

Tokio Marine Insurance Singapore Ltd.

(Company Reg. No.: 192300014M) (GST Reg. No.: M2-0000023-4)

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A member of the
Tokio Marine Group



TOKIO MARINE
INSURANCE GROUP

TM XPLORA PLUS TRAVEL INSURANCE POLICY COVER

Thank You for taking up the **TM Xplora Plus Travel Insurance** Policy with Us.

Please read this Policy carefully together with Your Policy Schedule to ensure that You understand the terms and conditions and that the cover You require is being provided.

HOW YOUR INSURANCE OPERATES

Your TM Xplora Plus Travel Insurance Policy is a contract between You and **Tokio Marine Insurance Singapore Ltd.** This Policy is issued based on the information provided to Us, which can be in the form of written proposal or declaration, which shall form the basis of this contract. If You find any information which is incorrect, please notify Us immediately.

In exchange for the premium You have paid or have agreed to pay, We agree to insure the Insured Person(s) against loss covered by this insurance subject to and in accordance with the exclusions, limitations, provisions and terms described in the Policy.

YOUR DUTY OF DISCLOSURE

Before commencing this contract of insurance, You have a duty to disclose to Us every matter that You know, or could reasonably be expected to know, is relevant to Our decision whether to accept the risk of the insurance and if so, on what terms. You have the same duty to disclose those matters to Us before You extend or vary this contract. Otherwise You may not receive any benefit from Your Policy.

PAYMENT OF PREMIUM

This Policy carries a Premium Warranty clause which requires the premium to be paid in full before the cover commences for non-group Policy or within a specific period for Group Policy. Otherwise You may not receive any benefit from Your Policy.

24 HOURS MEDICAL & EMERGENCY ASSISTANCE

We have appointed Allianz Global Assistance, a worldwide travel assistance service company, to administer all claims, including all emergency assistance services and benefits of this insurance.

For emergency assistance anywhere in the world at any time the Allianz Global Assistance medical team is only a telephone call away. The team will help with medical problems, locating nearest medical facilities, arrange for Your evacuation, locating nearest embassies and consulates, as well as keeping You in touch with Your family and work in an emergency.

You may contact them in an emergency 24 hours a day, 7 days a week.

Contact details as follows:

(65) 6415 8694 – Allianz Global Assistance

WARRANTY

At the time of effecting this insurance You must be medically fit to travel and not

be aware of any circumstances which could lead to cancellation or disruption of the Trip, otherwise any claim is not payable.

POLICY DEFINITIONS

1. **“Accident”** or **“Accidental”** means sudden, unforeseen and fortuitous event, solely and independently of any other causes.
2. **“Adventure Sports & Activities”** means sports &/or activities undertaken on a non-competitive, leisure basis with a licensed local operator &/or licensed qualified guides or instructors.
 - (a) Bungee jumping;
 - (b) Helicopter or Hot air balloon rides for sightseeing purposes;
 - (c) Hiking or Trekking up to 4500 meters above sea level;
 - (d) Rock climbing;
 - (e) Parachuting, sky diving, hand gliding;
 - (f) Winter or Snow Sports within approved areas;
 - (g) White water rafting up to Grade 3;
 - (h) Water Skiing or Jet Skiing;
 - (i) Scuba diving (You must hold a PADI certification and provided the dive is not beyond 30 meters & accompanied by a qualified divemaster)
 - (j) Marathons
3. **“Age”** means age on the next birthday.
4. **“AIDS”** have the meanings assigned to it by the World Health Organization including Opportunistic Infection, Malignant Neoplasm, Human Immune Deficiency Virus (HIV), Encephalopathy (Dementia), HIV Wasting Syndrome or any disease or sickness in the presence of a zero-positive test for HIV.
5. **“Child/Children”** means unemployed and unmarried person (either legitimate, adopted or fostered) above the age of 6 months and under the age of 21 years or up to 25 years if he/she is studying full time in a recognized institution of higher learning.
6. **“Chinese Physician”** or **“Chiropractor”** including herbalist, acupuncturist and bonesetter means a person qualified as a Chinese medicine practitioner and/or chiropractic and duly licensed or registered to practice in the geographical area of his practice, and is practicing within the scope of his/her licensing and training, but excluding a person who is the Insured Person or Your spouse or Relative or business partner or employee or Your Travel Companion.
7. **“Country of Origin”** means any country to which You are granted rights of citizenship or permanent residence by the respective governmental authorities.
8. **“Entertainment Tickets”** means tickets granting admission to theme parks, musicals, plays, theatre or drama performances, concerts, sports events, or non-refundable deposits made for reservations at restaurant paid for in advance by You.
9. **“Epidemic”** means a contagious disease recognised or referred to as an epidemic by a representative of the World Health Organization (WHO) or an official government authority.

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10. **“Expedition”** means any excursion, journey or voyage made to remote, high risk, inaccessible &/or inhospitable locations for scientific, research, exploration or political purposes.

11. **“Family”** means

(i) **For Single Trippolicies**—one (1) or two (2) adults travelling with at least one accompanied child. The two adults need not be related, but the child(ren) must be the legal child or ward in the case of a legal guardian, grandchild, siblings, nephew, niece or cousin of either one of the adults. You must depart from and return to Singapore together at the same time as a family;

(ii) **For Annual Cover policies** - a legal family nucleus of up to 2 adult persons with unlimited number of children who is/are related to one of the adult person by legal adoption, fostered or biological kinship.

12. **“Group”** means a formal organized grouping of persons who are:-

- (i) Relatives or Travel Companion, and/or
- (ii) Related to or connected with by the same association, club, profit or non-profit organization.

These persons must:-

- (i) Go on the insured trip with the same main purpose or objective, and
- (ii) To the same destination(s).

13. **“Hospital”** means an establishment legally constituted and registered in the geographical area in which it is located as a hospital for the care and treatment of sick and injured persons as bed-paying patients, and which:

- (a) Has organized facilities for diagnosis and surgery;
- (b) Provide twenty-four (24) hours nursing services by registered nurses;
- (c) Is under the supervision of one or more physicians at all times; and
- (d) Is not primarily a clinic, a mental hospital, a place for alcoholics or drug addicts, an institution for the aged, chronically ill or convalescent rest or rehabilitation home or nursing home or similar establishment.

14. **“Hospital Confinement”** means being confined in a Hospital as a registered in-patient because of a medical necessity and on the recommendation of a Medical Practitioner. One day of Hospital Confinement means a continuous 24-hour period for which the Hospital makes a charge for room and board for the treatment of Injury or Sickness.

15. **“Infectious Diseases”** means a disease which results in the World Health Organisation (WHO) or relevant health authority issuing a travel advisory against travel to and/or from the affected destination.

16. **“Injury”** means injury sustained by You resulting solely, directly and independently of all other causes from an Accident which happened during the Trip, resulting within 90 consecutive days from the date of such Accident. It excludes all medical conditions, Sickness, Bacteria infections or viral infections even if such conditions resulted from or were in some way connected with the Accident.

17. **“Insolvency”** means the inability of an individual or entity to pay his/its debts when they are due resulting in total cessation or complete suspension of operations, both following the filing of a bankruptcy petition.

18. **“Jewellery”** means valuable objects worn on the body which have inclusions of precious or semi-precious metals or precious or semi-precious stones.

19. **“Laptop Computer”** means a small portable personal computer including its standard components. Desktop computers and components are excluded under this category.

20. **“Medical Expenses”** means expenses incurred of sustaining injury or

sickness and paid by You to a legally qualified Medical Practitioner, Hospital and/or ambulance service for medical, surgical, x-ray, Hospital or nursing treatment including the cost of medical supplies and ambulance hire and including the cost of dental treatment only 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 qualified Medical Practitioner in order for expenses to be reimbursed under this Policy and 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.

21. **“Medical Practitioner”** means a person qualified as a medical practitioner and duly licensed or registered to provide medical or surgical service in the geographical area of his practice, and who in rendering treatment, is practicing within the scope of his licensing and training, but excluding a Medical Practitioner who is the Insured Person or Your spouse or Relative or business partner or employee or Your Travel Companion.

22. **“Pandemic”** means an epidemic that is recognised or referred to as a pandemic by a representative of the World Health Organization (WHO) or an official government authority.

23. **“Pre-existing Medical Condition”** means an ongoing medical or dental condition, or related complication You have for which You have received medical treatment, diagnosis consultation or prescribed drugs or a condition which a reasonable person in the circumstances would be expected to be aware of within a 12 month period preceding the effective date of Your travel or, a condition for which medical advice or treatment was recommended by a qualified Medical Practitioner within the 12 month period preceding the effective date of Your travel or a condition which a reasonable person would have sought medical consultation for any signs or symptoms manifesting prior to the application for your policy.

If your policy with Us is an Annual Coverage, Pre-existing Medical Condition further includes a condition for which You have made a claim and/or could have made a claim on any previous Trip during the first and subsequent renewal periods when You were insured by Us.

24. **“Public Place”** means any place to which the general 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.

25. **“Public Transportation”** means any regularly scheduled mode of transportation provide and operated by a duly licensed carrier and meant for the local public interest to move around and which is recognized by respective countries (for example but not limited to bus, ferry, hovercraft, hydrofoil, ship, train, tram or underground train) This excludes rental vehicles, private hired vehicles, taxis, cruises and all modes of transportation that are chartered or arranged as part of a tour, even if the services are regularly scheduled. Common air carrier is treated as Public Transport in this Policy.

26. **“Relative”** means Your spouse, child, son-in-law, daughter-in-law, parent, parent-in-law, grandparent, grandparent-in-law, great grandparent, great grandparent-in-law, grandchild, brother, sister, brother-in-law, sister-in-law, uncle, aunt, nephew, niece, step parent, step child, step brother, step sister or adopted child.

27. **“Residents of Singapore”** means Singapore citizens and Permanent Residents (holders of re-entry permits) as well as holders of employment passes, work permits, students’ passes or dependant’s passes.

28. **“Selected Plan”** means the choice of Premier or Classic Plan for the Geographical Area made by You or Your representative at the time of application.

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29. **“Serious Injury”** or **“Serious Sickness”** whenever applied to You, means You requiring treatment by a Medical Practitioner and which results in You being certified by that Medical Practitioner as unfit to travel or continue with Your planned Trip. When applied to the Relative or Travel Companion, it shall mean Injury or Sickness certified as being dangerous to life by a Medical Practitioner and which results in Your discontinuation or cancellation of Your planned Trip.
30. **“Sickness”** means any noticeable change in Your physical health due to a medical condition contracted, commencing or manifesting during the Trip in which You seek the care of a Medical Practitioner to treat the sickness for which the claim is made provided the sickness does not arise out of or is not in connection with a Pre-existing Medical Condition and the sickness is not excluded under this Policy.
31. **“Travel Agent”** means a travel agent, including its subsidiaries that is registered in Singapore and licensed member of the Singapore Tourism Board (STB).
32. **“Travel Companion”** means a person who has travel bookings made before commencement of the insured Trip with intention to accompany You on the Trip.
33. **“Trip”** means a planned journey departing from Singapore to the insured Geographical Area and returning to Singapore. In the event of One-Way Trip coverage, it means a planned journey departing from Singapore to the insured Geographical Area.
34. **“War”** means war, whether declared or not, or any warlike activities including use of military force by an sovereign nation to achieve nationalistic, political, economic, geographic, racial, religious or other ends.
35. **“We/Our/Us”** means Tokio Marine Insurance Singapore Ltd.
36. **“You/Your/Insured Person”** means the individual(s) whose name(s) are shown in the Policy Schedule as Insured Person(s) who are insured under this Policy.

SUMMARY OF BENEFITS

	Maximum	Benefit (\$\$)
PERSONAL ACCIDENT PROTECTION	Premier	Classic
1. Accidental Death & Permanent Disablement		
Cover for Insured Person (below 70 years old)	300,000	200,000
Cover for Insured Person (70 - 79 years old)	150,000	75,000
Cover for each Child included in Family Plan	75,000	50,000
MEDICAL COVERAGE	Premier	Classic
2. Medical Expenses incurred Overseas		
Cover for Insured Person (below 70 years old)	500,000	300,000
Cover for Insured Person (70 - 79 years old)	250,000	150,000
Cover for each Child included in Family Plan	150,000	100,000
<i>Aggregate Limit Per Family</i>	<i>1,000,000</i>	<i>500,000</i>
3. Medical Expenses incurred in Singapore		
Cover for Insured Person (below 70 years old)	25,000	15,000
Cover for Insured Person (70 - 79 years old)	12,500	7,500
Cover for each Child included in Family Plan	7,500	5,000
<i>Aggregate Limit Per Family</i>	<i>50,000</i>	<i>30,000</i>
4. Medical Expenses – Pregnancy Related Expenses	5,000	3,000
5. Treatment by Chinese Physician / Chiropractor	500	500
6. Overseas Hospital Confinement Allowance	25,000	15,000
7. Hospital Visit	7,000	3,000
8. Compassionate Visit	7,000	3,000
9. Child Care	25,000	15,000

MEDICAL COVERAGE	Premier	Classic
10. Emergency Medical Assistance & Evacuation		
Cover for Insured Person (below 70 years old)	1,000,000	500,000
Cover for Insured Person (70 - 79 years old)	500,000	250,000
Cover for each Child included in Family Plan	500,000	250,000
11. Repatriation Expenses	30,000	20,000
12. Special Grant	2,500	1,500
13. Emergency Telephone Charges	250	150
TRAVEL INCONVENIENCE	Premier	Classic
14. Trip Cancellation	10,000	5,000
<i>Aggregate Limit Per Family</i>	<i>20,000</i>	<i>10,000</i>
15. Trip Postponement	10,000	5,000
<i>Aggregate Limit Per Family</i>	<i>20,000</i>	<i>10,000</i>
16. Trip Cancellation due to Insolvency of Travel Agency	15,000	7,500
<i>Aggregate Limit Per Family</i>	<i>30,000</i>	<i>15,000</i>
17. Trip Curtailment	15,000	7,500
<i>Aggregate Limit Per Family</i>	<i>30,000</i>	<i>15,000</i>
18. Disruption/Withdrawal of Hotel Services	200	200
19. Personal Baggage and Effects	7,500	5,000
<i>Aggregate Limit Per Family</i>	<i>15,000</i>	<i>10,000</i>
20. Travel Documents	5,000	3,000
<i>Aggregate Limit Per Family</i>	<i>8,000</i>	<i>5,000</i>
21. Loss of Personal Money	750	300
<i>Aggregate Limit Per Family</i>	<i>1,500</i>	<i>600</i>
22. Travel Delay		
Pay S\$100 for each full 6 hours of delay in Singapore	100	100
Pay S\$100 for each full 6 hours of delay in Overseas	1,200	1,200
<i>Aggregate Limit Per Family</i>	<i>2,000</i>	<i>2,000</i>
23. Alternative Travel Arrangement	1,000	1,000
<i>Aggregate Limit Per Family</i>	<i>2,000</i>	<i>2,000</i>
24. Replacement of Traveller Benefit	300	150
<i>Aggregate Limit Per Family</i>	<i>600</i>	<i>300</i>
25. Baggage Delay	1,200	1,200
<i>Aggregate Limit Per Family</i>	<i>2,400</i>	<i>2,400</i>
26. Emergency Purchases	250	150
27. Overbooked Flight/Voyage/Train	150	150
28. Missed Flight Connection	200	200
29. Flight Diversion	1,000	1,000
<i>Aggregate Limit Per Family</i>	<i>2,000</i>	<i>2,000</i>
30. Travel Interruption	7,000	3,000
31. Personal Liability	1,000,000	500,000
32. Aircraft Hijacking	7,500	5,000
<i>Aggregate Limit Per Family</i>	<i>15,000</i>	<i>10,000</i>
MISCELLANEOUS COVER	Premier	Classic
33. Loss of Use of Entertainment Ticket or Frequent Flyer	300	100
34. Rental Vehicle Excess	1,500	700
35. Rental Vehicle Return	200	200
36. Quarantine Following Infectious Diseases	750	350
37. Full Terrorism Cover		
<i>Aggregate limit for Sections 1 to 36, 38 & 39.</i>		

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MISCELLANEOUS COVER	Premier	Classic
Cover for Insured Person (below 70 years old)	300,000	200,000
Cover for Insured Person (70 – 79 years old)	150,000	100,000
Cover for each Child included in Family Plan	75,000	50,000
Group Policy – Maximum Limit per Policy	1,000,000	500,000
38. Loss of Credit Card	300	200
39. Adventure Sports & Activities	Covered	

GROUP POLICY

We provide Group Policy subject to payment of additional premium and the terms and exclusions of this Policy.

Persons insured under Group Policy are members of a Group whose names must be declared to us before the commencement of the insured Trip. They must be aged between 21 and 70 years (inclusive).

Where more than one insured person in the Group suffer any loss or losses covered under Sections 1 to 39 of this Policy, the benefits payable by us with respect to all such losses of these insured persons, shall be aggregated and the maximum aggregate sum payable by us for any insured Trip shall not exceed S\$10,000,000. In the event of losses arising directly or indirectly from an Act of Terrorism, such maximum aggregate benefits shall be reduced to S\$1,000,000.

FAMILY PLAN

We provide Single Trip Coverage or Annual Coverage policy to Family but each insured Child must be accompanied by either of the adults insured under this Family Plan for any Trips(s) made during the Policy Period.

TRIP COVERAGE

Single Trip Coverage: The maximum length of each insured Trip is 183 consecutive days.

Annual Coverage: The Insured Person(s) will be covered for an unlimited number of Trips made during the policy period. The maximum length of each insured Trip is 90 consecutive days.

“One-way” Trip Coverage: Provided the Insured Person has purchased the Policy in Singapore and the original point of departure is Singapore, this Policy may cover “one-way” Trips. During the “one-way” Trip, transits in other countries are allowed if the Insured Person is confined to the transit area of the airports of these countries. The cover shall cease to operate immediately if this condition is not complied with.

TRIP LIMITS

With the exception of Section 14, 15 and 16, this Policy shall commence three hours before You leave Singapore and ceasing on whichever of the following occurs first:

For Round Trip:

- The expiry of the period of insurance specified in the Policy;
- You arrive at Your permanent place of residence or business in Singapore;
- Within three (3) hours upon Your arrival in Singapore.

For One-way Trip:

- The expiry of the period of insurance specified in the Policy;
- You arrive at Your place of residence;
- Within three (3) hours upon Your arrival in Your destination.

FREE EXTENSION OF YOUR POLICY

Your policy will be automatically extended without any additional premium if Your return to Singapore has been delayed because of one or more of the following:

- If any scheduled Public Transport (which is bound for Singapore) in which

You are travelling on, is delayed through no act or omission of Yours, or

- If the delay is due to a reason for which You can claim under Your policy. This extension is for a maximum of 14 consecutive days.

ELIGIBILITY AND AGE LIMIT

- This Policy covers Insured Persons only if they depart from Singapore or are Residents of Singapore.
- This Policy will be available only for Insured Persons between the age of 6 months old & 79 years old. Insured Persons above the age of 6 months and below 18 years old can only be covered under Family Plan and not under individual policies.
- The age limit of the Insured Persons under Group Policy shall be between 21 to 70 years old (inclusive).

SECTION 1 – ACCIDENTAL DEATH & PERMANENT DISABLEMENT

If You are involved in an Accident during the Trip and sustain Injury, and such Injury results in Permanent Disablement or death within 90 consecutive days from the date of such Accident, We will pay You or Your legal personal representative(s) the benefits as specified in the Table of Compensation below.

<u>Scale of Compensation</u>	<u>Percentage of Sum Insured</u>
1. Accidental Death	100%
2. Permanent & Total Disablement	100%
3. Loss of or Total Loss of Use of two or more limbs	100%
4. Loss of or Total Loss of Use of one limb	100%
5. Total Loss of Sight of both eyes	100%
6. Total Loss of Sight of one eye	100%
7. Total Loss of Speech and Hearing	100%
8. Total Loss of Hearing in (a) both ears (b) one ear	75% 15%
9. Third Degree Burns	
(i) Head	
(a) Burns of 8% or more of the total head surface area	100%
(b) Burns of 5% or more, but less than 8% of the total head surface area	75%
(c) Burns of 2% or more, but less than 5% of the total head surface area	50%
(ii) Rest of Body	
(a) Burns of 20% or more of the total body surface area	100%
(b) Burns of 15% or more, but less than 20% of the total body surface area	75%
(c) Burns of 10% or more, but less than 15% of the total body surface area	50%

The maximum amount of all benefits payable for one or more injuries sustained by You during the period of insurance shall not exceed the maximum limit as stated in Section 1 of the Selected Plan.

“Permanent Disablement” shall mean disablement which falls into one of the categories in the Table of Compensation; and has lasted for a continuous and uninterrupted period of at least 12 consecutive months from the date of Accident and at the expiry of such 12-month period, is beyond hope of improvement certified by the Medical Practitioner appointed by Us.

“Permanent & Total Disablement” shall mean total and permanent disablement which has resulted from Injury and which occurred within 90 consecutive days from the date of the Accident and which lasted for a continuous and uninterrupted period of at least 12 consecutive months from the date of Accident and which will in all probability, entirely prevent You from engaging in gainful employment of any and every kind for the remainder of Your life and from which there is no hope of improvement.

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“**Total Loss**” shall mean lasting 12 calendar months from the date of Accident and at the expiry of the 12-month period being beyond hope of improvement.

“**Loss of Limb**” shall mean total functional disablement or loss by complete and permanent physical severance of a hand at or above the wrist or of a foot at or above the ankle.

“**Loss of Sight**” shall mean the total and permanent irrecoverable loss of sight.

“**Loss of Speech**” shall mean the disability in articulating any three of the four sounds which contribute to the speech such as the Labial sounds, the Alveololabial 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.

“**Loss of Hearing**” shall mean the total and permanent irrecoverable loss of hearing where

If a dB = Hearing loss at 500 Hertz

If b dB = Hearing loss at 1000 Hertz

If c dB = Hearing loss at 2000 Hertz

If d dB = Hearing loss at 4000 Hertz

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

“**Third Degree Burns**” shall mean burns from the outer layer of skin (epidermis) and the entire layer beneath (or dermis).

N.B. For the avoidance of doubt, this Policy will not pay any claim for loss caused by or resulting from Sickness.

SECTION 2 - MEDICAL EXPENSES INCURRED OVERSEAS

We will reimburse You up to the limit specified in Section 2 of the Selected Plan, the Medical Expenses as defined, reasonably and necessarily incurred whilst overseas as a direct, sole and independent result of Injury or Sickness (including being diagnosed with an *epidemic* or *pandemic* disease such as COVID-19) suffered by You.

Provided that in the event You become entitled to a refund of all or part of such expenses from any other source, We will only be liable for the excess of the amount recoverable from such other source up to the applicable limits.

We will not pay for the following:

- (a) Any Medical Expenses for Injury or Sickness associated with pregnancy or childbirth.
- (b) Prostheses, contact lenses, spectacles, hearing aids, dentures or medical equipment unless prescribed by a Medical Practitioner or treatment of Injury or Sickness.

N.B. This Policy will only pay for Pregnancy Related Expenses under Section 4 and not Section 2.

SECTION 3 - MEDICAL EXPENSES INCURRED IN SINGAPORE

We will reimburse You up to the limit specified in Section 3 of the Selected Plan, the Medical Expenses necessarily incurred for medical treatment or follow-up medical treatment in Singapore as a direct, sole and independent result of Injury or Sickness (including being diagnosed with an *epidemic* or *pandemic* disease such as COVID-19) which You had sustained during the Trip and medical treatment had been sought during your Trip outside Singapore. You have up to a maximum of 31 consecutive days upon return to Singapore to continue medical treatment in Singapore or up to the maximum benefit, whichever occurs first.

In the event You become entitled to a refund of all or part of such expenses from any other source, We will only be liable for the excess of the amount

recoverable from such other source up to the applicable limits.

We will not pay for the following:

- (a) Any Medical Expenses for Injury or Sickness associated with pregnancy or childbirth.
- (b) Prostheses, contact lenses, spectacles, hearing aids, dentures or medical equipment unless prescribed by a Medical Practitioner for treatment of Injury or Sickness.

SECTION 4 - MEDICAL EXPENSES - PREGNANCY RELATED EXPENSES

We will reimburse You up to the limit specified in Section 4 of the Selected Plan, the Medical Expenses necessarily incurred whilst overseas for pregnancy-related sickness.

This section does not apply to pregnancy-related sickness or treatment which You sought in Singapore or upon return to Singapore and does not apply to one-way Trip cover.

Provided that in the event You become entitled to a refund of all or part of such expenses from any other source, We will only be liable for the excess of the amount recoverable from such other source up to the applicable limits.

We will not pay for the following pregnancy-related sickness or treatment or losses suffered as a result of pregnancy-related sickness:

- (a) Any expenses incurred due to events occurring during the first trimester of pregnancy (i.e. 0-12 weeks).
- (b) Ectopic pregnancy, childbirth, including premature childbirth or stillbirth.
- (c) Abortion or miscarriage, except if related to Accidental Injury and not attributed to any natural causes and/or sickness relating to pregnancy or childbirth.
- (d) Tests or treatment relating to fertility, contraception, sterilisation, birth defects or congenital illnesses.
- (e) Any depressive, psychological or psychiatric illness, including post-natal depression.
- (f) Travelling overseas or participation in activities whilst overseas against medical advice from Your Medical Practitioner in Singapore.

SECTION 5 - TREATMENT BY CHINESE PHYSICIAN / CHIROPRACTOR

We will reimburse You up to the limit specified in Section 5 of the Selected Plan, the expenses incurred in relation to treatment by a Chinese Physician or Chiropractor, which are necessarily incurred whilst overseas as a direct, sole and independent result of Injury or Sickness suffered by You.

This section also covers expenses incurred for treatment or follow-up treatment in Singapore by a Chinese Physician or Chiropractor for Injury or Sickness which You had sustained while overseas and medical treatment had been sought during your Trip outside Singapore. You have up to a maximum of 31 consecutive days upon return to Singapore to continue treatment in Singapore or up to the maximum benefit, whichever occurs first.

Provided that in the event You become entitled to a refund of all or part of such expenses from any other source, We will only be liable for the excess of the amount recoverable from such other source up to the applicable limits.

N.B. The maximum We will pay for each visit by a Chinese Physician or Chiropractor is S\$50. In no event shall the total expenses for treatment by a Chinese Physician or Chiropractor incurred overseas and in Singapore exceed the maximum limit provided in Section 5 of the Selected Plan.

SECTION 6 - OVERSEAS HOSPITAL CONFINEMENT ALLOWANCE

In the event that You are admitted to a licensed Hospital abroad for Hospital Confinement due to an Injury or Sickness (including being diagnosed with

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an *epidemic* or *pandemic* disease such as COVID-19) sustained whilst overseas, We will pay an allowance of S\$200 for every complete day You are hospitalized whilst overseas up to the limit specified in Section 6 of the Selected Plan. Payment shall be made after the period of Hospital Confinement.

SECTION 7 - HOSPITAL VISIT

In the event You are hospitalized overseas for more than 5 consecutive days due to an Injury or Sickness sustained whilst overseas, and Your medical condition forbids evacuation and no adult member of Your family is with You, We will pay up to the limit specified in Section 7 of the Selected Plan, the reasonable travel (economy airfare, rail, land or sea transport fare) and hotel accommodation expenses (up to S\$180/night) necessarily incurred by one Relative or friend to visit and stay with You until You are medically fit to return to Singapore.

SECTION 8 - COMPASSIONATE VISIT

In the event of Your death due to an Accident or Sickness sustained whilst overseas and no adult member of Your family was present at Your death, We will pay up to the limit specified in Section 8 of the Selected Plan, the reasonable travel (economy airfare, rail, land or sea transport fare) and hotel accommodation expenses (up to S\$180/night) necessarily incurred by one Relative or friend to assist in the final arrangements at Your destination.

N.B. This Policy will only pay for a claim either under Section 7 or 8, but not both.

SECTION 9 - CHILD CARE

In the event You are hospitalized overseas and there is no other adult to accompany the Child/Children below the age of 21 and covered under the Family Plan, We will pay up to the limit specified in Section 9 of the Selected Plan, reasonable travel (economy airfare, rail, land or sea transport fare) and hotel accommodation expenses (up to S\$180/night) for a Relative or friend to accompany the Child/Children back to Singapore.

SECTION 10 - EMERGENCY MEDICAL ASSISTANCE AND EVACUATION

In the event of Injury or Sickness (including being diagnosed with an *epidemic* or *pandemic* disease such as COVID-19) commencing while You are overseas and if in the opinion of Allianz Global Assistance or an authorized representative of Allianz Global Assistance or any service provider appointed by Us, it is medically appropriate to move to a location decided by Allianz Global Assistance, or their authorized representative or our appointed service provider for medical treatment, or to return to Singapore, Allianz Global Assistance, or their authorized representative or our appointed service provider shall arrange for the evacuation utilizing the means best suited to do so, based on the medical severity of Your condition. We will pay directly to Allianz Global Assistance, or their authorized representative or our appointed service provider, the covered expenses for such evacuation up to the limit specified in Section 10 of the Selected Plan.

The means of evacuation arranged by Allianz Global Assistance, or their authorized representative or our appointed service provider, may include railroad or any other appropriate means. All decisions as to the means of transportation and the final destination will be made by Allianz Global Assistance, or their authorized representative or our appointed service provider and will be based solely upon medical necessity.

Covered expenses are expenses for services provided and/or arranged by Allianz Global Assistance, or their authorized representative or our appointed service provider for the transportation, medical services and medical supplies necessarily incurred as a result of Your emergency medical evacuation and is subject to the following exclusions:-

We will not pay for the following:

- (a) 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.
- (b) Any expenses for a service not approved and arranged by Allianz Global Assistance, or their authorized representative or our appointed service provider except that We reserve the right to waive this exclusion in the event You or Your Travel Companion(s) cannot for reasons beyond Your control notify Allianz Global Assistance, their authorized representative or our appointed service provider during an emergency medical situation. In any event, We reserve the right to reimburse You only for those expenses incurred for services which Allianz Global Assistance, their authorized representative or our appointed service provider would have provided under the same circumstances and up to the limit stated in the Selected Plan.

SECTION 11 - REPATRIATION EXPENSES

In the event of Your death within 30 consecutive days from the date of the Injury or Sickness (including being diagnosed with an *epidemic* or *pandemic* disease such as COVID-19) commencing while overseas, Allianz Global Assistance or an authorized representative of Allianz Global Assistance shall make the necessary arrangements for the return of the mortal remains to Singapore or Your Country of Origin. We will pay directly to Allianz Global Assistance the covered expenses for such repatriation up to the limit specified in Section 11 of the Selected Plan.

In addition to the transportation of the remains, We will reimburse the expenses reasonably incurred, for services and supplies provided by the mortician or the undertaker, including but not limited to the cost of the casket, the embalming and cremation if so elected.

We will not pay for the following:

- (a) 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.
- (b) Any expenses incurred for the transportation of the mortal remains not approved and arranged by Allianz Global Assistance, or an authorized representative of Allianz Global Assistance.

SECTION 12 – SPECIAL GRANT

We will pay the benefit specified in Section 12 of the Selected Plan in the event of Your death from an Injury or Sickness commencing whilst overseas provided that such death occurs during Your Trip.

SECTION 13 – EMERGENCY TELEPHONE CHARGES

We will reimburse You up to the limit specified in Section 13 of the Selected Plan, the telephone charges for the sole purpose of engaging the services of Allianz Global Assistance during a medical assistance/emergency, and for which a claim has been submitted under Section 1, 2, 4 or 5 where the charges can be separately identified on the official invoice.

We will not pay for any reimbursement for telephone calls made via standard land line and public telephones using an International Calling Card (ICC).

SECTION 14 - TRIP CANCELLATION

We will reimburse You up to the limit specified in Section 14 of the Selected Plan for loss of travel and/or accommodation expenses paid in advance by You which cannot be recovered from any other source consequent upon the cancellation of the Trip necessitated by the following occurring within 60 days (except item (iii)) before the date of commencement of the Trip:

- (i) Death or Serious Injury or Serious Sickness (including being diagnosed

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with an *epidemic* or *pandemic* disease such as COVID-19) or compulsory quarantine (such as COVID-19) of You, or Travel Companion, but only when the following conditions are met:

- a. the quarantine is specific to you or a travelling companion, meaning that you or a travelling companion must be specifically and individually designated by name in an order or directive to be placed in quarantine due to an epidemic or pandemic; and
 - b. the quarantine does not apply generally or broadly (a) to some segment or all of a population, geographical area, building, or vessel (including without limitation lockdowns, changes in government alert levels, shelter-in-place, stay-at-home, safer-at-home, or other similar restriction), or (b) based on to, from, or through where the person is travelling. This condition (ii) applies even if the quarantine order or directive specifically designates you or a travelling companion by name to be quarantined.
- (ii) Unexpected outbreak of strike, riot or civil commotion, natural disaster, or events arising out of circumstances beyond Your control preventing travel at Your planned destination.
 - (iii) Serious damage to Your residence in Singapore from fire, flood or similar natural disaster within 7 days before the departure date and Your presence is required on the premises on the departure date.
 - (iv) Witness summons or jury service which were not made known to You prior to the purchase of this Policy.
 - (v) Outbreak of Infectious Disease at Your planned destination.
 - (vi) Closure of airspace or airport closure which prevents You from commencing Your scheduled Trip.
 - (vii) Advisory from Singapore's Ministry of Foreign Affairs to defer non-essential travel to the planned destination.

The maximum amount We will pay for Item (v) outbreak of Infectious Disease at Your planned destination is 20% of the limit specified in Section 14 of the Selected Plan.

We will not pay for any loss:

- (a) That is covered by any other existing insurance scheme or government program; or
- (b) Which will be paid or refunded by a hotel, airline, Travel Agent or any other provider of travel and/or accommodation; or
- (c) Should this insurance be purchased less than 7 consecutive days before the date of departure (with the exception of item (i)).
- (d) If before the purchase of this Policy, You are aware of any circumstances which could lead to the disruption of Your Trip.

N.B. This Policy will only pay for any claim under Section 14, 15 or 16 for the same event but not more than one section.

SECTION 15 – TRIP POSTPONEMENT

We will reimburse You up to the limit specified in Section 15 of the Selected Plan for resulting administrative charges incurred for postponement of the Trip which cannot be recovered from any other source due to any of the following occurring within 30 days (except item (iii)) before the date of commencement of the Trip:

- (i) Death or Serious Injury or Serious Sickness (including being diagnosed with an epidemic or pandemic disease such as COVID-19) or compulsory quarantine (such as COVID-19) of You, or Travel Companion, but only when the following conditions are met:
 - a. the quarantine is specific to you or a travelling companion, meaning that you or a travelling companion must be specifically and individually designated by name in an order or directive to be placed in quarantine due to an epidemic or pandemic; and
 - b. the quarantine does not apply generally or broadly (a) to some

segment or all of a population, geographical area, building, or vessel (including without limitation lockdowns, changes in government alert levels, shelter-in-place, stay-at-home, safer-at-home, or other similar restriction), or (b) based on to, from, or through where the person is travelling. This condition (ii) applies even if the quarantine order or directive specifically designates you or a travelling companion by name to be quarantined.

- (ii) Unexpected outbreak of strike, riot or civil commotion, natural disaster, or events arising out of circumstances beyond Your control preventing travel at Your planned destination.
- (iii) Serious damage to Your residence in Singapore from fire, flood or similar natural disaster within 7 days before the departure date and Your presence is required on the premises on the departure date.
- (iv) Witness summons or jury service which were not made known to You prior to the purchase of this Policy.
- (v) Outbreak of Infectious Disease at Your planned destination.
- (vi) Closure of airspace or airport closure which prevents You from commencing Your scheduled Trip.
- (vii) Advisory from Singapore's Ministry of Foreign Affairs to defer non-essential travel to the planned destination

The maximum amount We will pay for Item (v) outbreak of Infectious Disease at Your planned destination is 20% of the limit specified in Section 15 of the Selected Plan.

We will not pay for any loss:

- (a) That is covered by any other existing insurance scheme or government program; or
- (b) Which will be paid or refunded by a hotel, airline, Travel Agent or any other provider of travel and/or accommodation; or
- (c) Should this insurance be purchased less than 7 consecutive days before the date of departure (with the exception of item (i)).
- (d) If before the purchase of this Policy, You are aware of any circumstances which could lead to the disruption of Your Trip.

N.B. This Policy will only pay for any claim under Section 14, 15 or 16 for the same event but not more than one section.

SECTION 16 – TRIP CANCELLATION DUE TO INSOLVENCY OF TRAVEL AGENCY

We will reimburse You up to the limit specified in Section 16 of the Selected Plan for the loss of irrecoverable travel deposits or travel fares paid in advance, due to a Trip being cancelled because of Insolvency of a Travel Agency to whom You made such payments, if such Insolvency occurs within sixty (60) Days before the commencement date of Your Trip overseas.

We will not pay for any loss:

- (a) That is covered by any other existing insurance scheme or government program; or Which will be paid or refunded by any other source including any government programs, insurance schemes, hotel, airline, Travel Agent or any other provider of travel and/or accommodation; or
- (b) Insolvency which occurred, or for which a petition for bankruptcy was filed before the effective date of Your policy; or
- (c) Caused by failure of any airline, cruise-line, tour operator, or Travel Agent, person or agency to provide the travel arrangements for reasons other than Insolvency; or
- (d) Should this insurance be purchased less than 7 consecutive days before the date of departure.
- (e) If before the purchase of this Policy, You are aware of any circumstances which could lead to the disruption of Your Trip.

N.B. This Policy will only pay for any claim under Section 14, 15 or 16 for the same event but not more than one section.

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SECTION 17 – TRIP CURTAILMENT

This benefit pays, whilst You are overseas, for additional travel (economy airfare, rail, land or sea transport fare) and/or additional accommodation expenses (up to S\$180/night) and loss of travel and/or accommodation expenses paid in advance or forfeited by You and which cannot be recovered from any other source after the commencement of the Trip consequent upon the following occurring and leading to You having to return directly to Singapore or Country of Origin whilst abroad:-

- (i) Your Serious Injury or Serious Sickness (including being diagnosed with an *epidemic or pandemic* disease such as COVID-19) and You have received written medical advice from the Medical Practitioner to curtail the Trip.
- (ii) Unexpected death, Serious Injury or Serious Sickness (including being diagnosed with an *epidemic or pandemic* disease such as COVID-19) of Your Relative or Travel Companion.
- (iii) Unexpected outbreak of strike, riot or civil commotion arising out of circumstances beyond Your control.
- (iv) Hijacking of the aircraft in which You are on board as a passenger.
- (v) Natural disasters or adverse weather condition which prevent You from continuing with Your scheduled Trip.
- (vi) Outbreak of Infectious Disease at Your planned destination.
- (vii) Closure of airspace or airport closure which prevent You from continuing with Your scheduled Trip.
- (viii) Advisory from Singapore's Ministry of Foreign Affairs to defer non-essential travel to the planned destination.

The maximum amount We will pay for Item (vi) outbreak of Infectious Disease at Your planned destination is 20% of the limit specified in Section 17 of the Selected Plan.

We will not pay for any loss if before the commencement of the Trip, You are aware of any circumstances which could lead to the disruption of Your Trip.

N.B. This Policy will only pay for any claim either under Section 17 or 30 for the same event, but not both.

SECTION 18 – DISRUPTION/ WITHDRAWAL OF HOTEL SERVICES

We will pay S\$100 for each full 24 hours up to the limit specified in Section 18 of the Selected Plan, during which You suffer disruption or withdrawal of services at a hotel in which You are staying overseas as a result of strike or riot, natural disasters, outbreak of Infectious Disease at the hotel providing that such disruption or withdrawal exists continuously for at least twenty-four (24) hours during Your Trip.

SECTION 19 – PERSONAL BAGGAGE AND EFFECTS

We will pay for loss or damage sustained overseas to Your Personal Baggage and Effects which is stolen, lost or damaged during the period between the date of departure and the date of return to Singapore or when the policy expires as stated whichever occurs first. We may make payment or at its option reinstate, replace or repair subject to due allowance of wear and tear and depreciation in respect of articles more than one year old.

The maximum amount We will pay for any article is:

- S\$1,000 for Laptop Computer, camera and video camera and tablet computer;
- Personal Baggage and Effects left in a motor vehicle must be locked in the boot or a locked compartment, out of sight from the public and forced entry must have been made. The most We will pay if Your Personal Baggage and Effects are stolen from the locked storage compartment of an unoccupied vehicle is S\$250 for each article and S\$1,500 in total for all stolen articles;
- S\$500 for all other unspecified articles, pair or related set of articles;

and is limited to the maximum limit specified in Section 19 of the Selected Plan in total for all articles.

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

We will not pay for the following:

- (a) The following classes of property: animals, motor vehicles (including accessories), motorcycles, boats, motors, bicycles, any other conveyances, snow skis, fruits, foodstuff, household effects, computers (including software and accessories) other than Laptop Computer, antiques, artifacts, paintings, objects of art, musical instruments, manuscript, contact or corneal lenses, dentures, artificial limbs, souvenirs, business goods or samples, cash & bank notes, cash card, credit cards, EZ link cards, driving licenses, identity cards, employment passes, or any type of passes; money orders, tickets, coupons, stamps, securities, negotiable instruments and title deeds or damage to fragile articles, including glass and porcelain articles, keys/access cards.
- (b) Loss of data recorded on tapes, cards, discs or any other electronic storage devices.
- (c) Loss to Your baggage sent in advance, mailed or shipped separately.
- (d) Loss or damage caused by wear & tear, gradual deterioration, moths, vermin, inherent vice or damage sustained due to any process or while actually being worked upon resulting therefrom.
- (e) Loss or damage caused by mechanical or electrical breakdown or derangement or damage sustained due to any process initiated by You to repair, clean or alter.
- (f) Loss, damage or theft of property left unsupervised in a Public Place or as a result of Your failure to take due care and precautions for the safeguard and security of such property.
- (g) Loss or damage to property insured under any other insurance policy, or reimbursed by any other carrier, hotel or any other source.
- (h) Loss or damage to property resulting directly or indirectly from insurrection, rebellion, revolution, civil war, usurped power, or action taken by Government 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 contraband or illegal transportation or trade.

"Personal Baggage and Effects" shall mean personal tangible goods which are taken by You on Your Trip or acquired by You during Your Trip, both for Your personal use and enjoyment.

N.B. This Policy will only pay for any claim under Section 19 or 25 for the same event but not more than one section.

SECTION 20 – TRAVEL DOCUMENTS

We will pay You the cost of replacing passports, travel tickets and other relevant travel documents lost including the additional travel (economy airfare, rail, land or sea transport fare) and accommodation expenses (up to S\$180/night) necessarily incurred whilst overseas for the purpose of obtaining the replacement documents, up to the limit specified in Section 20 of the Selected Plan. We will not be liable for any loss which is not reported to the police within 24 hours of the occurrence. Any claim must be accompanied by written documentation from the police.

SECTION 21 - LOSS OF PERSONAL MONEY

We will pay You for any loss of money belonging to You arising out of robbery, burglary or theft whilst overseas, up to the limit specified in Section 21 of the Selected Plan. We will not be liable for any loss which is not reported to the police or relevant authority such as hotel and airline management having jurisdiction at the place of loss within 24 hours of the occurrence. Any claim

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must be accompanied by written documentation from such authorities.

SECTION 22 - TRAVEL DELAY

We will pay S\$100 for each full 6 hours of delay up to the limit specified in Section 22 of the Selected Plan in the event of a delay in the departure of the scheduled Public Transport for at least 6 consecutive hours from the time specified in the itinerary. The delay must result from strike/industrial action, adverse weather condition, natural disaster, mechanical breakdown/derangement or structural defect of the Public Transport or closure of airspace/airport. Payout for delay in departing from Singapore will be capped at S\$100 per insured person.

We will not be liable for delay arising directly or indirectly from:

- (a) Your failure to check in as according to the time specified in 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 of delay and the reason for such delay.
- (b) strike/industrial action existing on the date this insurance is purchased by You; or
- (c) Your late arrival at the airport or port or station after check-in or boarding time.

N.B. This Policy will only pay for any claim under Section 22, 23, 29 or 32 for the same event but not more than one section.

SECTION 23 – ALTERNATIVE TRAVEL ARRANGEMENT

We will reimburse You up to the limit specified in Section 23 of the Selected Plan for resulting administrative charges &/or additional economy fare for air, land or sea travel in the event of a delay in the departure of the scheduled Public Transport for at least 6 consecutive hours from the time specified in the itinerary overseas. The delay must result from strike/industrial action, adverse weather condition, natural disaster, mechanical breakdown/derangement or structural defect of the Public Transport or closure of airspace/airport.

You book an alternative mode of transport or travel routing to continue with Your planned trip and it departs earlier than the next available re-scheduled departure time offered by the original Public Transport provider.

The maximum amount We will pay shall not exceed Section 22 – Travel Delay benefit payable, calculated from the original scheduled departure time to the next available re-scheduled departure time offered by the same Public Transport provider, minus the following:-

- (a) any benefit You receive from Section 22 – Travel Delay benefit; and
- (b) any refund You receive from the original Public Transport provider.

N.B. This policy will only pay for any claim under Section 17, 22, 23 or 27 for the same event but not more than one section.

SECTION 24 – REPLACEMENT OF TRAVELLER BENEFIT

We will reimburse You up to the limit specified in Section 24 of the Selected Plan for resulting administrative charges or fees incurred in making necessary changes in travel &/or accommodation arrangements to allow substitution of traveller to take over Your place on the trip which cannot be recovered from any other source due to the any of the following occurring within 30 days before the date of commencement of the Trip:

- (i) Death or Serious Injury or Serious Sickness (including being diagnosed with an *epidemic* or *pandemic* disease such as COVID-19) or compulsory quarantine (such as COVID-19) of You, or Travel Companion but only when the following conditions are met:
 - a. the quarantine is specific to you or a travelling companion, meaning that you or a travelling companion must be specifically and individually designated by name in an order

or directive to be placed in quarantine due to an epidemic or pandemic; and

- b. the quarantine does not apply generally or broadly (a) to some segment or all of a population, geographical area, building, or vessel (including without limitation lockdowns, changes in government alert levels, shelter-in-place, stay-at-home, safer-at-home, or other similar restriction), or (b) based on to, from, or through where the person is travelling. This condition (ii) applies even if the quarantine order or directive specifically designates you or a travelling companion by name to be quarantined.
- (ii) Serious damage to Your residence in Singapore from fire, flood or similar natural disaster within 7 days before the departure date and Your presence is required on the premises on the departure date.
- (iii) Witness summons or jury service which were not made known to You prior to the purchase of this Policy.

We will not pay for any loss:

- (a) That is covered by any other existing insurance scheme or government program; or
- (b) Which will be paid or refunded by a hotel, airline, Travel Agent or any other provider of travel and/or accommodation; or
- (c) Should this insurance be purchased less than 7 consecutive days before the date of departure (with the exception of item (i)); or
- (d) If before the purchase of this Policy, You are aware of any circumstances which could lead to the disruption of Your Trip; or
- (e) Expenses that would have been incurred by You including budgeted Trip expenditure or
- (f) The cost of first class or business class airfares unless You have originally purchased first class or business class airfare for Your Trip; or
- (g) Non-essential expenses incurred in the transportation of the substitute person.

N.B. This Policy will only pay for any claim under Section 14, 15, 16 or 24 for the same event but not more than one section.

SECTION 25 - BAGGAGE DELAY

We will pay S\$200 for each full 6 hours of delay up to the limit specified in Section 25 of the Selected Plan in the event that the checked-in luggage accompanying You has been delayed, misdirected or temporarily misplaced by any Public Transport for a period exceeding 6 consecutive hours from the time of arrival at the airport of the scheduled destination.

N.B. This Policy will only pay for any claim under Section 19, 25 or 26 for the same event but not more than one section.

SECTION 26 – EMERGENCY PURCHASES

We will pay for the emergency purchase of essential personal items up to the limit specified in Section 26 of the Selected Plan if whilst on a Trip overseas, Your baggage is stolen or it has been declared by the transport provider that Your baggage is permanently lost and You cannot recover the expenses from any other source.

Any claim must be accompanied by official receipts for the purchases made and written proof of loss from the police or relevant authorities or the transport provider that Your baggage is lost whilst in transit.

N.B. This Policy will only pay for any claim under Section 25 or 26 for the same event but not both.

SECTION 27 - OVERBOOKED FLIGHT/VOYAGE/TRAIN

We will reimburse expenses for reasonable hotel accommodation (up to S\$180/night), meals and refreshments up to the limit specified in Section 27

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of the Selected Plan, in the event of Your failure to board the aircraft/sea vessel/train arising from the overbooking of the flight/voyage/train in which You had received a confirmed reservation from the Travel Agent or the airline and no alternative transportation is made available to You within 6 hours of the scheduled departure time provided You are not compensated by the operator(s) of the airline/shipping line/railway or their handling agent(s) or any third party.

The failure to board the aircraft/ sea vessel/ train and the overbooking of the flight/ voyage/ train must be verified in writing by the operator(s) of the airline/ shipping line/ railway or their handling agent(s).

N.B. This Policy will only pay for any claim either under Section 27 or 28 for the same event, but not both.

SECTION 28 - MISSED FLIGHT CONNECTION

We will reimburse expenses for reasonable hotel accommodation (up to S\$180/night), meals and refreshments up to the limit specified in Section 28 of the Selected Plan, in the event You miss Your confirmed onward connecting scheduled flight at the transfer point arising from the late arrival of Your incoming confirmed connecting scheduled flight and no alternative onward transportation is made available to You within 6 consecutive hours on Your arrival provided You are not compensated by the operator(s) of the airline or their handling agent(s) or any third party. The missed flight connection must be verified in writing by the operator(s) of the airline or their handling agent(s).

N.B. This Policy will only pay for any claim either under Section 27 or 28 for the same event, but not both.

SECTION 29 – FLIGHT DIVERSION

In the event that whilst traveling on a scheduled flight Your flight is diverted due to adverse weather conditions which prevents You from continuing Your Trip and You are delayed from arriving at Your planned destination by at least 6 consecutive hours, We will pay S\$100 for each full 6 hours of delay up to the limit specified in Section 29 of the Selected Plan.

N.B. This Policy will only pay for any claim under Section 22, 29 or 32 for the same event but not more than one section.

SECTION 30 – TRAVEL INTERRUPTION

This benefit pays, whilst You are overseas, for additional travel (economy airfare, rail, land or sea transport fare) and/or additional accommodation expenses (up to S\$180/night) and loss of travel and/or accommodation expenses paid in advance or forfeited by You and which cannot be recovered from any other source after the commencement of the Trip consequent upon the following occurring and leading to You having to change any part of the journey whilst abroad: -

- (i) Your Serious Injury or Serious Sickness (including being diagnosed with an *epidemic* or *pandemic* disease such as COVID-19) which You have received written medical advice from the Medical Practitioner and is hospitalized for more than 5 consecutive days.
- (ii) Unexpected death, Serious Injury or Serious Sickness (including being diagnosed with an *epidemic* or *pandemic* disease such as COVID-19) of Your Relative or Travel Companion.
- (iii) Unexpected outbreak of strike, riot or civil commotion arising out of circumstances beyond Your control.
- (iv) Natural disasters or adverse weather condition which prevent You from continuing with Your scheduled Trip.
- (v) Outbreak of Infectious Disease at Your planned destination.
- (vi) Closure of airspace or airport closure which prevent You from continuing with Your scheduled Trip.

The maximum amount We will pay for Item (vi) outbreak of Infectious Disease at Your planned destination is 20% of the limit specified in Section 30 of the Selected Plan. We will not pay for any loss if before the commencement of the Trip, You are aware of any circumstances which could lead to the disruption of Your Trip.

N.B. This Policy will only pay for any claim either under Section 17 or 30 for the same event, but not both.

SECTION 31 - PERSONAL LIABILITY

We will indemnify You up to the limit specified in Section 31 of the Selected Plan, the expenses including legal expenses incurred with Our written consent in the event You become legally liable to compensate a third party in damages for any Accidental bodily injury, death or loss of or damage to property arising during the Trip, which judgement against You is first obtained in the courts of Singapore.

We will not pay for liability arising directly or indirectly from, in respect of, or due to:

- (a) Injury to and loss of or damage to the property of any person who is Your Relative, or employee or deemed by law to be Your employee;
- (b) Loss of or damage to property which belongs to You or is in Your custody or control;
- (c) Any wilful, malicious, intentional, reckless or unlawful act or omission;
- (d) Ownership, possession or use of vehicles, aircraft or water craft or any other conveyance, firearms, animals, or arising from the negligent supervision and vicarious liability for the acts of a minor in connection with the above;
- (e) Transmission of any communicable disease by You;
- (f) Specific pursuit of any trade, business or profession;
- (g) Legal costs resulting from any criminal proceedings;
- (h) Ownership or occupation of land or buildings (other than occupation only of any temporary residence); or
- (i) Punitive, aggravated or exemplary damages.
- (j) Liability which attaches by agreement but which would not have attached in the absence of such agreement;
- (k) Liability in respect of death or bodily injury to any person employed by You or any Insured Person(s);
- (l) Liability to a member of Your or any Insured Person(s) Family;
- (m) Liability to any Insured Person(s)

SECTION 32 - AIRCRAFT HIJACKING

We will pay an amount of S\$500 (Premier Plan) or S\$300 (Classic Plan) for each full 6 hours up to the limit specified in Section 32 of the Selected Plan consequent upon aircraft hijacking in which You are on board as a passenger during Your Trip.

“Aircraft Hijacking” shall mean any seizure or exercise of control by force or violence or threat of force or violence and with wrongful intent, of an aircraft.

N.B. This Policy will only pay for any claim under Section 22, 29 or 32 for the same event but not more than one section.

SECTION 33 – LOSS OF USE OF ENTERTAINMENT TICKET OR FREQUENT FLYER POINTS

We will pay You up to the limit specified in Section 33 of the Selected Plan for the cost of any non-refundable portion of Your Entertainment Ticket to be used during a Trip which You have purchased in advance Or any non-refundable Frequent Flyer Points that were used for redemption of benefits, which you are not able use during your Trip and cannot be recovered from any other source due to any of the following occurring:-

- (i) Death or Serious Injury or Serious Sickness or compulsory quarantine of You, Your Relative or Travel Companion, resulting in a Hospital Confinement;

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- (ii) Unexpected outbreak of strike, riot or civil commotion, natural disaster, or events arising out of circumstances beyond Your control preventing travel at Your planned destination.
- (iii) Serious damage to Your residence in Singapore from fire, flood or similar natural disaster within 7 days before the departure date and Your presence is required on the premises on the departure date.
- (iv) Witness summons or jury service which were not made known to You prior to the purchase of this Policy.
- (v) Outbreak of Infectious Disease at Your planned destination.
- (vi) Closure of airspace or airport closure which prevents You from commencing or continuing Your scheduled Trip.

SECTION 34 - RENTAL VEHICLE EXCESS

We will indemnify You for any excess or deductible which You become legally liable to pay in respect of loss or damage to rental vehicle caused by an Accident during the rental period while overseas subject to the following conditions:

- 1) The rental vehicle must be rented from a licensed rental agency.
- 2) As part of the hiring agreement, You must take up all comprehensive motor insurance against loss of or damage to the rental vehicle during the rental period.
- 3) You must comply with all requirements of the rental organization under the hiring agreement and of the insurer of the rental vehicle as well as the laws, rules and regulations of the country.
- 4) The rental vehicle must be driven by You or Your authorized driver where You are a named driver listed on the hiring agreement. Provided the vehicle is driven in accordance with the licensing or other laws or regulations and You or Your authorized driver is not disqualified by order of Court of Law or by reason of any enactment or regulation from driving the rental vehicle.

We will not pay for the following:

- (a) 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.
- (b) Loss or damage arising from wear and tear, gradual deterioration, damage from insects or vermin, inherent vice, latent defect or damage.

SECTION 35 – RENTAL VEHICLE RETURN

We will reimburse You up to S\$200 for the cost of returning Your rental vehicle to the nearest rental vehicle depot whilst overseas in the event if You are not able to return Your rental vehicle during Your Trip due to Your hospital confinement.

- 1) The rental vehicle must be rented from a licensed rental agency.
- 2) As part of the hiring agreement, You must take up all comprehensive motor insurance against loss of or damage to the rental vehicle during the rental period.
- 3) You must comply with all requirements of the rental organization under the hiring agreement and of the insurer of the rental vehicle as well as the laws, rules and regulations of the country.
- 4) The rental vehicle must be driven by You or Your authorized driver where You are a named driver listed on the hiring agreement. Provided the vehicle is driven in accordance with the licensing or other laws or regulations and You or Your authorized driver is not disqualified by order of Court of Law or by reason of any enactment or regulation from driving the rental vehicle.

We will not pay for the following:

- (a) 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.
- (b) Loss or damage arising from wear and tear, gradual deterioration, damage from insects or vermin, inherent vice, latent defect or damage.

SECTION 36 – QUARANTINE FOLLOWING INFECTIOUS DISEASES

In the event You are placed under quarantine by the government or relevant health authority as a result of close contact with confirmed cases of an infectious disease which requires quarantine whilst on a Trip overseas or within 7 days upon returning to Singapore, We will pay S\$50 for each complete day of quarantine as certified by the government or relevant health authority, up to the limits specified in Section 36 of the Selected Plan.

SECTION 37 – FULL TERRORISM COVER

We will pay You the benefits under Sections 1 to 36, 38 & 39 for losses arising directly or indirectly from an Act of Terrorism during the insured Trip subject to respective limit of the Selected Plan under each Section and further subject to the following maximum aggregate limit:-

- (i) For individual policy and Family Plan, where Insured Person(s) suffer more than one loss arising directly or indirectly from an Act of Terrorism during the insured Trip covered under Sections 1 to 36, 38 & 39 of this Policy, the benefits payable by Us with respect to all such losses shall be aggregated and the maximum aggregate sum payable by us for any insured Trip shall not exceed the respective aggregate limit set out under Section 37 in the Selected Plan.
- (ii) For Group Policy, where more than one Insured Person in the Group suffer any loss or losses arising directly or indirectly from an Act of Terrorism during the insured Trip covered under Sections 1 to 36, 38 & 39 of this Policy, the benefits payable by Us with respect to all such losses of all these Insured Persons, shall be aggregated and the maximum aggregate sum payable by us for any insured Trip shall not exceed S\$1,000,000.

Furthermore, no benefit is payable under this Policy at all when the Act of Terrorism is committed by the Insured Person(s) or Relative(s) or Travel Companion.

All the terms and exclusions of the Policy apply.

“Act of Terrorism” shall mean an act, including but not limited to the use of force or violence, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s), which constitutes terrorism as recognised by the government authority or under the laws of Singapore and is committed for political, religious, ethnic, ideological or similar purposes, including but not limited to the intention to influence any government and/or to put the public, or any section of the public, in fear. It does not include general civil disorder or unrest, protest, rioting, political risk, or acts of war.

SECTION 38 – LOSS OF CREDIT CARD

If You suffer financial loss as a direct result of the fraudulent use of Your credit card(s) following its loss or theft during the Trip, We will pay for such loss up to the limit specified in Section 38 of the Selected Plan.

The loss must be reported to the card company(s) within six (6) hours of the incident. Any claim must be accompanied by a written proof of loss issued by the card company(s). The benefits under this Section do not apply to an Insured Person who is a Child. We will pay You benefits relating to your Injury or Accidental Death from the relevant sections of the policy resulting from participating in Adventure Sports & Activities a non-competitive, leisure basis with a licensed local operator &/or licensed qualified guides or instructors.

SECTION 39 – ADVENTURE SPORTS & ACTIVITIES

We will pay You benefits relating to your Injury or Accidental Death from the relevant sections of the policy resulting from participating in

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Adventure Sports & Activities a non-competitive, leisure basis with a licensed local operator &/or licensed qualified guides or instructors.

GENERAL EXCLUSIONS (APPLICABLE TO ALL SECTIONS)

We do not cover for loss or liability directly or indirectly caused by or arising from or in connection with:

1. Any wilful or intentional act or omission, whether sane or insane.
2. Any pre-existing medical conditions or congenital conditions or infirmities.
3. Any consequence of war, military act of foreign nations, revolution, insurrection, civil war, armed rebellion or other similar disturbance or riot.
4. Suicide or attempted suicide or intentional self-injury.
5. Any act of aggressive violence provoked by You, or any Accident occurring while You are under detention or in prison.
6. Any unlawful, illegal act and/or any action or omission in breach or contravention of the law, legislation, regulation of Singapore and/or the country of Your destination.
7. Ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel or from nuclear weapons material. Solely for the purpose of this exclusion, combustion shall include any self-sustaining process of nuclear fission.
8. Any brain disease or mental or nervous disorders (including but not limited to insanity).
9. Any costs in respect of pregnancy (except for pregnancy-related sickness which is covered under Section 4), childbirth, premature birth, miscarriage, abortion or menopause.
10. Any Injury, Sickness, death, loss, expense or other liability attributable to any venereal disease, HIV (Human Immune Deficiency Virus) and/or any HIV related illness including AIDS and/or any mutant derivatives or variations of this however caused.
11. Air travel other than as a passenger (not as an operator or crew member) in or on, boarding or alighting from a properly licensed private and/or commercial airline common carrier.
12. Any Injury sustained by You engaging in motor rallies or any kind of race or competition, or sports or games in a professional capacity where You would or could earn income or remuneration, donation, sponsorship, certificate or award of any kind.
13. Your participation in expeditions &/or hunting trips.
14. Your participation in Extreme Sports Activities which involve speed, height, danger, a high level of physical exertion, highly specialized gear or spectacular stunts. This includes but not limited to off-piste skiing; white water rafting grade 4 or above; ocean yachting; pot holing; caving; abseiling; mountaineering with the use of specific climbing equipment or ropes; hiking/trekking above 4,500 meters above sea levels; ultra-marathons; biathlons; triathlons & etc.
15. Any prohibition or regulations by any government.
16. Not being fit to travel or are travelling against the medical advice of a qualified Medical Practitioner.
17. Any Trip which is made solely for the purpose of obtaining medical care or treatment of any kind.
18. You engaging in naval, military, air force service or operations, or testing of any kind of conveyance, being employed as manual worker or whilst engaging in offshore activities, mining, aerial photography or handling of explosives, firearms or ammunition.
19. You acting as a law enforcement officer, emergency medical or fire service personnel, civil defence personnel or military personnel of any country or international authority and/or organization, whether full-time service or as a volunteer, reservist training under Section 14 of the Enlistment Act (Cap 93, Singapore).
20. Any dental applications including dentures, dental crowns, implants, bridges, and similar appliances.
21. Plastic/cosmetic surgery and cosmetic dental treatment.
22. Death, Injury, Sickness or disablement resulting from the influence of intoxicating liquor or drugs or other substance abuse (other than drugs taken under medical supervision and not for the treatment of drug addiction).
23. Stress, travel exhaustion.
24. Any failure by You to take reasonable precautions to avoid a claim under the Policy following the warning of any intended strike, riot or civil commotion, or advisory against traveling to the destination through or by general mass media.
25. Any failure by You to take reasonable precaution to safeguard Your property or to avoid Injury or minimize any claim under the Policy.
26. You travelling against the travel advice of any government authorities by Singapore or country of Your destination, unless the Trip had already commenced prior to the issuance of the travel advice.
27. Confiscation, detention, destruction by customs or other lawful authorities.
28. Any unexplained loss or mysterious disappearance.
29. Travel in to or through country(ies) sanctioned by the United Nations, or the government of United States of America, or the government of Singapore, or the government of Japan against provision of good or service(s) at the time of inception of this Policy.
30. An epidemic or pandemic, except when and to the extent that an epidemic or pandemic is expressly referenced in and covered under Section 2, Section 3, Section 6, Section 10, Section 11, Section 14, Section 15, Section 17, Section 24 and Section 30.
31. The nomination of beneficiary/beneficiaries under Sections 49L and 49M of the Insurance Act (Cap.142) for the purpose of disposition or payment of policy moneys for family, group and corporate policy.
32. Cancellation, evacuation and/or repatriation claims resulting from the closure of frontiers decided by a state or any competent authority representing that state are not covered.

However, the following remain insured:

- (i) Evacuation and/or repatriation claims resulting from sickness or accident occurring within those countries including in the case of riots or civil commotions in which the insured takes no active part. In such cases, the cover shall cease 14 days after the inception of these events.

Tokio Marine Insurance Singapore Ltd.

20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046

T: (65) 6221 6111 F: (65) 6221 4355 / (65) 6224 0895 E: tmis@tokiomarine.com.sg W: www.tokiomarine.com

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- (ii) Cancellations resulting from the closure of the frontier of the country or of one of the countries visited during the insured trip, provided that no alternative solution has been offered by the travel agents or the tour operator, and subject to the closure of the frontiers being declared within 14 days of the departure to this state.

GENERAL CONDITIONS (APPLICABLE TO ALL SECTIONS)

1. Due Observance

The due observance and fulfilment of the terms, provisions, conditions and endorsements of this Policy in regard to anything to be done or not to be done by You and the truth of the information supplied by You in connection with the risk shall be a condition precedent to Our liability.

2. Interpretation

This Policy and the Schedule shall be read together as one document and in any part of this Policy or the Schedule shall bear such specific meaning wherever it may appear.

3. Reasonable Care

You shall act in a prudent manner and exercise reasonable care for the safety and supervision of Your property and to prevent loss, damage, Accident, Injury or Sickness.

4. Duty of Disclosure

Before commencing this Policy, You have a duty to disclose to Us every matter that You know, or could reasonably be expected to know, is relevant to Our decisions whether to accept the risk of the insurance and if so, on what terms. You have the same duty to disclose those matters to Us before You extend or vary this Policy.

This Policy shall be voidable in the event of misrepresentation, misdescription or non-disclosure or concealment of any material circumstances, such as but not limited to Your health conditions. We may be entitled to avoid or reduce liability under the Policy in respect of a claim.

5. Alteration Of Document

Any amendment made to this Insurance will not be valid unless endorsed in writing by Our authorized officer.

6. Notification of claims

In the event of any occurrence which may give rise to a claim for indemnity under this Policy, You (or Your Relative in the case of death) shall:

- Give notice to Us in writing with full details within 14 consecutive days after the completion of the Trip or 48 consecutive hours from date of Accident in the case of death or disablement if practicable,
- Give us at Your own expense all medical evidence, certificates, reports, original receipts, proof of ownership, documentation and any other evidence, verified by oath if necessary, which We may require from You to support Your claim.
- To file your claims, please email to : TMtravelclaims@allianz.com

7. False or Exaggerated Claims

No payment will be made under this Insurance if:

- The claim is in any respect fraudulent,
- The claim is intentionally exaggerated,
- The claim is supported by false declaration, or
- Any fraudulent means or devices shall be used by any person to obtain a Benefit under this Policy.

We shall be entitled to terminate this Policy with immediate effect.

8. Multiple Policies

If You are covered under more than one travel insurance policy underwritten by Us for the same trip, cover will be effective only under one policy. You must let us know which policy you want to claim under and henceforth, all the benefits under the policy you elected will apply. The other policy/policies for the same trip is/are deemed to be void.

9. Other Insurances

If at the time any claim arises under this Policy, there is any other insurance covering same liability, We shall not be liable to pay or contribute more than its rateable proportion of such liability. This will be applicable to only Sections 2 to 39.

10. Arbitration

All disputes or differences arising out of this Policy shall be referred to arbitration in accordance with the Arbitration Act (Cap 10, Singapore) or any statutory re-enactment thereof and the making of an Award shall be a condition precedent to Our liability.

11. Notice of Trust or Assignments

We will not accept or be affected by notice of any trust assignment or the like which relates to this Policy.

12. Determination of Age

In the event of any claim, the age of Insured Person will be determined as at the date of Injury or Sickness with reference to the date of birth.

13. Subrogation

In the event of any payment under this Policy, We shall be subrogated to all Your rights of recovery against any person or organization and You shall execute and deliver documents and papers and do whatever else is necessary to enable us to subrogate any claim against third parties. You shall take no action after the loss to prejudice such rights.

14. Refund of Premium

Single Trip: You may at any time prior to commencement of the period of insurance cancel the Policy by giving written notice of cancellation to Us. We will refund Your paid premium less an administrative charge of S\$25.00, provided a claim has not arisen. If You cancel this insurance after the commencement date of the period of insurance, You will not be entitled to any refund of premium.

Annual: You may cancel this Policy within 3 months from the policy effective date by giving seven (7) days' written notice to us and provided no claim has arisen during the period which the Policy had been in force, we will refund 80% of the pro-rata premium for the unexpired period subject to a minimum premium payment of S\$25.00. There will be no refund for cancellation of a policy after 3 months from the policy effective date.

15. Cancellation

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

16. Disappearance

If during the period of cover and whilst on the insured Trip, an Insured Person disappears following the disappearance, sinking or wrecking of a conveyance in which they were traveling and their body has not been found within twelve (12) months after the date of disappearance, they will be deemed to have died as a result of an Injury at the time of disappearance, sinking or wrecking of the conveyance. If benefit under Section 1 is payable because of a disappearance, We will only pay provided the Insured Person's estate give Us a signed undertaking that the amounts will be repaid to Us if

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the Insured Person is subsequently found to be alive.

17. Physical Examination and Autopsy

In the event of Injury or Sickness, We will be entitled to request You to have a medical examination by Medical Practitioners appointed by Us. In the event of death, We will be entitled to make an autopsy and/or post-mortem examination where it is not forbidden by law.

18. To whom payments are to be made

Payment for death of the insured person is payable to the beneficiary nominated by the insured person, and if there is no nomination received by the company, payment shall be made to the estate of the insured person. All other indemnities of this Policy are payable to You, except for Section 10 and 11 where the benefits will be paid directly to the provider of services, as indicated in each section. Under Section 2 and 4, in the event funds for emergency medical treatment are guaranteed to the provider of healthcare services by Allianz Global Assistance or an authorised representative of Allianz Global Assistance, indemnities shall be payable directly to the provider of healthcare services. Indemnity for expenses under Section 2 and 4 incurred directly by you will be payable to you.

19. Rights of recovery

In the event authorization of payment and/or payment is made by Us or Allianz Global Assistance or an authorized representative of Allianz Global Assistance for a medical claim whereby policy liability is not engaged, We or Allianz Global Assistance or an authorized representative of Allianz Global Assistance reserves the right to recover against the Insured Person for the full sum which We or Allianz Global Assistance or an authorized representative of Allianz Global Assistance is liable to the medical institution for which the Insured Person was admitted to.

20. Governing Law

This Policy shall be governed by and interpreted in accordance with the laws of the Republic of Singapore.

21. Jurisdiction

The indemnity provided in the Policy shall not apply to:

- (a) Compensation for damages in respect of judgements not in the first instance delivered by or obtained from a court of competent jurisdiction within the Republic of Singapore;
- (b) Costs and expenses of litigation recovered by any claimant from You which are not incurred in and recoverable in the Republic of Singapore.

22. Sanction Limitation and Exclusion

No Insurer shall be deemed to provide cover and no Insurer shall be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose that Insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

23. Time Limitation

No action at law or in equity shall be brought to recover on this Policy prior to the expiration of 60 days after written proof of loss has been furnished in accordance with the requirements of the Policy. No such action shall be brought after the expiration of one year from the date of rejection of claim.

24. Payment Before Cover Warranty

(Applicable only If the Policyholder is an Individual)

- (a) The total premium due must be paid and actually received in full by Us (or the intermediary through whom this Policy was effected) on or before the inception date ("the inception date") of the coverage under the Policy, Renewal Certificate or Cover Note.

- (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 inception date referred to above, then the Policy, Renewal Certificate, Cover Note and Endorsement shall not attach and no benefits whatsoever shall be payable by Us. Any payment received thereafter shall be of no effect whatsoever as cover never attached on the Policy, Renewal Certificate or Cover Note.

25. Premium Payment Warranty

(Applicable only if the Policyholder is a Business or Commercial Establishment)

- (a) If the period of insurance is 60 days or more, any premium due must be paid and actually received in full by Us (or the intermediary through whom this Policy was effected) within 60 days of the inception date of the coverage under the Policy, Renewal Certificate or Cover Note.
- (b) In the event that any premium due is not paid and actually received in full by Us (or the intermediary through whom this Policy was effected) within the 60-day period referred to above, then automatically terminated immediately after the expiry of the said 60-day period;
 - (ii) The automatic termination of the cover shall be without prejudice to any liability incurred within the said 60-day period; and
 - (iii) We shall be entitled to a pro-rata time on risk premium subject to a minimum of S\$25.00.
- (c) If the period of insurance is less than 60 days, any premium due must be paid and actually received in full by Us (or the intermediary through whom this Policy was effected) within the period of insurance.

26. Complaints Procedure

At Tokio Marine Insurance Singapore Ltd., we strive to keep our customer happy. If you are dissatisfied with your dealings with us, please tell us. Our objective is to resolve any disagreement as amicably and as quickly as possible. You can call us on 6221 6111.

If you are not satisfied with our response, you can write or email to us with the details of your issue and contacts. Our contact details are:

Address : Tokio Marine Insurance Singapore Ltd.
20 McCallum Street,
#09-01 Tokio Marine Centre,
Singapore 069046
Fax : 6224 0895
Email : feedback@tokiomarine.com.sg
Website : www.tokiomarine.com

You will receive our receipt of acknowledgement within 3 working days. If we need additional information to review the issue, we will contact you with our request within 7 working days from the date of your written notification. A senior officer of ours will review and attempt to resolve the issue of your concern as soon as possible.

We will write to you no later than 14 working days from the last communication advising you on the outcome of the review and reasons for the decision. If we are unable to do so, we will contact you and update you on the progress. We do not consider an issue resolved until a proposed resolution or solution has been communicated to and accepted by you.

If you are not satisfied with our decision, you can appeal to our Principal Officer. Our Principal Officer will respond to you within 14 working days of receiving your appeal.

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If you are still not satisfied with the response from our Principal Officer, you can further appeal to the Financial Industry Disputes Resolution Centre Ltd (FIDREC), an external and independent dispute resolution organisation whose decision will be binding on us. The contact details are:

Address : The Financial Industry Disputes Resolution Centre Ltd
(FIDREC)
112 Robinson Road,
#13-03 HB Robinson,
Singapore 068902
Fax : 6327 8878
Email : info@fidrec.com.sg
Website : www.fidrec.com.sg

27. Policy Owners' 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 contact your insurer (or name of Scheme member) or visit the GIA/LIA or SDIC web-sites (www.gia.org.sg or www.lia.org.sg or www.sdic.org.sg).

CONTACT INFORMATION

FOR CUSTOMER SERVICE AND CLAIMS ENQUIRIES

Call: +65 64151491
Mon – Friday, 9.00 – 17.30 (Singapore Time)
EMAIL: TMtravelhelp@allianz.com

FOR CLAIMS SUBMITSSION, PLEASE SEND TO

EMAIL: TMtravelclaims@allianz.com

24 HOUR EMERGENCY ASSISTANCE

Call : +65 6415 8694

