

CHUBB®

IDP Learning Fest 2023

Travel Pro® Enhanced (with COVID-19 cover)

Agenda

1. About Travel Pro Enhanced
2. Summary of Benefits
3. Unique Selling Points
4. Customer Reservation System (CRS) – Login, Quote & Issue Policy
5. Online Claims
6. Current promotion – Abundance of Autumn Deals

About Travel Pro Enhanced

Travel Pro Enhanced offers **greater coverage and extensive benefits** for Singapore Residents.



	Single Trip Policy (Individual/Family)	Annual Multi-Trip Policy (Individual/Family)
Plan Type	<ol style="list-style-type: none"> 1. Basic: Bintan, Batam, Malaysia (BBM) 2. Essential 3. Supreme 4. Ultimate 	<ol style="list-style-type: none"> 1. Essential 2. Supreme 3. Ultimate
Region	<ol style="list-style-type: none"> 1. Region 1 2. Region 2 3. Region 3 	<ol style="list-style-type: none"> 1. Region 2 2. Region 3
Maximum Duration	Up to 183 days per trip	Up to 90 days per trip
Auto-renewal	NA, policy ceased 3-hr after schedule arrival time of carrier in Singapore.	Yes (auto-renewal field ticked) No (auto-renewal field unticked)

Region 1: Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Thailand, Vietnam and Cruise to Nowhere.

Region 2: China, Hong Kong SAR, Macao SAR, Taiwan, Korea, Australia, New Zealand, Japan, India, Sri Lanka, Mongolia, Timor-Leste and includes Region 1.

Region 3: Rest of the world including Nepal, Tibet, Region 1 and 2 but excluding Cuba

Summary of Benefits (44 Benefits)

Covid-19 Cover

- Journey Cancellation
- Journey Curtailment
- Overseas Medical Reimbursement
- Evacuation and Repatriation
- Overseas Confinement Benefit
- Overseas Quarantine Benefit

Lifestyle

- Home Guard
- Rental Vehicle Excess
- Pet Care
- Golf
- Loss of Frequent flyer points

Liability

- Personal Liability
- Legal Expenses

Overseas/Local Medical and Travel Expenses Reimbursement

- Overseas Medical Expense
- Alternative Treatment
- Overseas Hospital Visit
- Compassionate Hospital Visit
- Return of (Minor)
- Hotel Extension
- Hospital Confinement (Overseas and Local)
- Emergency Mobile Phone charges

Personal Accident

- ADPD
- APDP Due to Natural Disasters
- Child Education Grant

Others

- Terrorism
- 24hrs Worldwide Medical Emergency Assistance
- 24hrs Travel Advice Hotline

Travel Inconveniences

- Journey Cancellation, Curtailment or Postponement
- Replacement Traveller
- Loss of Advance Payment due to Travel Agent Insolvency
- Travel Delay
- Travel Misconnections
- Flight Diversions
- Loss of Personal Property & Baggage
- Jewelry Cover
- Baggage Delay
- Loss of Personal Money & Travel Documents
- Credit Card Indemnity
- Flight Overbooked
- Hijack/Hostage

Travel Pro Enhanced - USPs



- ✓ No maximum **age limit** (at least 45 days at the time of booking)
- ✓ Covers **all countries** (excluding Cuba)
- ✓ Affordable short trip to Malaysia, Bintan or Batam **includes COVID cover**
- ✓ **Longer day band** i.e. 1-4 days instead of 1-3 days
- ✓ **Auto-Renewal** of Annual Plan (ensure you are always covered)
- ✓ Higher benefit limits for Accidental Death & Disablement due to **natural disasters**
- ✓ **No minimal purchase days** before travel exclusion
- ✓ **Online Claim Form** (claims efficiency)

ID administration / Self Help

User ID

- Email request to IDP.SG@chubb.com
- User ID sent through email upon creation

Password

- Requires unique character and alphanumeric
- Change every 90-day (prompted)

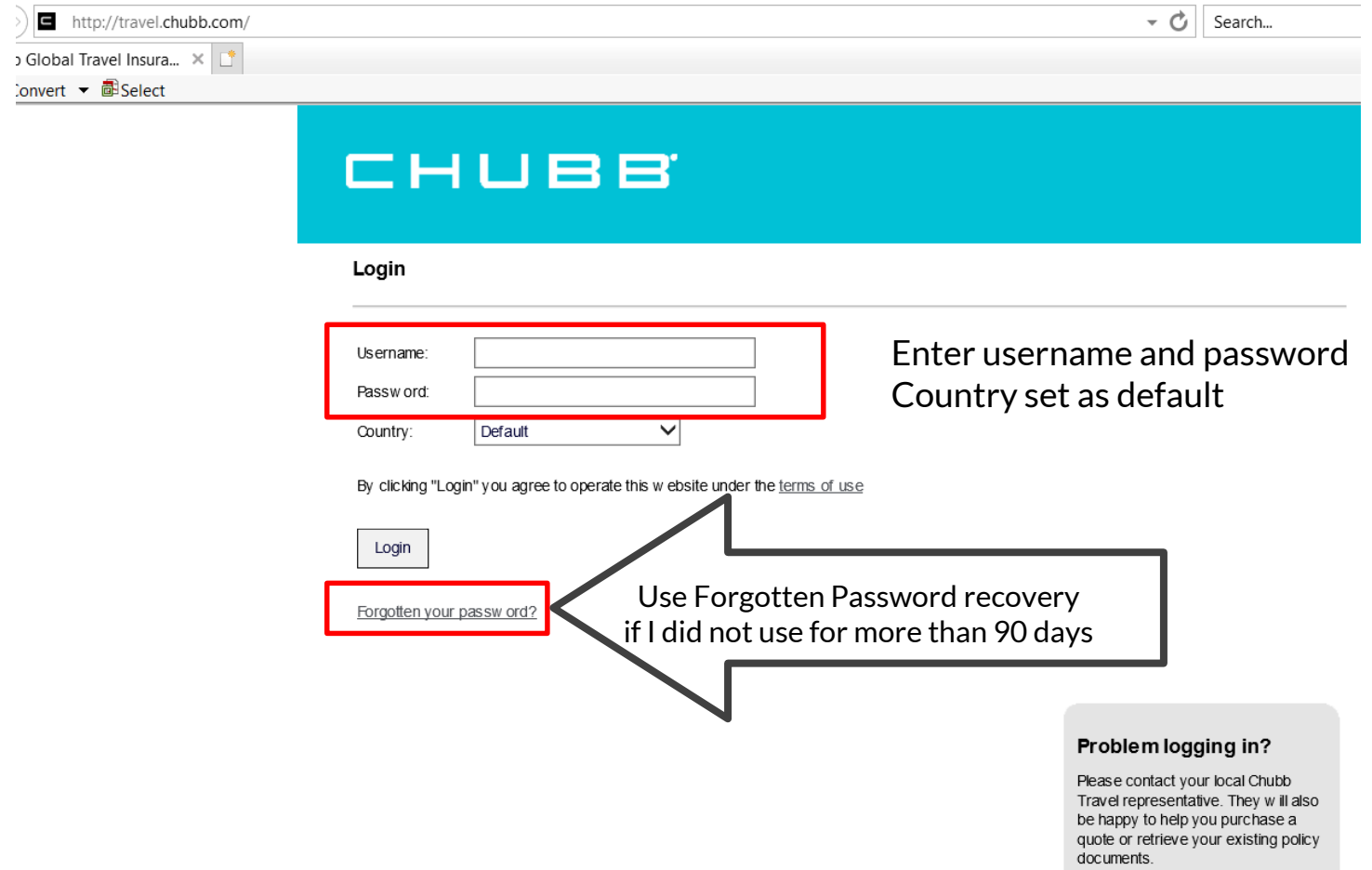
CRS Usage

- Login “once in 90-day” else ID will be suspended in CRS. Email CRSResetAccount.SG@chubb.com
- Use ‘forgot password’ to reset password

CRS Login

<https://travel.chubb.com/>

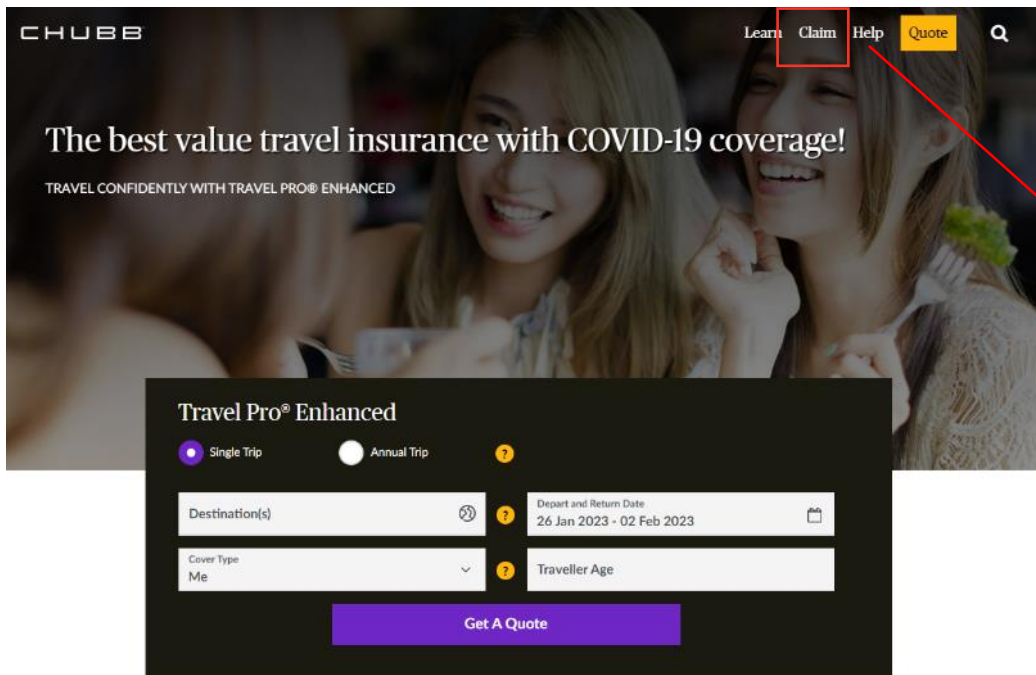
Account Deactivated?
Email to CRSresetAccount.SG@chubb.com
(This support is during office hours only,
turnaround time is up to 24 hours)



The screenshot shows the Chubb login page in a browser. The URL bar shows <http://travel.chubb.com/>. The page features the Chubb logo at the top. Below the logo, the word "Login" is displayed. There are three input fields: "Username:", "Passw ord:", and "Country:". The "Country:" field is a dropdown menu currently set to "Default". Below the input fields, there is a "Login" button and a link for "Forgotten your passw ord?". A large black arrow points from the "Forgotten your passw ord?" link to the text "Use Forgotten Password recovery if I did not use for more than 90 days". A red box highlights the "Username:" and "Passw ord:" fields, with the text "Enter username and password Country set as default" to its right. Another red box highlights the "Forgotten your passw ord?" link. At the bottom right, there is a grey box titled "Problem logging in?" with the text: "Please contact your local Chubb Travel representative. They will also be happy to help you purchase a quote or retrieve your existing policy documents."

Easy Claims Submission

Step-by-step claim submission on <http://www.chubbclaims.com.sg>



CHUBB

Learn Claim Help Quote

Home > Claim

At Chubb, our aim is to process your claim as quickly as possible.

On this page you can find details for what to do in the event of an insured loss under your policy, how to submit your claim and an outline of the required documents to support your claim.

To avoid delay and to ensure your claim is handled promptly and efficiently, please take note of the details outlined for how to make a claim.

Online Claim Form

For further questions on your Claims, please call Customer Service at Tel: 6398 8776 (Mon-Fri: 9am to 5pm only).

WHAT TO DO WHEN FACED WITH AN EVENT THAT IS INSURED UNDER YOUR POLICY

- In respect of medical claims (including travel cancellation) you should submit claims to your private health provider prior to lodgment with Travel Pro® Enhanced.
- For Travel or Baggage delays, a document must be obtained from the airline or carriers representative involved confirming the flight number, delay period and the reason for the delay
- For checked-in baggage loss, damage or theft immediately (within 24 hours) report to the airline or the carrier involved and submit a claim to them. In many instances they may be responsible for damage and/or loss. Please also obtain a loss/damage Baggage Report from the airline or carriers representative.
- Report any other baggage loss or damage to the local authority/police and retain the police report for your records to submit with claim form.
- All losses under Travel Documents must be reported to local authorities and written acknowledgment obtained.
- For liability claims do not make any admission or offer. Request the claim against you be put in writing.

Incentive

Promotion period: 1 Aug - 31 Oct 23



Plans	Discount for Customers	Commission for Brokers during the Promotion Period
Single Trip (Essential)	20% discount	25%
Single Trip (Supreme)		
Single Trip (Ultimate)		
All Annual Plans	10% discount	15%

Visit our Chubb Online Booking Platform now!

Step 1: Visit <https://travel.chubb.com/>

Step 2: Login using your User ID

Step 3: Key in promo code **TPE23**

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