

# T&Cs and FAQs for No-Questions-Asked-Policy-Cancellation Campaign

## \*Terms & Conditions (T&Cs)



1. This campaign is valid for all Chubb-underwritten Single-Trip policies booked and issued from 16 December 2021 to 31 August 2022<sup>1</sup> (dates inclusive and regardless of travel dates) where the policy is cancelled due to change of travel plans due to COVID-19.
2. Policies with claims made (approved or pending) will not be eligible for this campaign.
3. Cancellation must be made before travel commencement date.
4. Policies with pending claims can only be considered after the filed claims are withdrawn and the status updated in Chubb's systems.
5. As the volume of refunds could differ significantly during the period, customers can expect refunds to be made to their original payment method (credit cards, bank account) within 3 to 5 working days from the notification date of their cancellation. If the refund through the original payment method is unsuccessful/unavailable or otherwise, we will make the refund through customer's indicated alternative payment method within 30 days from the date of notification.
6. If your policy premium was paid to Cebu Pacific Air, FCM Travel, Grab, Klook, Newshan Travel, Thin Margin, Traveloka or VIA.com, please contact them directly to assist with your cancellation requests.
7. No change to policy wordings; the terms of this campaign will override that of existing policy documents relating and specific to cancellation.
8. Only cancellation requests raised by the main policyholder can be processed. Cancellation requests cannot be processed in part.
9. As we anticipate large fluctuations in daily call volumes in the coming months, changes to itineraries and booking of new travel insurance policies cannot be supported by Customer Service Agents as part of this campaign.

<sup>1</sup>The campaign period has been extended from 16 December 2021 – 31 March 2022 to 16 December 2021 – 31 August 2022 (dates inclusive and regardless of travel dates).

## Frequently Asked Questions (FAQs)

**1. Why can't the Chubb Customer Service Agent help with my travel insurance purchase when there is a change to the original travel itinerary?**

We expect various changes to destination entry and quarantine requirements in the next few months. There could also be days when we receive a high number of calls to our call centre.

To ensure that we maintain a minimum level of service to all our policyholders and see to each customer's cancellation request in the shortest time possible, changes to itinerary and booking of new travel insurance policy cannot be supported by Customer Service Agents for this campaign.

**2. I purchased a Chubb travel insurance policy before the campaign start date. Am I still eligible for this promotion?**

Policies booked before 16 December 2021 are not eligible for this campaign. You may contact our Customer Service Agents for clarification and assistance.

**3. Is it possible to have a policy extension if I do not wish to cancel my policy?**

Yes, we will be happy to assist with free policy extension of 3 months if you prefer.

**4. If I opt for policy extension instead of cancellation, will I still be eligible for this cancellation service promise if I change my mind later?**

Yes, if your policy is issued between the campaign period of 16 December 2021 and 31 August 2022, and have not made a claim, you will still be eligible.

**5. Why are Multi-Trip policies not eligible for this promotion?**

Cancellation of Multi-Trip policies follow a different approval process. If you'd like to cancel your Annual Multi-Trip policy, please inform our Customer Service Agents, and they will raise a request. Eligible Multi-Trip policies would be those that have not been utilised or made claims against.