

FREQUENTLY ASKED QUESTIONS

Free Singtel Trip Protect Insurance National Day Promotion for Singtel Protect – General Insurance customers Master Policy Number: A5192203

Product Coverage

1. What is Singtel Trip Protect?

It is a simplified multi-trip travel insurance that is given free to customers who have purchased one of the following Singtel Protect – General Insurance products (Singtel Travel Protect, Singtel Car Protect, Singtel Home Protect, GREAT Maid Premier) through Singtel during the National Day Promotion period.

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

The Singtel Trip Protect provides coverage from 1 September to 30 September 2023.

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

3. What coverage does Singtel Trip Protect provide?

Summary of Benefits	Benefit Limit
Accidental medical expenses while overseas (excess: \$50)	S\$1,000
Baggage Loss (excess: \$50)	\$500
Fraudulent use of card	\$1,000
Emergency phone charges	\$200
Car towing service – (West Malaysia)	\$500
Period of Coverage: 1 September to 30 September 2023	

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?

This is for the 1st 2000 customers who purchase Singtel Protect – General Insurance products from 22 Jul to 13 Aug 23. Customer will be informed through their email if they are eligible. They also need to meet the below requirements:

- (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, it is given free. It cannot be purchase separately.

3. When will coverage for Singtel Trip Protect commence?

Your coverage will start from 1 September and end on 30 September 2023 (both dates inclusive).

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

You will be informed by email 1 week after you have purchased your Singtel Protect – General Insurance.

Renewal and Cancellation

1. Is Singtel Trip Protect renewable?

No, it cannot be renewable.

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

Singtel Trip Protect cannot be cancelled as it is given to you for free. No refund will be given.

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 claims for the covered period?

You can make one claim per covered period.

3. Can I increase my sum insured my plan?

No, you cannot increase your sum insured for your plan. If you need to purchase a full travel insurance please find out more at www.singtel.com/travelprotect.

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

You may call Singtel at 1688 or email s-cjpl@singtel.com.

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.