quarantine of You or Your Relative or Travel Companion caused by an Accident;
   c) serious damage to Your permanent place of residence in Singapore arising from Natural Disasters occurring after the issue date of the Policy and within 1 week before the date of departure and which requires You to be present at the permanent place of residence on the date of departure; or
   d) witness summons.

We will pay, up to the limits specified in the Selected Plan for the resulting loss of travel and/or accommodation expenses:
   (i) paid in advance by You;
   (ii) for which You are legally liable; and
   (iii) which are not recoverable from any other source.

EXCLUSIONS

We will not pay for any loss or expenses:
   1) caused directly or indirectly by government regulations or control;
   2) caused by cancellation by the Common Carrier or any other provider of the travel and/or accommodation;
   3) that is covered by any other existing insurance scheme or government program;
   4) which will be paid or refunded by a hotel, airline, travel agent or any other provider of travel and/or accommodation;
   5) should this insurance be purchased less than 3 days before the date of departure (date of departure inclusive) with the exception of Your death or the death of Your Relative or Travel Companion caused by an Accident;
   6) that results from a Major Travel Event which was publicly known at the time You booked Your Trip or purchased this insurance, whichever occurs last; and/or
   7) being compensation for any air miles or holiday points You used to pay for the Trip in part or in full.

In a Per Trip Policy, once an Insured Person under the Individual Plan or a Family Plan cancels the Trip and a claim is made for Travel Cancellation under this section, the Policy immediately terminates upon such cancellation of the Trip. For the avoidance of doubt, the Policy continues to have force and effect with regards to other Insured Persons in a Family Plan to continue with the Trip.

Note: This Policy will only pay for any claim under any one of Sections 19, 20, 21 or 22 for the same event but not for more than one of these Sections.

SECTION 20 - TRAVEL POSTPONEMENT

If the Trip is postponed due to any of the following unexpected events occurring within 60 days (except item c) before the date of departure of the Trip:
   a) Major Travel Event that Prevents You from travelling to Your main destination(s) as scheduled and outlined in Your Trip itinerary;
   b) death or Serious Injury or Serious Sickness or compulsory quarantine of You or Your Relative or Travel Companion;
   c) serious damage to Your permanent place of residence in Singapore arising from Natural Disasters occurring after the issue date of the Policy and within 1 week before
the date of departure and which requires You to be present at the permanent place of residence on the date of departure; or
d) witness summons.

We will pay, up to the limits specified in the Selected Plan, for the resulting administrative charges or fees incurred in making the necessary changes in travel and/or accommodation arrangements to enable such person to take over Your place on the Trip.

We will not pay for any loss or charges:
1) caused directly or indirectly by government regulations or control;
2) caused by cancellation by the Common Carrier or any other provider of the travel and/or accommodation;
3) that is covered by any other existing insurance scheme or government program;
4) which will be paid or refunded by a hotel, airline, travel agent or any other provider of travel and/or accommodation;
5) paid, during this insurance, less than 3 days before the date of departure (date of departure inclusive) (with the exception of Your death or the death of Your Relative or Travel Companion caused by an Accident);
6) that results from a Major Travel Event which was publicly known at the time You booked Your Trip or purchased this insurance, whichever occurs last; and/or
7) being compensated for any air miles or holiday points You used to pay for the Trip in part or in full.

In a Per Trip Policy, once an Insured Person under the Individual Plan or a Family Plan postpones the Trip and a claim is made for Travel Postponement under this section, the Policy immediately terminates upon such postponement of the Trip. For the avoidance of doubt, the Policy continues to have force and effect with regards to other Insured Persons in a Family Plan who continue with the Trip as scheduled.

Note: This Policy will only pay for any claim under any one of Sections 19, 20, 21 or 22 for the same event but not for more than one of these Sections.

SECTION 21 - REPLACEMENT OF TRAVELLER (APPLICABLE TO SUPERIOR AND PREMIER PLANS ONLY)

If you are unable to continue Your Trip due to any of the following unexpected events occurring within 60 days before the planned date of departure of the Trip:

a) death or Serious Injury or Serious Sickness or compulsory quarantine of You or Your Relative or Travel Companion;

b) serious damage to Your permanent place of residence in Singapore arising from Natural Disasters occurring after the issue date of the policy and within 1 week before the date of departure and which requires You to be present at the permanent place of residence on the date of departure; or
c) witness summons.

and are substituted by another person for the Trip. We will reimburse You up to the limits specified in the Selected Plan for the administration charges or fees incurred in taking over Your place on the Trip.

We will not pay for any loss or charges:
1) that is covered by any other existing insurance scheme or government program;
2) that is covered by this insurance, less than 3 days before the date of departure (date of departure inclusive) (with the exception of Your death or the death of Your Relative or Travel Companion caused by an Accident); or
3) expenses that would have been incurred by You (being the original traveler) including any travel insurance which was purchased in advance and/or trip cancellation and/or refund costs.
4) the cost of first class airfares, or the cost of business class airfares unless You (being the original traveler) had originally purchased business class airfares for the Trip; or
5) non-essential expenses incurred in the transportation of the substitute person.

Note: This Policy will only pay for any claim under any one of Sections 19, 20, 21 or 22 for the same event but not for more than one of these Sections.

SECTION 22 - TRAVEL CANCELLATION DUE TO INSOLVENCY

We will reimburse You up to the limits specified in the Selected Plan, for the loss of irrecoverable travel deposits or travel fares paid in advance, due to a Trip being cancelled prior to Trip commencement because of Insolvency of a Travel Agent from which You purchased the Trip.

EXCLUSIONS
We will not pay for any loss:
1) caused directly or indirectly by government regulations or control;
2) caused by cancellation by the Common Carrier or any other provider of the travel and/or accommodation;
3) that is covered by any other existing insurance scheme or government program;
4) which will be paid or refunded by a hotel, airline, travel agent or any other provider of travel and/or accommodation;
5) where Insolvency occurs, or, for which a petition for bankruptcy or similar petition is filed before the purchase of this insurance; and/or
6) should this insurance be purchased within 3 days before the date of departure excluding the date of departure.

Note: This Policy will only pay for any claim under any one of Sections 19, 20, 21 or 22 for the same event but not for more than one of these Sections.

SECTION 23 - TRAVEL CANCELLATION - EFFECTIVE ON 16TH FEBRUARY 2016

This change is effective on only this insurance is purchased before You became aware of any circumstances set out below which could lead to the disruption of Your Trip.

(A) If Your Trip is disrupted and You have to shorten Your Trip and return directly to Singapore from Overseas:

a) due to Major Travel Event which prevents You from continuing with Your scheduled Trip;

b) because You suffer Serious Injury or Serious Sickness and receive medical advice to do so;

c) because the aircraft on which You are on board as a passenger is hijacked;

d) due to the unexpected death or Injury or Seriousness of Your Relative or Travel Companion;

(B) If Your Trip is disrupted and You have to remain Overseas before returning directly to Singapore from Overseas:

a) due to quarantine upon medical advice which prevents You from continuing with Your scheduled Trip;

b) due to You, Your Relative or Travel Companion being under Hospital Confinement whilst Overseas for more than 5 days consecutively or where such Hospital Confinement is for less than 5 days, upon medical advice against travelling, thus resulting in You being unable to return to Singapore in accordance with Your scheduled Trip.

We will pay, up to the limits specified in the Selected Plan, for:
1) any additional air fare or sea travel (economy class fare whichever possible) expenses incurred as a result (where the original travel ticket can be amended at a lower cost than the purchase of a new ticket, the original travel ticket should be surrendered); and/or
2) pay for additional accommodation expenses incurred as a result; and/or
3) any loss of travel and/or accommodation expenses paid in advance by or forthelief from You after the commencement of the Trip as a result of any of the above stated reasons, less any refund that may be obtained by You.

SECTION 24 - FRAUDULENT CREDIT CARD USAGE

If You suffer financial loss whilst Overseas due to unauthorised charges being made from Your Payment Card, We will reimburse You for such unauthorised charges, up to the limit specified in the Selected Plan, if:

a) such unauthorised charges were made Overseas with Your Stolen Payment Card; or

b) Your Payment Card was not Stolen, but such unauthorised charges were made through any Overseas ATM withdrawal, in-store or online purchases with Your Payment Card information:

1) in respect of (a) above, We will reimburse the unauthorised charges incurred 12 hours prior to Your first reporting the event to Your Payment Card issuer(s), and

2) in respect of (b) above, We will reimburse the unauthorised charges incurred in advance prior to Your first reporting the event to Your Payment Card issuer(s), or Us, or, Your Payment Card issuer(s) notifying You about the event (whichever occurs first).

Any reimbursement by Us under this section is subject to the following conditions:

1) We will only pay for such unauthorised charges which You are made liable for, under the terms and conditions of Your Payment Card;

2) You must report the theft of Your Payment Card to the issuer(s) and to Us within 24-hours of discovering that Your Payment Card was Stolen or any unauthorised charges were made from it;

3) You must complete and return any documents including but not limited to claims forms, police reports, demands, notices and any other relevant documents You may be asked to provide;

4) You must comply with all the terms and conditions by which Your Payment Card was issued; and

5) Your Payment Card must be valid and in good standing for coverage to apply.

EXCLUSIONS
We will not pay for:
1) losses that have occurred prior to the inception of cover or, after the termination of the Policy;

2) losses that result from any business pursuits or, relating to Your work or profession;

3) losses caused by any illegal acts on Your part;

4) losses that You have intentionally or deliberately caused;

5) cash advances made with Your Stolen Payment Card;

6) losses made by a replacement household, Your Relative or Travel Companion or by a person entrusted with Your Payment Card;

7) losses that result from the direct actions of a Relative or Travel Companion or actions that a Relative or Travel Companion knew of or planned; and

8) losses due to the order of any government, public authority or customs officials.

SECTION 25 - PERSONAL BAGGAGE INCLUDING LAPTOP COMPUTER

We will pay You, up to the limit specified in the Selected Plan, for loss of or damage sustained whilst Overseas or whilst overseas, by unauthorised persons or by theft of the specified limit in the Selected Plan, for the loss of irrecoverable travel deposits or travel fares paid in advance, due to a Trip being cancelled prior to Trip commencement because of Insolvency of a Travel Agent from which You purchased the Trip.

EXCLUSIONS
We will not pay any loss:
1) caused directly or indirectly by government regulations or control;
2) caused by cancellation by the Common Carrier or any other provider of the travel and/or accommodation;
3) that is covered by any other existing insurance scheme or government program;
4) which will be paid or refunded by a hotel, airline, travel agent or any other provider of travel and/or accommodation;
5) where Insolvency occurs, or, for which a petition for bankruptcy or similar petition is filed before the purchase of this insurance; and/or
6) should this insurance be purchased within 3 days before the date of departure excluding the date of departure.

Note: This Policy will only pay for any claim under any one of Sections 19, 20, 21 or 22 for the same event but not for more than one of these Sections.

We will not be liable for more than $500, in respect of any one article or pair of articles. The value of liability for a Laptop computer is $1,000 and only applies toORIGINAL items that are purchased less than 1 year from the date of the incident if You can produce supporting documents (i.e. original receipts or original warranty cards) for claims.

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

a) that Your baggage or personal effects are not left unattended in a Public Place; and

b) the safety of all personal property and baggage.

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

EXCLUSIONS
We will not pay for any loss or damage:
1) to the following classes of property which are excluded from coverage: animals, motor vehicles (including accessories), motorcycles, boats, motors, any other conveyances, snow skis, snowboards, scuba diving equipment, bags, pouches, sunglasses, goggles, fruits, perishables and consumable household effects, antiques, artifacts, paintings, objects of art, computers (including handheld computers, software and accessories with the exception of Laptop Computers as provided herein above), manuscripts, Jewellery, gem stones, watches, contact or corneal lenses, securities, musical instruments, bridges for tooth or teeth;
2) caused by wear and tear, gradual deterioration, moths, vermin, inherent vice or damage sustained due to any process or while actually being worked upon resulting in such loss or damage;

3) to property which does not affect the fitness for use or purpose or functionality of such property;

4) to hired or leased equipment and loss or damage from property resulting directly or indirectly from insurrection, rebellion, revolution, civil war, usurped power, or action taken by governmental authorities in hindering, combating or defending against such an occurrence, seizure or destruction under quarantine or customs regulations, confiscation by order of any government or public authority or risk of confiscation or illegal transportation or trade;

5) to property insured under any other insurance policy, or reimbursed by any other carrier, hotel or any other party;

6) to Your property sent in advance, mailed or shipped separately;

7) to Your property left unattended in a Public Place;

8) resulting from Your failure to take due care and precaution for the safeguard and security of such property;

9) resulting from Your fraudulent, dishonest or criminal acts;

10) arising from confiscation or retention by customs or other official;

11) of goods business or spare parts or equipment of any kind;

12) to data recorded on tapes, cards, discs or otherwise;

13) to cash or cash equivalents, bank notes, casino chips, vouchers, cash card, EZ Link Card, bonds, coupons, stamps, negotiable instruments, title deeds, manuscripts, securities of any kind, loss of credit cards or replacement of credit cards, Identity Cards (IC) and driving licenses, travel documents except as provided for in Section 28, or derangement or breakage of fragile or brittle articles; and/or

15) resulting from mysterious disappearance of such property.

Note: This Policy will only pay for any claim under any one of Sections 25, 26, 27 and 33(a) for the same event but not for more than one of these Sections.

SECTION 26 - JEWELLERY COVERAGE

We will pay You, up to the limit specified in the Selected Plan, for loss of Jewellery due to robbery, theft or burglary at the planned destination. All Jewellery must be owned by You and not hired by, loaned or entrusted to You.

The robbery, burglary or theft must be reported to the police or relevant authority where the incident occurred within 24-hours of the incident. Any claim must be accompanied by written documentation from the police or such other authorities.

You must take all reasonable step and precautions to ensure:

a) safety of the Jewellery; and

b) that the Jewellery is not left unattended in a Public Place.

Note: This Policy will only pay for any claim under any one of the Sections 25, 26, 27 and 33(a) for the same event but not for more than one of these Sections.

SECTION 27 - BAGGAGE DELAY

If the checked-in baggage accompanying You has been delayed, misdirected or temporarily mislaid by the carrier, We will Pay You for every full 6 consecutive hours of delay after Your arrival at the baggage pick-up point in the scheduled destination Overseas up to the limit specified in the Selected Plan.

If such baggage is delayed, misdirected or temporarily mislaid by the carrier after Your arrival at the baggage pick-up point in Singapore, We will only pay a maximum sum of $200 (or $500, under a Family Plan) for up to 6 hours of delays.

For the avoidance of doubt, the benefit amounts stated under this section is based on each claim and not on each piece of baggage. If any adult is travelling separately and is covered by a Family Plan, such adult’s entitlement under this Section will be limited to that of an individual plan.

A Property Irregularity Report or equivalent report issued by the Common Carrier is required indicating the date and time of loss and the date and time the baggage was delivered to You.

Note: This Policy will only pay for any claim under any one of the Sections 25, 26, 27 and 33(a) for the same event but not for more than one of these Sections.

SECTION 28 - TRAVEL DOCUMENTS AND PERSONAL MONEY

We will Pay You, up to the limit specified in the Selected Plan, for the cost of obtaining replacement passports, travel tickets and visa, if, any, which have been lost as well additional travel expenses and hotel accommodation incurred whilst Overseas to replace such lost travel documents. Such loss must be due to robbery, burglary, theft or Natural Disasters whilst Overseas.

Where replacement passports which have been lost whilst Overseas are to be obtained upon Your return to Singapore, We will Pay You, up to the limit specified in the Selected Plan only for the cost of obtaining such passports excluding any transport or other incidental costs incurred in Singapore.

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

EXCLUSIONS

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

SECTION 29 - TRAVEL DELAY

If the Common Carrier on which You had arranged to travel in during Your Trip arrives late at Your scheduled destination We will Pay You, up to the limits specified in the Selected Plan for every full 6 consecutive hours of delay after the arrival time shown on Your scheduled itinerary.

The delay must be due to a Major Travel Event, Civil Unrest, Riot or Commotion, Strike, adverse weather conditions, actual or suspected mechanical breakdown/derangement or structural defects of the Common Carrier.

EXCLUSIONS

We will not pay for any delay:

1) arising from Your failure to check in as according to the itinerary supplied to You, or if You fail to obtain written confirmation from the carriers or their handling agents of the number of hours delayed and the reason for such delay; and/or

2) that results from a Major Travel Event, Civil Unrest, Riot or Commotion, Strike or adverse weather conditions, actual or suspected mechanical breakdown/derangement or structural defect of the Common Carrier which was publicly known at the time You booked Your Trip or purchased this insurance, whichever occurs last.

SECTION 30 - KIDNAP AND HOSTAGE

We will Pay You, up to the limit specified in the Selected Plan, $250 for every continuous 24 hour period that You are held Hostage following a Kidnap, which occurs during a Trip.

EXCLUSIONS

We will not pay any loss due to the following:

1) events which are the fault of You or any other party;

2) events which take place in Your country of residence, any country located in Central or Southern America or Africa, or any country in which United Nations armed forces are present and active; and

3) actual loss of or damage to property of any description, including intellectual property or result of the Kidnap and Hostage.

As a condition precedent to Our liability, We must:

a) have sufficient proof that the event has actually occurred;

b) be given immediate oral and written notice of the event and periodic updates of any activity occurring during the incident;

c) if it is in Your best interests, notify the national or other appropriate law enforcement agency having jurisdiction over the matter.

SECTION 31 – HIJACK OF COMMON CARRIER

We will Pay You, up to the limit specified in the Selected Plan, $250 for every continuous 24 hour period that You are confined in a Common Carrier as a result of a hijack of that Common Carrier which occurs during a Trip.

EXCLUSIONS

We will not pay any loss due to any event which takes place in any country located in Central or Southern America or Africa, or any country in which United Nations armed forces are present and active.

SECTION 32 - PERSONAL LIABILITY ABROAD

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

1) death or Injury to any third party;

2) Accidental loss of or damage to property of any third party.

EXCLUSIONS

We will not pay for:

1) Property belonging to a member of Your family or employer or deemed by law to be your employee;

2) liability to any person who is a member of Your family or employer or deemed by law to be your employee;

3) property belonging to You or in your care, custody or control;

4) any liability assumed under contract;

5) liability arising directly or indirectly from, in respect of, or due to Your willful, malicious or unlawful acts;

6) liability arising directly or indirectly from, in respect of, or due to the ownership, possession or use of vehicles, aircraft, watercraft, firearms or animals;

7) liability arising directly or indirectly from, in respect of, or due to ownership or occupation of land or buildings (other than occupation only of any temporary residence);

8) liability arising directly or indirectly from, in respect of, or due to the undertaking or pursuit of any trade, business or profession;

9) liability arising directly or indirectly from, in respect of, or due to any criminal acts;

10) legal costs resulting from any criminal proceedings;

11) Your participation in any motor rallies, or car, motorcycle, boat or aerial racing;

12) judgments which are not in the first instance delivered by or obtained from a court of competent jurisdiction within Singapore; and/or

13) punitive, aggravated or exemplary damages.

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

SUPPLEMENTARY BENEFITS

SECTION 33 - GOLF ADVANTAGE (APPLICABLE TO SUPERIOR AND PREMIER PLANS ONLY)

(A) Damage or Loss of Golfing Equipment

We will Pay You, up to the limit specified in the Selected Plan, for loss of or damage sustained during the Trip to Golfing Equipment taken or purchased by You provided that such event occurs in any country in which You are located whilst Overseas without such loss or damage occurring in Singapore.

We may, at Our sole discretion and option, make payment or reinstate or repair the lost or damaged equipment or admit an assessment of the loss or damage.

EXCLUSIONS

We will not pay for:

1) Damage or Loss of Golfing Equipment taken or purchased by You provided that such event occurred in any country in which You are located whilst Overseas without such loss or damage occurring in Singapore.

2) Damaged or lost Equipment or other property whilst Overseas.

3) all claim settlements will be subject to due allowance for wear and tear and depreciation.

We will not be liable for more than $500 in respect of any one article of Golfing Equipment or pair or set of articles of Golfing Equipment.

All claim settlements will be subject to due allowance for wear and tear and depreciation.

We will not be liable for more than $500 in respect of any one article of Golfing Equipment or pair or set of articles of Golfing Equipment.

The loss must be reported to the police or relevant authority such as hotel and airline management or other service provider having jurisdiction at the place of the loss within 24-hours of the incident. Any claim must be accompanied by written documentation from such authorities.
You must take every possible step to ensure that Your Golfing Equipment is not left unattended in a Public Place and is safe at all times.

Claims that result from You losing Your Golfing Equipment or it being damaged while being held by an airline or service provider should be made to the airline or service provider first. Any payment under this Policy shall be made upon proof of compensation received from the airline or service provider or where such compensation is denied, proof of such denial.

EXCLUSIONS
In respect of a), b) and c) above, We will not pay for:
1) loss or damage to golf balls and clubs whilst actually in the course of play or practice;
2) loss or damage due to wear and tear or damage due to any process of repair or while being worked upon resulting therefrom;
3) loss or damage resulting from Your willful act, omission, negligence or carelessness;
4) loss or damage arising from confiscation or retention by customs or other officials; and
5) loss or damage covered by any other policy or reimbursed by any other party.

Note: This Policy will only pay for any claim under any one of the Sections 25, 26, 27 and 33(a) for the same event but not for more than one of these sections.

SECTION 34 – LOSS OF SPORTING EQUIPMENT (APPLICABLE TO SUPERIOR AND PREMIER PLANS ONLY)

We will pay You, up to the limit specified in the Selected Plan for loss of or damage sustained during the Trip to Sporting Equipment taken or purchased by You during the Trip, provided that such event giving rise to the loss or damage occurs in a Public Place and is due to circumstances beyond Your control. The Sporting Equipment must be owned by You or in Your custody which is loaned or entrusted to You.

If as a result of any damage, the Sporting Equipment is proven to be beyond economical repair, We will treat a claim under this Policy as if the article had been lost.

We may, at Our sole discretion and option, make payment or reinstate or repair the Sporting Equipment.

All claim settlements will be subject to due allowance for wear and tear and depreciation.

We will not be liable for more than $500 in respect of any one article of Sporting Equipment or pair or set of articles of Sporting Equipment.

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

You must take every possible step to ensure that Your Sporting Equipment is not left unattended in a Public Place and is safe at all times.

Claims that result from You losing Your Sporting Equipment or it being damaged while being held by an airline or service provider should be made to the airline or service provider first. Any payment under this Policy shall be made upon proof of compensation received from the airline or service provider or where such compensation is denied, proof of such denial.

EXCLUSIONS
We will not pay for:
1) loss or damage to Sporting Equipment whilst actually in the course of play or practice;
2) loss or damage due to wear and tear or damage due to any process of repair or while being worked upon resulting therefrom;
3) loss or damage resulting from Your willful act, omission, negligence or carelessness;
4) loss or damage arising from confiscation or retention by customs or other officials; and
5) loss or damage covered by any other policy or reimbursed by any other party.

Note: This Policy will only pay for any claim under any one of the Sections 25, 26, 27 and 33(a) for the same event but not for more than one of these sections.

SECTION 35 - HOME GUARD (APPLICABLE TO SUPERIOR AND PREMIER PLANS ONLY)

We will, at Our sole discretion and option, either indemnify You or reimburse or repair, up to $5,000 against physical damage to the Household Contents, Jewellery, stamp, coin and/or metal collection, works of art stored within Your permanent place of residence in Singapore that was left vacant for the full duration of the Trip and which loss or damage was caused by fire during the period of insurance but which occurred only after You have actually departed from Singapore for the Trip.

EXCLUSIONS
We will not pay for:
1) wear, tear, depreciation, the process of cleaning, dyeing, repairing or restoring any article, the action of light or atmospheric conditions, moth, insects, vermin or any other gradually operating cause;
2) any loss or damage occasioned through Your willful act or omission or with Your

SECTION 36 - CAR RENTAL EXCESS CHARGES AND RETURN (APPLICABLE TO SUPERIOR AND PREMIER PLANS ONLY) (A) Car Rental Excess Charges

We will reimburse You, up to the limit specified in the Selected Plan, for any excess or deductible which You become legally liable to pay in respect of loss or damage caused by You as the driver of the rental vehicle during a Trip. You must be either a named driver or co-driver of the rental vehicle.

We will only be liable under this Section if the following conditions are satisfied:
1) the rental vehicle must be rented from a licensed rental agency;
2) the rental vehicle must be used during a Trip;
3) You must comply with all requirements of the rental organisation under the hiring agreement and of the insurer under such insurance, as well as the laws, rules and regulations of the country.

EXCLUSIONS
We will not pay for:
1) loss or damage arising from operation of the rental vehicle in violation of the terms of the rental agreement or loss or damage which occurs beyond the limits of any public roads or in the violation of laws, rules and regulations of the country; and/or
2) loss or damage arising from wear and tear, gradual deterioration, damage from insects or vermin, inherent vice, latent defect or damage.

(B) Rental Vehicle Return

In the event that You are not able to return Your rented vehicle during a Trip due to Your Hospital Confinement, We will reimburse You up to $200 for the costs of returning Your rental vehicle to the nearest rental vehicle depot.

Note: This Policy will only pay for any claim under any one of the Sections 36A or 36B for the same event but not for more than one of the Sections.

SECTION 37 - PET CARE (APPLICABLE TO SUPERIOR AND PREMIER PLANS ONLY)

In the event You placed Your cat or dog in a kennel/cattery or pet hotel by reason of the Trip and You are unable to collect the pet on the day as agreed with the kennel/cattery or pet hotel, due to the delay of Your final inbound Common Carrier to Singapore, We will pay You $50 for each full 6 consecutive hour delay, not to exceed the limit specified in the Selected Plan.

You are to provide Us with written confirmation from:
1) the Common Carrier stating the reason for the delay and the scheduled and actual departure and arrival time of the Common Carrier; and/or
2) the kennel/cattery or pet hotel stating the original and actual pick-up dates.

EXCLUSIONS
We will not pay for a claim under this section if the reason for the delay was made known or was informed publicly prior to the purchase of this Policy.

SECTION 38 – DISRUPTION BENEFITS

We will pay, up to the limit specified in the Selected Plan for the cost of:
(A) any non-refundable portion of Your Entertainment Ticket to be used during a Trip which You have purchased in advance and which You are not able to use; or
(B) any Non-refundable Frequent Flyer points that were used for redemption of benefits which You are not able to use during Your Trip including but not limited to redeemed flights, show tickets or hotel accommodation.

We will only pay for the losses set out under (A) or (B) above provided that such losses arise due to the occurrence of the following events that prevent You from using Your Entertainment Ticket or the benefits redeemed using Your Frequent Flyer points:
1) Serious Injury or Serious Sickness suffered by You resulting in a Hospital Confinement; and/or
2) the unexpected death or Injury or Sickness of Your Relative or Travel Companion; and/or
3) a Major Travel Event; or
4) quarantine in a hotel or Hospital upon medical advice.

For the purpose of this Section:
(a) “Entertainment Tickets” shall refer to tickets granting admission to theme parks, musicals, plays, theatre or drama performances, concerts, sports events, or non-refundable deposit or fees paid for reservations at restaurants paid for in advance by You.
(b) “Frequent Flyer Points” shall refer to loyalty or reward points that are accorded to You as a registered customer/member of a Frequent Flyer Program or similar reward program by any commercial airline company.

EXCLUSIONS
We will not pay for any loss:
1) arising from a Major Travel Event which was publicly known at the time You booked the arrangements or purchased this insurance, whichever occurs last; and/or
2) that has been reimbursed by any other party or is payable under any other Section of the Policy.

SECTION 39 - COVER IN THE EVENT OF TERRORISM (APPLICABLE TO SUPERIOR AND PREMIER PLANS ONLY)

We will pay You the benefits in Sections 1 to 38 for covered losses arising directly from an Act of Terrorism during the Trip, subject to the respective limits of the Selected Plan under each section and the terms and exclusions of the Policy.

EXCLUSIONS
We will not pay for any losses directly or indirectly suffered, contributed or attributed to or caused by from or in any connection with any act of nuclear, chemical or biological events.
WEBSITE 40 - ASSISTANCE SERVICES

This policy will not cover for any loss, injury, damage or legal liability arising directly or indirectly from:

1) Any Injury. Sickness or disease resulting directly or indirectly from or due to, or accelerated by:
   a) the use, release or escape of nuclear materials that directly or indirectly results in nuclear reaction or radioactive contamination; or
   b) the dispersal or application of pathogenic or poisonous biological or chemical materials; or
   c) the release of pathogenic or poisonous biological or chemical materials;

2) Your illegal or unlawful intentional act or confession, detention, destruction by customs or other authorities or any breach of government regulation;

3) Your failure to take all reasonable precautions to avoid a claim under the Policy following
   a) the use, release or escape of nuclear materials that directly or indirectly results in nuclear reaction or radioactive contamination;
   b) the dispersal or application of pathogenic or poisonous biological or chemical materials; or
   c) the release of pathogenic or poisonous biological or chemical materials; or
   d) any professional sports or any sport in which You would or could earn or receive remuneration, donation, sponsorship or financial rewards of any kind; or
   e) your enrollment in any military program or service or any form of military, police or other similar government service;
   f) any activity which is excluded;

4) You not taking all reasonable efforts or Your carelessness, negligence or recklessness in safeguarding Your property or avoiding Injury or avoiding and/or minimizing any claim under the Policy;

5) You participating in:
   a) Extreme Sports and Sporting Activities;
   b) any professional sports or any sport in which You would or could earn or receive remuneration, donation, sponsorship or financial rewards of any kind; or
   c) racing other than on foot (except for ultra-marathons, biathlons and triathlons which are excluded);

6) Any Off-Site Clause:
   a) and you wear the recommended safety equipment and follow the safety instructions, rules and regulations of the qualified guide(s) and/or instructors; and
   b) the activity takes place below 6,000 meters.

7) You travelling as an operator or crew member in, or carrying out any testing or repairs on, a private aircraft or a Common Carrier;

8) Suicide or attempted suicide;

9) The effect or influence of alcohol or of non-prescription drugs or medications;

10) Any Pre-Existing Medical Conditions of Yours, a Relative, Travel Companion or any other person whose state of health may affect Your Trip and whom may give rise for You to claim (however this exclusion does not apply to coverage provided under Section 8 and 9).

11) Pregnancy or childbirth, and/or any injury or sickness associated with pregnancy or childbirth (except for coverage under Section 4).

12) Sexually transmitted diseases, AIDS, HIV infections and AIDS related infections;

13) Mental and nervous or sleep disorders, including but not limited to insanity or any diagnosed psychological or psychiatric disorder, anxiety or depression;

14) Your engaging in nautical, military, air force service or operations, or testing of any kind of conveyance, engaging in Manual Work during the Trip, engaging in any offshore work activity or engaging in mining, aerial photography or handling of explosives or ammunition, firearms or flight duty (except as a passenger);

15) You acting as a law enforcement officer, emergency medical or fire service personnel, civil defense or military personnel of any country or international authority, whether in full-time service or as a volunteer or for reservist training pursuant to Section 14 of the Enforcement Act, Chapter 93 of Singapore;

16) Mysterious disappearance;

17) When You are not fit to travel or are travelling against the advice of a Medical Practitioner;

18) When You are travelling to obtain medical care, treatment or advice of any kind whether this is the sole purpose or not of Your Trip;

19) Medical services or treatments referred to ATAP which in the opinion of both the Medical Practitioner in attendance and ATAP can wait until You return to Singapore;

20) Any claim that results from the tour operator, airline or any other company, firm person willfully refusing to carry out any part of their obligation to You;

21) Any indirect losses which are not covered by the terms and conditions of this Policy;

22) The costs of any lost or damaged item which is covered by any other insurance policy;

23) Any Act of Terrorism involving the use or release of nuclear, chemical or biological materials or applications;

24) Declared or un Declared War, or any declared or undeclared Act of War;

25) We shall not be deemed to be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such coverage, payment of such claim or provision of such benefit would expose Us, our parent company or Our ultimate controlling entity to any sanctions or other liabilities under United Nations resolutions or the trade or economic sanctions, laws, or regulations of the European Union or the United States of America;

26) This policy will not cover any loss, injury, damage or legal liability arising directly or indirectly from planned or actual travel in, to, or through Cuba, Iran, Syria, Sudan, North Korea, or the Crimea region.

PART IV - GENERAL CONDITIONS

1) FITNESS FOR TRAVEL: At the time of affecting this insurance and up until the time You commence Your Trip, You must be medically fit to travel and not be aware of any circumstances which could lead to cancellation, disruption of the Trip or to any other claim under this Policy, otherwise no claim will be payable.

2) AWARENESS OF CIRCUMSTANCES: At the time of effecting this insurance You must not be aware of any circumstances, facts or risks related to Your place of destination which are known or ought to be known by You and which may give rise to a claim under this Policy. In such a case, no claim will be payable.

3) ATAP NOTIFICATION REQUIREMENTS: If you require hospitalization or emergency medical transportation services, you must contact ATAP and obtain approval before arrangements are made. You must follow the advice and instruction of ATAP failing which Your claim may not be payable.

4) OFF-SET CLAUSE: We will not cover You for loss or an event or liability to the extent that it is covered by any other insurance policy, underwritten by Us or any other insurer, for the same loss or event or liability. We shall not be deemed to be aware of any other insurance policy that You have been entitled to, or will be entitled to, under the other source and what You would have been entitled to had You purchased this Policy prior to the extent permitted by law. This does not apply to Sections 16, 17, and 18 of the Policy.

5) PURCHASE OF TRAVEL INSURANCE: You must purchase the insurance before departing Singapore. If insurance is purchased after your departure from Singapore, no coverage is extended, regardless of whether a policy has been issued. In such circumstances, any premium received in respect of such insurance will be refunded subject to a administrative charge of $25.

6) DUPLICATION OF COVER: In the event You are covered under more than one travel insurance policy with the exception of corporate travel insurance, underwritten by Us for the same Trip, We will consider You insured only under the policy which provides the highest benefit level.

7) EXTENSION OF POLICY: Subject to Our prior approval, a Per Trip Policy may be extended before the expiry of the Policy. If however because of circumstances beyond Your control You are unable to contact ATAP to notify Us that the Trip is extended beyond the period stated in the Policy and to request for an extension of the Policy, We will extend the period of insurance without charge for 72 hours.

8) COUNTRY OF ORIGIN/HOME COUNTRY COVERAGE: If You travel back to Your Country of Origin/Home Country for a continuous period of more than 30 days, coverage under Section 1 of this Policy is limited to 20% of the limit specified in the Selected Plan under that Section notwithstanding any other provisions of this Policy.

9) CURRENCY: All amounts shown are in Singapore Dollars (SGD).

10) FAMILY PLAN:
   i) PER TRIP:
      a) For Per Trip Family Plan, the Insured Person will comprise of:
         - a maximum of 2 adults who need not be related, and who are named in the Policy Schedule as the Insured(s);
         - any number of Children who are unemployed and each legally related to either of the 2 adults mentioned in (a) above; and
         - You must depart from and return to Singapore together at the same time as a family.

   ii) ANNUAL MULTI TRIP:
During the Policy period, coverage will apply to any one of the adults in (a) travelling on separate Trips. Each Insured Person is entitled to claim for the benefits under each section of this Policy up to the maximum limit in the Selected Plan under the applicable sections for each Trip, with the restrictions in Sections 27 and 29.

11) DETERMINATION OF AGE: In any claim, Your age will be determined as at the date of the Injury or Sickness with reference to the birth date.

12) COMPLIANCE WITH POLICY PROVISIONS: Failure to comply with any of the provisions contained in this Policy will invalidate all claims herein.

13) LENGTH OF TRIP: In no event will a Per Trip Policy exceed 182 consecutive days for any one covered Trip. Each Trip in an Annual Multi-Trip Policy taken by You may not exceed 90 consecutive days from the departure date to the date of return to Singapore.

14) TIME OF NOTICE OF CLAIM: As soon as practicable and in any case within 30 days after the occurrence of any event which may give rise to a claim, You will give written notice to Us. Notice given to Us by You or on Your behalf with information sufficient to identify You will be deemed to be notice to Us. However, if You visit or are admitted into a Hospital for medical treatment whilst Overseas and You are likely to be in Hospital for more than 24-hours, someone must contact Us immediately and notify Us of such an event. This notice shall then be followed up with the written notice stated in this condition. In an event where no notice has been given, all benefits for which a claim will be submitted no later than 30 days after the occurrence of any event giving rise to the claim.

15) NOTIFY AUTHORITIES: If the property insured under Sections 24, 25, 26, 28, 33(a) of this Policy is lost or damaged, You will take all reasonable measures to preserve, save, and recover it, and will also promptly notify the police, hotel, transportation company or transportation terminal authorities. You must also get a Property Irregularity Report (PIR) and any other official written report from the airline or transport company or other service provider or a report from the police or any relevant authority as the case may be. If You fail to comply with any of the above, We reserve the right not to pay Your claim.

16) SUBROGATION: In the event of any payment under any one or more sections of this Policy, We will be subrogated to all Your rights of recovery against any person or organisation and You will execute and deliver instruments and documents and do whatsoever else is needed to secure Our such rights. You will take no action after the loss to prejudice such rights.

17) FORMS FOR PROOF OF LOSS: Upon receipt of a notice of claim, We will furnish You with such claim forms as are usually furnished by Us for filing proof of loss. You must return such claim forms to Us within full particulars of the loss within 15 days after the receipt of such claim forms. You will also at the same time when returning the completed claim form within the said 15 days provide Us written proof of the occurrence, the circumstances and the extent of the loss for which the claim is made. You will also at any time at Our request submit whatever documents required by Us in support of the claim as soon as practicable over any injury or loss. You will also produce all other reports and supporting documents such as receipts for medical treatment and any other document for the period of delay or time loss for which a claim is made for any circumstances as required. Any reimbursement of any claim for delay flight, diversion, flight overbooking, travel misconnection, baggage delay shall only be upon production of reports from the carrier documenting such event and the period of delay or time loss. You will take all reasonable steps to minimise such loss and You will not make any claim as soon as possible and in any event within 60 days after the receipt of notice of claim.

18) MEDICAL EXAMINATION AND TREATMENT: You will at Your expense furnish Us with all such certificates, information and evidence as We may require. You will also, whenever reasonably required to do so, arrange to submit to medical examination by Medical Practitioners appointed by Us. In the event of Your death, where it is not forbidden by law, We will be entitled to have a post-mortem examination at Our own expense, and notice will, where practicable, be given to Us before interment or cremation, stating the name and place of any inquest appointed. In the event of any conflict of opinion between Our Medical Practitioner and Your Medical Practitioner, the opinion of Our Medical Practitioner will prevail and be binding on You or Your estate as the case may be.

19) ARBITRATION: Any dispute arising out of this Policy shall first be referred to the Financial Industry Disputes resolution Centre Ltd (FIDREC), where it falls within FIDREC's jurisdiction. If the dispute cannot be referred to or resolved by FIDREC, it shall be referred to and finally resolved by arbitration in Singapore in accordance with the Arbitration Rules of the Singapore International Arbitration Centre for the time being in force, which rules are deemed to be incorporated by references in this clause. The Tribunal shall consist of one arbitrator.

20) TO WHOM INDEMNITIES PAYABLE: indemnity for Your loss of life is payable to Your estate. All other indemnities of this Policy except under Sections 8, 9 and 10. Under Sections 1, 2, 3, and 4, in the event funds for emergency medical treatment are guaranteed to the provider of healthcare by ATAP or their authorised representatives. (a) in the event of a one-way trip, the right not to pay Your claim.

21) CLAIMS PAYABLE: We will not pay any claim if and where the laws of Your Country or Home Country prevent Us from making such payments or We will make payments of Your claim in Singapore if We, in Our sole discretion, deem fit and We are legally able to do so.

22) RULE OF REFUND: Per Trip Policy: We will not allow any refund of premium once the Policy is issued. Annual Multi-Trip Policy: If the Policy is cancelled less than 6 months from the Effective Date, a short rate will apply. If there has been a claim against the Policy during that time period, there will be no refund for cancellation of a policy after 9 months from the Policy effective date.

23) CANCELLATION: We may cancel this Policy at any time by written notice delivered to You or mailed to Your last address shown in Our records stating when such cancellation will be effective. In the event of such cancellation, We will return promptly the pro rata unearned portion of any premium actually paid by You. Such cancellation will be without prejudice to any claim originating prior thereto.

24) ONE-WAY TRIP: This Policy also covers a one-way trip provided You have purchased the Policy in Singapore, and the original point of departure is Singapore. Transits at other airports are allowed provided You are confined to the transit area of the airports in these countries. Cover provided under a one-way Trip Policy is only limited to Sections 16, 17, 19, 20, 21, 22, 24, 25, 26, 27, 28, 29, 30, 31, 32 and 39 of this Policy. Cover for trips exceeding 90 days for one-way Trip Policy if You leave Singapore and cease on whichever of the following occurs first (except for cover under Section 16):

a) the expiry of the period specified in the insurance; or
b) Your arrival at Your First Overseas destination (excluding transit countries where You are confined to the transit area of the airport).

25) RIGHT OF RECOVERY: In the event authorisation for payment and/or payment is made by Us or ATAP or an authorised representative of ATAP for a medical claim for which Policy liability is not engaged, We or ATAP or an authorised representative of ATAP shall have the right to recover from You for the full sum which We or ATAP or an authorised representative of ATAP is liable to the medical institution to which You were admitted.

26) ENTIRE CONTRACT: The Policy, Schedule, Endorsements, Application Form, Declaration and attached forms and documents together as one contract. Any word or expression to which a specific meaning has been assigned in any part of the Schedule attached will bear specific meaning whenever it may appear. In the event of a conflict, the terms, conditions or provisions of the Schedule attached will prevail. No agent has the authority to change or waive any provisions of the Policy. No change of provisions will be valid unless approved by Our executive officer and such approval has been endorsed into the Policy.

27) REINSTATEMENT OF POLICY: If You default in paying the agreed premium for this Policy, the subsequent acceptance of premium by Us will reinstate this Policy, but only without payment of any interest and the Policy will be deemed to be cancelled immediately and no benefits whatsoever will be payable by Us as cover never attached on the Policy or renewal. Any payment received thereafter will be of no effect on the cancellation of the Policy.

28) DATA PRIVACY: The Insured Person(s) has/have agreed and consented that We may collect, use and process the Insured Person(s)'s personal information (whether obtained in the application form or otherwise obtained) and disclose such information to the extent of: (a) the effective date of the coverage under the Policy; and (b) in the event that the total premium due is not paid and actually received in full by Us (or the intermediary through whom this Policy was effected) on or before the Effective Date of the coverage under the Policy; and in combination with (c) the Insured Person(s)'s personal information, and otherwise use such information internally and with such third parties as are reasonable and necessary for the purposes stated in Our Data Privacy Policy which include:

a) Processing, underwriting, administering and managing the Insured Person(s)'s relationship with Us;

b) Audit, compliance, investigation and inspection purposes and handling regulatory/governmental enquiries.

CANCELLATION OF POLICY | Refund %
--- | ---
Within 1 to 6 months | 50%
Between 7 to 9 months | 15%
After 9 months | 0%
Claims filed during policy period | 0%
c) Compliance with legal or regulatory obligations, risk management procedures and Our internal policies;
d) Managing Our infrastructure and business operations; and
e) Carrying out market research and analysis and satisfaction surveys.

Note: Please refer to the full version of Our Data Privacy Policy found at: http://www.aig.com.sg/sg-privacy_1030_237853.html

If the Insured Person(s) has not opted out, the Insured Person(s) has also consented to Us, Our group companies, service providers and business partners using, processing and disclosing the Insured Person’s personal information to:
a) enrol the Insured Person(s) in contests, prize draws and similar promotions; and
b) contact the Insured Person(s) to market other insurance, and/or Our, Our group companies’ and/or Our business partners’ financial products and/or services.

If you have any questions about Our collection, use and disclosure of personal information you may contact Our Data Protection Officer at: singaporedataprotectionofficer@aig.com

35) **INSURANCE ACT (CHAPTER 142):** The Policy is issued in Singapore and is subject to the Insurance Act (Cap 142) (the “Act”) and all rules, regulations, subsidiary legislation and government orders enacted thereunder. For this Policy to be treated as a Singapore policy, You should be ordinarily resident in Singapore at the date of Your application for this Policy. The Act provides that You are treated as being ordinarily resident in Singapore if:
   a) You are a citizen of Singapore, unless You have resided outside Singapore continuously for 5 or more years preceding the application date of the Policy and are not currently residing in Singapore;
   b) You are a permanent resident, unless You have resided in Singapore for less than a total of 183 days in the 12 months preceding the application date of the Policy;
   c) You have a work pass or permit required under the Employment of Foreign Manpower Act (Cap. 91A), unless You have resided in Singapore for less than a total of 183 days in the 12 months preceding the application date of the Policy; or
   d) You have a pass or permit required under the Immigration Act (Cap. 133) that has duration longer than 90 days and You have resided in Singapore continuously for at least 90 days in the 12 months preceding the application date of the Policy.

If You do not satisfy any one of the aforesaid definitions of being “ordinarily resident in Singapore”, You must notify Us immediately.

36) **CONSUMER NOTICE:** We are subject to compliance with US sanctions laws. Thus, this policy does not cover any claim, loss, injury, damage or liability, benefits or services directly or indirectly arising from or relating to a planned or actual trip to or through Cuba, Iran, Syria, Sudan, North Korea or the Crimea region. In addition, this policy does not cover residents of these countries or any individual identified on an applicable government watch list.

37) **POLICY OWNER’S PROTECTION SCHEME:** This Policy is protected under the Policy Owners’ Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for your Policy is automatic and no further action is required from you. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please visit AIG Asia Pacific Insurance Pte. Ltd. or visit the AIG, GIA or SDIC websites (www.AIG.com.sg or www.gia.org.sg or www.sdic.org.sg).