**General information:**

|  |  |
| --- | --- |
| *Date of request:* | 12/03/2025 |
| *Region/Country of impact:* | APAC – Singapore |
| *TSA Exit Target Date and Time (if applicable):* | TBD – SGT pending reforecast |

**Summary:**

This request will cover the needed change activities to execute Travel Guard’s exit from AIG across existing system platforms. A systems review checklist has been added to provide guidance in the business systems analysis.

Process requires that all impacted artifacts to the affected partner(s) or application(s) be identified in this document regardless of ownership. This can be accomplished at either the region or country level. Exceptions to strategic direction should be document with as much detail as possible.

**Prerequisite evaluation:**

|  |
| --- |
| *Has the requested change(s) been approved by regional legal counsel? If no, explain.* |
| *Has the requested change(s) been reviewed by the Regional Brand Advocate? If no, explain.* |

**High-level request statement:**

|  |
| --- |
| The changes in this Requirements Document capture branding and underwriting changes online on company specific web pages and within offline sales and marketing documents.  The scope of these changes incorporates changes to Legal Entity Names and Regulatory body amendments, which are found within the same web pages and documents as the branding scope. |

**Affected partner(s)/application(s):**

|  |
| --- |
| Partner ID: Expedia  AEM (fulfilment) |

**Front-end impacts/changes:**

**N/A**

**Underwriter and ISP changes required for the below specified Singapore Plans under ARC 334158 and 434158**

|  |  |
| --- | --- |
| **Current UW Name and Org Code** | **New UW Name and Org Code** |
| AIG ASIA PACIFIC INSURANCE PTE LTD - 334564 | Zurich Insurance Company Ltd (Singapore Branch) - 348563 |
| **Current ISP Name and Code** | **New ISP Name and Code** |
| ZPR AIG ASIA PACIFIC INSURANCE PTE LTD - 348276 | EXP SG Zurich Insurance Company Ltd (Singapore Branch) - 348807 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Product Code | Plan | Revision | Plan ID | Product Name |
| 009704 | SG1 | 11/24 | 256389 | Cancellation Plan (ROW) |
| 009704 | SG2 | 11/24 | 256391 | Cancellation Plan (ROW) |
| 009705 | SG1 | 11/24 | 256325 | Protection Plan (ROW) |
| 009705 | SG2 | 11/24 | 256326 | Protection Plan (ROW) |

**Policy certificate/schedule: All changes are tracked**

|  |  |
| --- | --- |
| Policy Certificate Template <English> |  |

**Policy wording: All changes are tracked**

|  |  |
| --- | --- |
| Policy Wording  <English> |  |

**Confirmation email: All changes are tracked**

|  |  |
| --- | --- |
| Confirmation Email <English> |  |

**Declaration and Warranty***:* **All changes are tracked**

|  |  |
| --- | --- |
| Declaration and Warranty <English> |  |

**Privacy Policy Link on policy summary page**

Change from <https://www.aig.sg/privacy> **to** <https://www.zurich.com.sg/services/personal-data-protection-policy>

**A close-up of a document

AI-generated content may be incorrect.**

**Contact Number change for VP (Fulfillment already updated)**

|  |  |  |
| --- | --- | --- |
| *Service* | *Change contact number from* | *Change contact number to* |
| Policy/Claims Questions | +65 6419 3043 | +65 6054 3501 |
| Assistance | +65 6419 3044 | +65 6054 35036 |

**Additional Considerations / Suggestions:**

Expedia send pre-sale policy wording requests via API and we need to ensure the correct pre-sale wording is received.

**Approvals**

|  |  |
| --- | --- |
| Legal |  |
| Business Leader |  |