

## FREQUENTLY ASKED QUESTIONS

### Singtel Trip Protect Master Policy Number: A5176138

#### Product Coverage

#### 1. What is Singtel Trip Protect?

It is a simplified travel insurance that is bundled together with your GOMO Neighbours Plan.

#### 2. How long is the coverage period for Singtel Trip Protect?

The Singtel Trip Protect provides coverage for a period of thirty (30) days ("Coverage Period"). You can make multiple trips within this Coverage Period. However, you are only able to make only one (1) claim for any covered event that occurs during the Coverage Period

Please refer to the policy wordings for full terms and conditions.

#### 3. What coverage does Singtel Trip Protect provide?

Summary of Benefits	Benefit Limit
<b>Accidental medical expenses while overseas (excess: \$50)</b>	S\$1,000
<b>Baggage Loss (excess: \$50)</b>	\$500
<b>Fraudulent use of card</b>	\$1,000
<b>Emergency phone charges</b>	\$200
<b>Car towing service – Malaysia</b>	\$500
<b>Period of Coverage:</b> Up to thirty (30) consecutive days from the date of activation of your GOMO Neighbours Plan. It will continue to renew every 30 days as long as your GOMO Neighbours Plan is active.	

#### 4. Which destinations are covered under Singtel Trip Protect?

The destinations covered are Malaysia, Indonesia and Thailand.

#### Eligibility and Registration

#### 1. Who is eligible for Singtel Trip Protect?

All customers who are under the GOMO Neighbours Plan provided the following eligibility conditions are met:

- (i) is a Singaporean or Permanent Resident or foreigner residing in Singapore with valid work pass or permit;
- (ii) Is aged 18 to 90 years old at the start of trip; and
- (iii) start and end your trip in Singapore.

**2. Can I buy Singtel Trip Protect on its own?**

No, this is bundled together with your GOMO Neighbours Plan. It cannot be purchased separately.

**3. Can I be covered more than one (1) Singtel Trip Protect for the same trip?**

No, each insured person can only be covered under one (1) Singtel Trip Protect for the same trip.

**4. When will coverage for Singtel Trip Protect commence?**

Your coverage will commence when you activate GOMO Neighbours Plan.

**5. How do I know if I am insured under this Policy?**

You are automatically covered under Singtel Trip Protect when you activate GOMO Neighbours Plan. You will receive an email from GOMO to confirm that you are covered under Singtel Trip Protect. No further action is required from you.

### **Renewal and Cancellation**

**1. Is Singtel Trip Protect renewable?**

Singtel Trip Protect is a coverage under GOMO Neighbours Plan. It will continue to renew every thirty (30) days as long as your GOMO Neighbours Plan is active.

**2. Will there be an administrative charge if I choose to cancel my insurance plan?**

Singtel Trip Protect cannot be cancelled as it is a coverage under GOMO Neighbours Plan.

### **Claims and Other Information**

**1. I already have a travel insurance policy for the same trip. Will I still be able to claim on this policy?**

We will assess your claim on this policy together with any other policies you may have. Should you be eligible for claim on this policy, you will receive the payout from us.

**2. Is there a limit to the number of claim for the covered period?**

You can make one claim per covered period.

**3. Can I increase my sum insured or enhance my plan?**

No, you cannot increase your sum insured or enhance your plan. If you need to purchase a full travel insurance please find out more at [www.singtel.com/travelprotect](http://www.singtel.com/travelprotect).

**4. If I want to find out more, who can I ask?**

You may contact GOMO via GOMO Application Chat.

Please visit our website at [here](#) to learn more on our product offerings.

**Important Notes**

This is a FAQ which provides brief description of the policy and is not a contract of insurance. Please refer to the policy document for the precise terms and conditions of the insurance plan.