

Scoot™Protect Policies purchased before 26 June 2018

Frequently Asked Questions (FAQ)



An Introduction

This document has been developed to assist customers with any questions they may have in relation to existing Scoot™Protect policies purchased before 26 June 2018.

Frequently Asked Questions (FAQ)

For Scoot™Protect policies purchased and/or issued before 26 June 2018

Will my travel insurance policy with Chubb remain valid?

Yes, any Scoot™Protect travel insurance policy(ies) purchased and/or issued before 26 June 2018 will remain valid. Your coverage, as per policy schedule, will not be affected and any valid claim will be honoured by Chubb.

Will the terms of insurance change?

No, all aspects of the insurance terms, conditions and exclusions will remain the same if your insurance policy was purchased and/or issued before 26 June 2018, and you do not need to take any action.

There is a change in my Scoot flight booking – how do I get my policy purchased before 26 June 2018 updated?

For assistance, please contact Chubb's Customer Service Representatives at:

Country	Customer Service Email	Customer Service Hotline	Operating Hours
Australia	Travel.AU@Chubb.com	1800 803 548	Monday to Friday 8:30am to 5:00pm
China	chn.travel@chubb.com	+86 4009216777	Monday to Friday 9:00am to 5:30pm
Hong Kong	Travel.HK@Chubb.com	+852 3191 6611	Monday to Friday 9:00am to 5:30pm
Indonesia	Travel.ID@Chubb.com	+62 21 1500257	Monday to Friday 9:00am to 5:30pm
Japan	TIMCC-Support@Chubb.com	+81-3-6364-7117	Monday to Friday 9:00am to 5:00pm
South Korea	Travel.SG@Chubb.com	+65 63988776	Monday to Friday 9:00am to 5:00pm
Malaysia	Travel.MY@Chubb.com	1 800 88 2846 (within Malaysia) +603 2058 3000	Monday to Friday 8:30am to 5:15pm
Philippines	Travel.PH@Chubb.com	+632 849-6000	Monday to Friday 8:30am to 5:30pm
Singapore	Travel.SG@Chubb.com	+65 63988776	Mondays to Friday 9:00am to 5:00pm
Taiwan	Travel.TW@Chubb.com	0800 778 288	Monday to Friday 9:00am to 5:30pm
Thailand	Travel.TH@Chubb.com	+66 2611 4242	Monday to Friday 8:30am to 5:30pm
Vietnam	Travel.VN@Chubb.com	+84 28 3910 7300	Monday to Friday 8:30am to 5:30pm

How do I get assistance on my claim submission/ claim enquiry?

For assistance, please contact Chubb's Customer Service Representatives at:

Country	Claims Enquiry Email	Customer Service Hotline	Operating Hours
Australia	Travelclaims.AU@Chubb.com	1800 803 548	Monday to Friday 8:30am to 5:00pm
China	chn.claims@chubb.com	+86 4009216777	Monday to Friday 9:00am to 5:30pm
Hong Kong	A&HClaims.HK@chubb.com	+852 3191 6611	Monday to Friday 9:00am to 5:30pm
Indonesia	Claims.ID@Chubb.com	+62 21 1500257	Monday to Friday 9:00am to 5:30pm
Japan	+81 3-4335-1730	+81-3-6364-7117	Monday to Friday 9:00am to 5:00pm
South Korea	Travel.SG@Chubb.com	+65 63988776	Monday to Friday 9:00am to 5:00pm
Malaysia	Travelclaims.MY@Chubb.com	1 800 88 2846 (within Malaysia) +603 2058 3000	Monday to Friday 8:30am to 5:15pm
Philippines	Travelclaims.PH@Chubb.com	+632 849-6000	Monday to Friday 8:30am to 5:30pm
Singapore	Travelclaims.SG@Chubb.com	+65 63988776	Mondays to Friday 9:00am to 5:00pm
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Other

What happens after 26 June 2018?

With effect from 26 June 2018, Chubb will no longer be issuing new ScootTMProtect insurance policies. No action is needed by existing policyholders.

About Chubb in Singapore

Chubb is the world's largest publicly traded property and casualty insurer. Chubb Insurance Singapore Limited, via acquisitions by its predecessor companies, has been present in Singapore since 1948. Chubb in Singapore provides underwriting and risk management expertise for all major classes of general insurance, including Property & Casualty, Marine, Liability, Financial Lines and Group Personal Accident insurance. As one of the leading providers of Accident & Health insurance through direct marketing, the company partners with financial institutions and other companies to tailor individual policies for their clients and employees. In addition, it offers a suite of customised Personal & Specialty insurance solutions to meet the needs of consumers.

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

More information can be found at www.chubb.com/sg.

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