

Frequently Asked Questions

What is a deductible?

The amount, which the insured has to bear in all cases and this amount is first, deducted from the total assessed payable claims amount before determining insurance company's liability.
What's the maximum duration on a policy?

The maximum duration available is 365 days.
How do I get a copy of my policy documents?

When you purchase travel insurance, we send you a confirmation email with your policy documents attached. We recommend save it to your device or printing off a couple of copies of this email, and strongly recommend taking a copy on your travels with you.
Is it possible to buy a travel policy the same day as departure?

Yes, it is possible to do so up until the point you leave your home to commence your trip. However, we would not recommend this, as you would not have any time to be sure that your policy is correct and have no mistake.
What cover is available under my policy in relation to Coronavirus (COVID-19)?

Our insurance program has a number of elements of cover that relate to Coronavirus (COVID-19). Our policies will ONLY provide cover for claims directly or indirectly related to a pandemic and/or epidemic, including but not limited to Coronavirus (Covid-19).
Can I travel to any countries with Travel Insurance?

Yes, our Travel Insurance have worldwide coverages.
Is travel insurance required?

Depending on where you travel, you may encounter language and currency barriers that prevent you from accessing high-quality medical care. Traveling unprotected can leave you vulnerable to paying high out-of-pocket medical expenses and navigating a foreign health care system without the assistance you need. Some countries require Travel medical insurance to enter their territory. Moreover, a lot of countries introduced obligatory COVID-19 risks covered insurance requirements.