

# Chubb Travel Insurance

## Claims Response

### Typhoon Mangkhut

CHUBB®

Super Typhoon Mangkhut is closing in on the South China Sea and airports in Hong Kong, the Philippines and Taiwan are bracing for flight cancellations and delays.

This means that, with respect to all travel insurance policies purchased from 13 September 2018 onwards (“**Relevant Policies**”), Chubb will treat any claims under the Relevant Policies relating to this incident as ‘foreseen’ and therefore not covered.

#### Policy Response

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Chubb will assess all claims in accordance with the facts of each case, the Policy Wordings and the applicable Certificate of Insurance. Your cover will depend on the type of plan you purchased and your particular circumstances.

Chubb leisure travel insurance policies may have provisions (dependent on the policy you are covered under, level of cover and plan) to cover travel cancellation or disruption losses associated with typhoons.

If you are an insured person and you require emergency assistance, please contact Chubb Assistance on +852 3723 3030 (reverse charge via an operator is available).

If a travel cancellation or disruption loss does occur then please first contact your travel agent or the airline (before submitting a claim) to seek a refund or make alternate travel arrangements based on existing tickets. After this, if you still have a loss then you may wish to submit a claim along with the original and amended itineraries and relevant documents to substantiate your remaining loss.

Chubb leisure travel claims procedures are available and can be lodged [here](#).