

QBE Travelon Cover

A comprehensive travel insurance that covers your needs



QBE Travelon Cover

Wherever your destination and whether you are travelling alone or with family, on business or on holiday, there is a Travelon Cover that suit your specific travel insurance needs.

Your QBE Travelon Policy will provide you with extensive coverage to help you manage any problems you may encounter while travelling overseas – from minor annoyances to major catastrophes. Now, with the new and improved Standard Plus and Super Plus plans, you can be assured of even more coverage for your travels.

Frequent travellers can also save time and money with an annual plan that offers peace of mind for all the trips made during the year.

Why choose QBE Travelon Cover

- Hassle-free annual plan
- Family coverage available with no limit to the number of children included
- Payment of overseas medical costs and additional expenses
- Access to a 24-hour IPA helpline
- It provides for a compassionate visit by relative/friend when the Insured Person is hospitalised overseas and unfit for evacuation and no adult is with the Insured Person
- Provision for follow-up treatment in Singapore within three days after return to Singapore
- Reimbursement for Insured Person's additional expenses to remain overseas to accompany travel companion who is hospitalised for serious injury or sickness sustained during trip
- Unlimited cover for medical emergency evacuation including medically supervised repatriation
- Unlimited cover for repatriation of mortal remains
- Accidental death and permanent total disablement entitlement
- Double indemnity for public conveyance
- Reimbursement for loss of baggage and personal effects
- Reimbursement for the loss or theft of money or travel documents in the custody of the Insured Person
- Reimbursement for baggage delay
- High personal liability limit
- Hijack cover
- Alternative employees' expenses (for business trips)
- You can obtain your insurance within 24 hours
- Coverage for travel delay including missed travel connection/travel diversion – **Enhanced**
- Full terrorism cover (including nuclear, biological and chemical means) – **Enhanced**
- Lower rates for short trip – **Enhanced**
- Pays up to S\$6,000 for baggage and personal effects – **Enhanced**
- Covers pregnancy related expenses – **New**
- Pays emergency personal mobile phone charges – **New**
- Covers rental car excess charges – **New**
- Definition of pre-existing conditions – **Enhanced**
- Covers loss of prepaid deposits if the registered travel agent goes insolvent – **New**

Important notice:

The information contained herein is subject to the terms, conditions and exclusions of the policy wording, a copy of which can be obtained from your local QBE office, your agent or broker.

Summary of your benefits

The table below provides a summary of covers and maximum sums insured under your QBE Travelon plan options.

For full details of cover, please refer to the policy wording.

PERSONAL COVERS	INDIVIDUAL PLAN (\$\$)		FAMILY PLAN (\$\$)	
	SUPER PLUS	STANDARD PLUS	SUPER PLUS	STANDARD PLUS
1. Medical & Additional Expenses				
Per Adult: up to age 70 yrs	1,000,000	500,000	1,000,000	500,000
Per Adult: above age 70 yrs	125,000	75,000	125,000	75,000
Per Child	NA	NA	50,000	25,000
Per Family	NA	NA	2,000,000	1,000,000
Including				
a. Follow-up treatment in Singapore within 31 days from return date	25,000	12,500	50,000	25,000
b. For treatment sought in Singapore within 3 days after return & up to 31 days for follow-up treatment if treatment is not first sought overseas.	25,000	12,500	50,000	25,000
c. Compassionate Visit by a Relative/Friend	25,000	12,500	50,000	25,000
d. Child Protection	25,000	12,500	50,000	25,000
e. Emergency Personal Mobile Phone Charges	250	100	250	100
f. Pregnancy Related Expenses	8,000	4,000	8,000	4,000
2. 24 hours Medical Emergency Evacuation & Repatriation including return of Mortal Remains arranged through IPA only	Unlimited	Unlimited	Unlimited	Unlimited
3. Overseas Hospital Confinement Benefit	200 per day up to 50,000	100 per day up to 25,000	200 per day up to 100,000	100 per day up to 50,000
4. Accidental Death & Permanent Total Disablement				
Per Adult: up to age 70 years	250,000	125,000	250,000	125,000
Per Adult: above age 70 years	125,000	75,000	125,000	75,000
Per Child	NA	NA	50,000	25,000
Per Family	NA	NA	500,000	250,000

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PERSONAL COVERS	INDIVIDUAL PLAN (\$\$)		FAMILY PLAN (\$\$)	
	SUPER PLUS	STANDARD PLUS	SUPER PLUS	STANDARD PLUS
Bonus 1				
Double Indemnity for Public Conveyance				
Per Adult: up to age 70 years	500,000	250,000	500,000	250,000
Per Adult: above age 70 years	250,000	150,000	250,000	150,000
Per Child	NA	NA	100,000	50,000
Per Family	NA	NA	1,000,000	500,000
INCONVENIENCE COVERS				
5. Baggage & Personal Effects	6,000	4,000	8,000	5,000
6. Baggage Delay				
: Overseas (for every 6 hours delay)	200 up to 1,000	100 up to 500	200 up to 2,000	100 up to 1,000
: Singapore (for every 6 hours delay)	Sub-limit to 50% of above stated limits		Sub-limit to 50% of above stated limits	
7. Loss or theft of Money or Travel Documents (sub-limit of S\$500 for money)	5,000	2,500	10,000	5,000
8. Loss of deposit and/or cancellation charges including curtailment expenses	25,000	12,500	50,000	25,000
9. (a) Travel Delay (for every 6 hours delay)	100	50	100	50
(b) Missed Connection/Travel Diversion	200	100	300	150
In the Aggregate	1000	500	2000	1000
10. Hijack (exceeding 12 consecutive hours)	1000 per day up to 5,000	500 per day up to 2,500	1000 per day up to 10,000	500 per day up to 5,000
11. Overbooked Flight	200	100	400	200
12. Personal liability	1,000,000	500,000	1,000,000	500,000
13. Loss of use of Hotel Facilities	50 every 48 hours up to 200		50 every 48 hours up to 200	
BONUS COVERS				
14. Home Protection	5,000	2,500	5,000	2,500
15. Alternative Employees' Expenses (Applicable to Business Trips only)	5,000	2,500	NA	NA
16. Full Terrorism limited to:				
Per Adult: up to age 70 years	250,000	125,000	250,000	125,000
Per Adult: above age 70 years	125,000	75,000	125,000	75,000
Per Child	NA	NA	50,000	25,000
Per Family	NA	NA	500,000	250,000

BONUS COVERS	INDIVIDUAL PLAN (\$\$)		FAMILY PLAN (\$\$)	
	SUPER PLUS	STANDARD PLUS	SUPER PLUS	STANDARD PLUS
17. Rental Car Excess Charges	1,000	750	1,000	750
18. Financial Collapse of Travel Agency (Reimbursement of the irrecoverable prepaid travel expenses due to insolvency of the registered travel agent)	5,000	3,000	5,000	3,000

Your coverage options and premium

Use this table to identify which QBE Travelon plan applies to your travel needs and how much premium you need to pay.

ASIA PACIFIC	INDIVIDUAL PLAN (\$\$)		FAMILY PLAN (\$\$)	
	SUPER PLUS	STANDARD PLUS	SUPER PLUS	STANDARD PLUS
Minimum premium per person/per policy	43	30	99	69
Premium every 3 days	14	9	32	21
Annual plan	343	256	549	NA
WORLDWIDE	INDIVIDUAL PLAN (\$\$)		FAMILY PLAN (\$\$)	
	SUPER PLUS	STANDARD PLUS	SUPER PLUS	STANDARD PLUS
Minimum premium per person/per policy	90	65	150	110
Premium every 3 days	30	20	50	35
Annual plan	443	356	709	NA

EXTENDED PERIOD

In the event of delay caused by a scheduled public conveyance, injury or sickness where your trip is necessarily extended beyond the period of insurance, your insurance will remain in force for such period as is reasonably necessary for completion of the trip up to a maximum of fourteen (14) days, without extra charge. This is provided the total period of insurance does not exceed ninety (90) consecutive days from the commencement date of the trip.

DEFINITIONS

Asia Pacific	means the following countries:				
	ASEAN countries	China	Korea	Nepal	Taiwan
	Australia	Hong Kong	Macau	New Zealand	Tibet
	Bangladesh	India	Maldives	Pakistan	The Pacific
	Bhutan	Japan	Mongolia	Sri Lanka	Islands

but shall exclude the Hawaiian Islands.

QBE Travelon Cover

Worldwide	means the rest of the world and countries under "Asia Pacific"
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Family Cover	means <ul style="list-style-type: none">• For a Single Trip, policy shall include a maximum of 2 Adult Insured Persons and the accompanying unmarried, dependant, legal child(ren), grandchild(ren), nephew(s), niece(s) or cousin(s) of one of the Insured Person who is/are from aged 3 months up to the attainment of 18 years of age or up to 25 years old if still studying full-time in a recognised institution of higher learning at the commencement of the Period of Insurance.• or an Annual Plan, policy shall include the Insured Person, spouse and dependant legal child(ren) who is/are aged from 3 months up to the attainment of 18 years of age or up to 25 years old if still studying full-time in a recognised institution of higher learning at the commencement of the Period of Insurance.
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Trip	means the journey commencing from the time when the Insured Person leaves his/her place of residence or place of business for a direct journey to the place of embarkation in Singapore to commence travel to the intended destination(s) and ceases on whichever of the following occurs first: <ul style="list-style-type: none">a. the expiry of the Period of Insurance (applicable to Single Trip only)b. the Insured Person's return to his/her place of residence or place of business in Singaporec. three (3) hours after arrival in Singapore
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MAJOR EXCLUSIONS

As with any insurance policy, some exclusions to the cover do apply. Listed below are some of the major exclusions of QBE Travelon Cover:

- War and the like perils, riots and civil commotion
 - Self-inflicted injury or suicide, drug abuse, alcoholism, mental disorder, congenital anomalies, HIV infection and AIDS-related infection
 - Childbirth, pregnancy, miscarriage, abortion and any injury or illness related to such conditions (except for coverage under Section 1.f)
 - Nuclear fission or radioactive contamination
 - "Pre-Existing Condition" means any injury or illness which the Insured have received medical treatment, diagnosis, consultation or prescribed drugs, or which symptoms or manifestations have existed whether treatment was actually received, within 1 year prior to the effective date of the Policy and which the Insured should reasonably be aware of.
 - Military service including reservist training
 - Insured Person participating in extreme sports or sporting activity
 - Air travel other than as a fare-paying passenger on a fully licensed aircraft
 - Engagement in manual employment
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What you need to do

Just three simple steps and you can enjoy peace of mind.

Step 1: Apply

- Approach an authorised QBE agent/broker and discuss your requirements, then select the plan that best meets your needs.
- Fill out the proposal form and decide on the mode of payment most convenient to you: credit card or cheque.

Step 2: Understand the coverages in your Policy

- Upon receiving your Policy, read through the policy wording, and ensure that your needs are correctly and sufficiently met.
- Call your agent/broker immediately for clarifications should you be unclear of any wording.

Step 3: Check your Policy

- Ensure that all details and information are in order.

Money back guarantee

If you are a new personal annual Policyholder and after examining this Policy you are not entirely satisfied, return it to us within 14 days of the date of issue and this Policy will be cancelled and your money will be refunded in full. That's the service assurance that QBE Insurance offers to you. However, we shall not be liable to pay any benefit in respect of a Policy that has been cancelled.

What should you do in the event of a claim?

All claims must be made to QBE Insurance (Singapore) Pte Ltd within 30 days after the completion of your trip. Doctor's reports or certificates and hospital bills are required to support a claim. Please retain all bills, invoices and receipts.

To report a claim or to obtain a claim form, please contact your insurance advisor or the QBE Singapore Claims Department at +65 6224 6633 or visit our website at www.qbe.com.sg

For personal emergencies call the IPA helpline

In the event of an emergency, serious injury, sickness or death, call the IPA Service Centre; any time, day or night, for assistance. **IPA Service Centre, Singapore Tel: +65 6322 2688**

Information you will need to provide:

- Your name
- QBE Travelon Cover Certificate Number
- The nature of injury or sickness
- Details of attending doctor, if available
- Present location and contact particulars

Travelon Cover Proposal Form

QBE Insurance (Singapore) Pte Ltd



Statement pursuant to Section 25(5) of the Insurance Act, Singapore, (Cap 142): You are to disclose in this proposal form fully and faithfully all the facts, which you know or ought to know, otherwise the policy issued hereunder may be void. (Please complete the form in block capitals, giving full and complete details, and ticking (✓) the appropriate boxes. If space is limited, kindly attach a separate sheet.)

Details of The Proposer

Name

Address

Nature Of Business / Occupation Tel:

Period of insurance: From: To:

Details of The Traveller(s)

NAME OF INSURED PERSON (S)	NRIC/FIN./PP NO.	DATE OF BIRTH	RELATIONSHIP TO PROPOSER
1.			
2.			
3.			
4.			
5.			
6.			

Selected Coverage, Pls Tick (✓)

Policy Type : Single Trip Annual Plan

Plan Selected : Super Standard

Individual Family

Destination : Asia Pacific Worldwide

Total Premium Payable (No GST required) S\$

Important Notes

- The Insured Person must be domiciled in Singapore.
- No refund is allowed for 'Single Trip' Plan once the certificate has been issued.
- Cash / Cheque / Credit Card payment must accompany this proposal.
- No insurance is in force until this application has been accepted by QBE.
- Each Insured Person may purchase the QBE Travelon Insurance only once for each trip.

Declaration

I/We hereby declare that the statements and particulars given by me/us in this proposal form are true and that nothing materially affecting the risks to be insured has been concealed by me/us. I/We also declared that I am/ we are not travelling contrary to the advice of a Medical Practitioner, or for the purpose of obtaining medical treatment. The Insured Person(s) is/are currently in good health, free from any physical impairment, infirmity, disability or deformity.

Signature of Applicant:
(for and on behalf of person(s) to be insured)

Date:

Payment Options (Please ✓ your choice of credit card)

Cheque No.

MASTERCARD VISA

Expiry date:

Cardholder's Name:

Signature:

Personal Data Protection Act (PDPA) 2012

Supplementary Consent Clauses

To process, administer and/or manage your relationship, account and policy with QBE Insurance (Singapore) Pte Ltd (QBE), QBE will need to collect, use, disclose and/or process your personal data. Such personal data includes (i) information set out in this [form] and any other personal information provided by you or possessed by QBE; and (ii) your claims.

Such personal data will be collected, used, disclosed and/or processed by QBE for the purpose(s) of:

- a) considering whether to provide you with the insurance you applied for;
- b) processing your application for underwriting and insurance;
- c) administering and/or managing your relationship, account and/or policy with QBE;
- d) processing and/or dealing with any claims including the settlement of claims and any necessary investigations relating to the claims, under your policy;
- e) carrying out due diligence or other screening activities (including background checks) in accordance with legal or regulatory obligations or risk management procedures that may be required by law or that may have been put in place by QBE;
- f) carrying out your instructions or responding to any enquiries by you;
- g) dealing in any matters relating to the services and/or products you are entitled to when applying for this or other policies you applied for. This includes the disclosure of some of your personal data when mailing of correspondence, statements, invoices, reports or notices to you, as well as the disclosure of some of your personal data on the cover of envelopes/mail packages;
- h) investigating fraud, misconduct, any unlawful action or omission, whether relating to your application, your claims or any other matter relating to your policy, and whether or not there is any suspicion relating to these;
- i) compiling a claims history for the purpose of investigation and detecting fraud in present and future claims
- j) complying with applicable law in administering and managing your relationship with QBE;
- k) providing you with direct marketing communications about QBE's products and services; if you do not want to receive any direct marketing, you may withdraw your consent at any time free of charge by writing in to info.sing@qbe.com

We may/will also be collecting from sources other than yourself, personal data about you, for one or more of the purposes described above, and using, disclosing and/or processing such personal data for one or more of those purposes.

Your personal data may/will be disclosed by QBE to its third party service providers or agents (including its lawyers/law firms), which may be situated outside of Singapore, for one or more of the purposes described above, meaning third party service providers or agents, if engaged by QBE, will be processing your personal data for QBE.

By signing below, you:

- consent to QBE collecting, using, disclosing and/or processing your personal data for the purposes described above;
- consent to QBE collecting personal data about you from sources other than yourself and using, disclosing and/or processing the same, for one or more of the purposes described above;
- consent to QBE disclosing your personal data to its third party service providers, or agents (including its lawyers/law firms), for the purposes described above; and
- consent to QBE transferring your personal data out of Singapore to its third party service providers, or agents where such third party service providers or agents are sited (whether in Singapore or outside of Singapore), for the purposes described above.

Name

NRIC No.

Date

Signature

Notes



QBE

QBE Insurance (Singapore) Pte Ltd

A member of the worldwide QBE Insurance Group Unique Entity No. 198401363C

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