

因應新型冠狀病毒 (武漢肺炎) 關懷專區

CHUBB®

衛生福利部疾病管制署已於 2020 年 1 月 15 日將「嚴重特殊傳染性肺炎」列為第五類法定傳染病，呼籲即將前往出現感染案例區域者，應購買足額健康保險並做好個人防疫措施。

若有前往出現感染案例區域，請做好相關預防措施：

- ✓ 咳嗽請配戴口罩。
- ✓ 勤用肥皂洗手。
- ✓ 少去傳統市場、醫院等人多場所。
- ✓ 避免接觸野生動物、禽鳥。
- ✓ 返國 14 日內不適，戴口罩儘速就醫。

■ 保全服務

- ✓ 保費部分：自罹患重大疫情當月起緩繳 3 個月，已屆應繳日者將延後寄送繳費催告或延長其寬限期間。

若您有任何問題，歡迎致電本分公司免付費客服專線 0800-339-899。

(專人服務時間為上班日的 09:00-17:30，其餘時間備有電話錄音及留言)

新型冠狀病毒 (武漢肺炎)理賠相關說明

CHUBB®

理賠服務

- ✓ 鑑於新型冠狀病毒肺炎(Covid-19)疫情持續在各國擴散，如您預定前往下列旅遊地區，在公告時間之後所購買之旅遊保險，新型冠狀病毒肺炎(Covid-19)視為「旅程取消保險」及「旅程縮短保險」特別不保事項所載已發生之事故。

旅遊地區	公告時間
中國湖北省	2020 年 1 月 22 日 17:00
中國大陸其他省市區(含港澳)	2020 年 2 月 5 日 09:00
韓國	2020 年 2 月 24 日 18:00
義大利	2020 年 2 月 27 日 18:00
所有其他地區	2020 年 3 月 5 日 00:00

- ✓ 若您有投保本分公司健康險(含海外突發疾病)，因受該法定傳染病疫情產生醫療費用且符合保單條款約定者，亦可備妥相關醫療單據向本分公司提出理賠申請。

若您有任何問題，歡迎致電本分公司免付費客服專線 0800-339-899。
(專人服務時間為上班日的 09:00-17:30，其餘時間備有電話錄音及留言)

若您於海外需要緊急援助服務，歡迎致電 24 小時海外急難援助服務專線
+886 2 25786503。

Chubb Travel Insurance

Claims Response

COVID-19



The emergence of Novel Coronavirus (COVID-19) is an evolving situation with a number of countries and territories now affected. For coverage of trip cancellation and/or trip curtailment under Chubb Overseas Travel Insurance for inconvenience, COVID-19 outbreak is deemed an “occurred event” under specific exclusion clause. This applies to trips to any of the following destinations which you purchased insurance after the respective time of announcement.

Destinations	Time of Announcement
Hubei, China	effective 05:00 pm GMT 22 January 2020
Hong Kong SAR, Macau SAR, China (Exclude Hubei)	effective 09:00 am GMT 05 February 2020
South Korea	effective 06:00 pm GMT 24 February 2020
Italy	effective 06:00 pm GMT 27 February 2020
Anywhere in the world	effective 00:00 am GMT 05 March 2020

Policy Response

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

The terms and conditions of some policies may preclude coverage of this event in certain instances. For example, coverage for claims related to this event that are received for single trip policies purchased after 05:00 pm GMT 22 January 2020, or travel arranged under an annual policy after that date/time, may be precluded because this would be considered a “known event” under the terms and conditions of some policies.

If you have questions about whether a planned trip will be covered, please contact Chubb customer service at 0800-339-899. If you are an insured person and you require emergency assistance, please contact Chubb Assistance on +886 2 2578 6503 (reverse charge via an operator is available).

If a travel cancellation or disruption loss does occur, 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, you may wish to submit a claim along with the original and amended itineraries and relevant documents to substantiate your remaining loss.