

# Chubb Scoot Protect

A travel insurance designed for NokScoot passengers and underwritten by Chubb Insurance Singapore Limited



## Chubb Scoot Protect

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Your well-deserved vacation can be disrupted by inconveniences like losing your baggage, experiencing flight delays or even having to see a doctor overseas. Make Chubb Scoot<sup>SM</sup> Protect travel insurance part of your travel plans be prepared for such contingencies. Wherever your travels may take you, you can now travel with ease and confidence knowing that you have the right coverage.

### Chubb Scoot Protect

<b>Destination</b>	<b>Covered Locations</b> <ol style="list-style-type: none"><li>1. ASEAN means Thailand, Indonesia, and Malaysia.</li><li>2. Asia Pacific means Brunei, Cambodia, Laos, Myanmar, Philippines, Vietnam Australia, New Zealand, China, Hong Kong, Macau, India, Japan, Sri Lanka and Taiwan.</li></ol>
<b>Trip Type</b>	<b>One Way Trip Travel</b> Covers travel commencing in Singapore and ending at your Destination.  <b>Round Trip Travel</b> Covers travel commencing and ending in Singapore.

### What Do We Cover

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Chubb Scoot Protect offers great coverage and essential benefits to meet your travel needs. Our plans are specially designed to meet the protection and budget needs of individual travellers like you. Coverage includes overseas medical arrangements, flight cancellations, travel delays and misconnections and baggage losses, among others. Now you can travel with lower risk and fewer worries!

## Benefits Table

Benefit	Coverage	Return Journey (SGD)	One Way Journey (SGD)
<b>1</b>	<b>Personal Accident</b>		
	- For Insured Person between 18 years old to 70 years old	100,000	100,000
	- For Insured Person above 70 years old	50,000	50,000
	- For Insured Person between 8 days old to 17 years old	10,000	10,000
<b>2</b>	<b>Medical Expenses due to Accident &amp; Sickness</b>		
	- Max S\$750.00 for Traditional Chinese Medicine Expenses		
	- For Insured Person between 18 years old to 70 years old	50,000	Not Applicable
	- For Insured Person above 70 years old	25,000	Not Applicable
	- For Insured Person between 8 days old to 17 years old	10,000	Not Applicable
<b>3</b>	<b>Continuation of Medical Treatment after Return to Singapore</b>		
	- Max S\$750.00 for Traditional Chinese Medicine Expenses		
	- For Insured Person between 18 years old to 70 years old	5,000	Not Applicable
	- For Insured Person above 70 years old	2,500	Not Applicable
	- For Insured Person between 8 days old to 17 years old	1,000	Not Applicable
<b>4</b>	<b>Emergency Dental Expenses due to Accident</b>	50,000	Not Applicable
<b>5</b>	<b>Daily Hospital In-Patient Income Amount per 24 hours- \$200 per day</b>	4,000	Not Applicable
<b>6</b>	<b>Medical Evacuation and Repatriation</b>	20,000	Not Applicable
<b>7</b>	<b>Repatriation of Mortal Remains</b>	20,000	Not Applicable
<b>8</b>	<b>Compassionate Allowance</b>	2,000	Not Applicable
<b>9</b>	<b>Loss of Luggage &amp; Personal Effects</b>	2,000	2,000
	- Max \$500 per Article or set of Article		
<b>10</b>	<b>Loss of Travel Documents</b>	1,000	1,000
	- Max \$300 for Money		
<b>11</b>	<b>Checked-In Luggage Delay</b>	800	800
	- \$200 per 6 consecutive hours		
<b>12</b>	<b>Travel Delay</b>	600	600
	- \$150 per 6 consecutive hours		
<b>13</b>	<b>Travel Misconnection</b>	600	600
	- \$100 per 6 consecutive hours		
<b>14</b>	<b>Hijack Inconvenience</b>	1,000	Not Applicable
	- \$100 per 6 consecutive hours		
<b>15</b>	<b>Flight Cancellation</b>	Up to Flight Cost	Up to Flight Cost
<b>16</b>	<b>Flight Curtailment</b>	Up to Flight Cost	Not Applicable
<b>17</b>	<b>Personal Liability</b>	350,000	Not Applicable
<b>18</b>	<b>Terrorism Extension</b>	Yes	Yes
<b>19</b>	<b>Automatic Extension of Policy period:</b>		
	- Due to overseas hospital confinement	30 days	30 days
	- Due to Public Transport delay or Critical Medical Condition	7 days	7 days
<b>20</b>	<b>24 - Hours Travel Assistance</b>	Included	Not Applicable
<b>21</b>	<b>24 - Hours Medical Assistance</b>	Included	Not Applicable

### *Important Notes*

1. The amounts listed above are the maximum coverage payable for each benefit.
2. Maximum of 45 days per Journey.
3. “Pre-existing conditions” will not be covered.
4. Please refer to the [Policy Wordings](#) for the full specifications, conditions and exclusions.

## Frequently Asked Questions (FAQs)

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Chubb Scoot Protect will take care of your travel worries – leaving you free to enjoy your trip. But do you know what you are covered for? Here are some of the frequently asked questions to help you better understand the coverage of Chubb Scoot Protect.

This Frequently Asked Questions (FAQ) will assist you with your queries or alternatively, you may contact us at:

### **Chubb Travel Insurance Customer Service**

Hotline: +65 6398 8776 (Mondays to Fridays, 9am to 5pm)

E: [Travel.SG@chubb.com](mailto:Travel.SG@chubb.com)

### Who Provides this Travel Insurance Cover?

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Chubb Scoot Protect is underwritten by Chubb Insurance Singapore Limited (Company Registration No. 199702449H) and not NokScoot and has been especially designed to cater to your needs. Chubb Scoot Protect is administered only in English Language. Chubb is the insurer of and responsible for issuing Chubb Scoot Protect. Chubb (and not NokScoot) will be debiting the premium amount from your credit card account. NokScoot is not an insurance agent of Chubb. NokScoot does not endorse Chubb Scoot Protect and is not responsible for any information provided by Chubb about Chubb Scoot Protect.

### About Chubb in Singapore

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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 risk management and underwriting 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](http://www.chubb.com/sg).

### How can I Purchase Chubb Scoot Protect?

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You may purchase chubb Scoot Protect on <http://www.nokscoot.com/en/> when you are making your flight/s booking/s.

### Who can purchase Chubb Scoot Protect?

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- Passengers aged 8 days and above. In the event if the passenger is below the age of 18, his/her guardian can enter into this contract of insurance on behalf of the passenger.
- Passengers who are flying overseas with NokScoot from Singapore.
- Passengers who are travelling for 45 days or less.

## Am I Covered for any Pre-existing illness?

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No. We do not cover any pre-existing conditions which the Insured Person was diagnosed, treated or knew about before the effective date of the Chubb Scoot Protect . Pre-existing conditions refer to a disease (including complications), symptom or abnormality for which the Insured Person has received a diagnosis, care and treatment or of which the Insured Person becomes aware and which is sufficiently significant that a reasonable person would seek a diagnosis, care or treatment or a doctor would be able to provide diagnosis, care or treatment.

## What are the benefits offered?

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For the full list of benefits, please refer to the Benefit Table for further details. For full terms, conditions and exclusions, please read the Policy Wording available at this website. Click Here for [Policy Wording](#).

## Do I have to Pay an Excess if I Make a Claim?

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No, unlike other travel insurance plans you do not have to pay any excess. We will pay the full benefit amount up to the sum insured if you satisfy the terms and conditions of the Chubb Scoot Protect policy.

## What Shall I Do if I need Emergency Assistance Whilst Overseas?

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Our Chubb Assistance team is ready to assist you. Please call the 24-hour hotline: +65 6836 2922 for immediate support

## How To Make A Claim

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To avoid delay and to ensure your claim is handled promptly and efficiently, we have provided this guide on what to do if you wish to make a claim.

### What to Do in the Event of a Claim

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- Submit the claim form and all supporting documentation as soon as practicable, in any event within 30 days of the incident giving rise to a claim.
- For travel or baggage delays, a document must be obtained from NokScoot to confirm the delay period and reason for the delay.
- Immediately (at the latest within 24 hours) report any loss, theft of or damage to checked-in baggage to NokScoot and submit a claim to them. In some instances they may be responsible for the damage and/or loss. Please also obtain a loss/damage Property Irregularity Report from the Airline Representative.
- Report any other baggage loss or damage to the local authority/police within 24 hours and retain the police report for the submission with the claim form.
- Loss of Travel Documents must be reported to the local authorities within 24 hours and written acknowledgment must be obtained.
- In respect of medical claims, you should submit the claims to your private health insurance provider prior to lodgment with Chubb.
- For liability claims, do not make any admission or offer. Request for the claim against you be put in writing.

### How to Submit Your Claim

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1. All claims need to be submitted to us within 30 days of the date of incident giving rise to a claim.
2. Complete the [Claim Form](#) (click here) in full.
3. Collate and attach your proof of loss documentation. Send the original claim form and proof of loss documentation to the address below (ensure you retain a copy for your own records):

**Attn: Claims Department**  
Chubb Insurance Singapore Limited  
138 Market Street  
#11-01 CapitaGreen  
Singapore 048946  
E: [Travelclaims.sg@chubb.com](mailto:Travelclaims.sg@chubb.com)

## Contact Us

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Chubb Insurance Singapore Limited  
Co Regn. No.: 199702449H  
138 Market Street  
#11-01 CapitaGreen  
Singapore 048946  
O +65 6299 0988  
F +65 6298 1055

Chubb Travel Insurance Customer Service  
Hotline: +65 6398 8776 (Mondays to Fridays, 9am to 5pm)  
E: [Travel.SG@chubb.com](mailto:Travel.SG@chubb.com)

Chubb Travel Insurance Claim Services  
E: [Travelclaims.sg@chubb.com](mailto:Travelclaims.sg@chubb.com)

Chubb Assistance whilst overseas  
Hotline: +65 6836 2922 (24 hours)

Chubb Travel Insurance