

## 24/7 Worldwide Travel Assistance

**AIG Travel**  
**+603 2772 5600**

This product brochure is intended as a guide to coverage benefits only. The precise scope and breadth of policy coverage is subject to the specific terms and conditions of the policy wording.

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With eight global service centres across the globe and a bevy of multilingual staff on hand, help is just a phone call away. Better yet, our centres work around the clock so there is always someone who can help you, no matter what time of the day it is where you are.

When you call our service centres, we can help you with:

- Medical services provider referral
- Telephone medical advice
- Lost passport assistance
- Embassy referral
- Interpreter referral

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# HOW TO MAKE CLAIMS



## 1. SUBMISSION

Submit your claim to **MYClaims@aig.com**

You need to include:

- Relevant claim form and supporting documents
- Bank account details



## 2. DECISION

If your supporting documents are sufficient, we will send you an email to notify you of the claim decision.



## 3. PAYOUT

If your claim is payable, we will pay via bank transfer and notify you through email or SMS.

### COVID-19 Coverages



In the event you are diagnosed with COVID-19, we will cover you for COVID-19 coverages including Medical and Emergency Evacuation & Repatriation Expenses, Travel Cancellation (prior to departure), Travel Curtailment and Quarantine benefits. (applicable for Superior or Premier plan only).

### Cancellation or Curtailment



If you have to cancel your trip prior to departure or cut short your trip, we will reimburse your forfeited travel and accommodation expenses.

### Medical Expense



If you are hospitalised due to accident or illness (exclude pre-existing condition), we will cover the hospitalisation expenses incurred.

### Evacuation



In the event of a medical emergency, we will send you to an appropriate medical facility for treatments, or we will bring you home to Malaysia.

### Repatriation of Mortal Remains



In the event of death due to accident or illness, we will arrange to transport the remains back to Malaysia and pay for all relevant expenses irrespective of pre-existing condition.

### Travel Delay



If your flight is delayed due to covered events, we will pay RM150 every 6 consecutive hours delayed. With an optional add-on, we will pay RM150 every 3 consecutive hours delayed.

# WHAT WE COVER

**Note : Please refer to policy wording for the full details of coverage and exclusions**



# COVID-19 COVERAGE TIPS & INFORMATION

**Note : Please refer to policy wording for the full details of coverage and exclusions**

## 1. Medical Expenses (incurred Overseas) & Emergency Medical Evacuation & Emergency Medical Repatriation



### Covered Conditions and Exclusions

If You are diagnosed with COVID-19 whilst travelling Overseas, We will pay for the necessary and reasonable medical costs incurred as a result of You contracting COVID-19 during Your Trip.

If You contracted COVID-19 during Your Trip, We will cover the cost of emergency **evacuation** if deemed medically necessary, which is Included within the **Medical Expenses Incurred Overseas** benefit.

This benefit includes the cost of returning Your body or Your ashes to Malaysia up to the limit stated in the Policy.

We will **not cover** any loss if You are travelling against doctor's advice.

#### What We Cover

- Medical Expenses – medical, surgical, hospital, nursing treatment, ambulance fee.
- Emergency medical evacuation – to move You to another location for medical treatment.
- Cost of repatriation of Your body or ashes to Malaysia in case of death due to COVID-19. **\* In all cases, please call AIG Worldwide Travel Assistance immediately at 603-2772 5600 for assistance.**

#### We Do Not Cover

- Mandatory pre-arrival/pre-departure and on-arrival COVID-19 screening tests (e.g., RTK, PCR) unless if the on-arrival COVID-19 test result is positive and You need to be quarantined, then this test will be covered under the Quarantine benefit.
- Self-arranged evacuation & repatriation. **\* In all cases, please call AIG Worldwide Travel Assistance immediately at 603-2772 5600 for assistance.**
- COVID-19 vaccinations and related complications.

## 2. Out-of-country COVID-19 Diagnosis Quarantine

**\*Reimbursement basis**



### Covered Conditions and Exclusions

We will reimburse You up to RM500 per day as specified in the Schedule of Benefits according to Your selected plan, per person for up to 14 consecutive days, if during Your Trip, You are tested positive for COVID-19, and as a result, are unexpectedly placed into mandatory Quarantine outside of Malaysia.

We will reimburse You the reasonable and necessary **accommodation** costs, **meals** or other expenses directly related to Quarantine placement/admission arrangement process.

This benefit will **not apply** where Quarantine measures are mandatory for all arriving passengers or Quarantine mandates exist for all passengers from a particular country/region of origin.

We will **not cover** any loss if You are travelling against doctor's advice.

#### What We Cover

- Additional expenses for accommodation & meals due to quarantine.
- Transportation costs for travel to the quarantine centre.
- Phone bill to call AIG Worldwide Travel Assistance for quarantine arrangement.
- All fees and expenses under Quarantine facilities/centre.
- First COVID-19 RTK/PCR test kit tested positive.

#### We Do Not Cover

- Post quarantine additional expenses such as:
  - Purchase/change a flight ticket to continue travel or return home.
  - Additional accommodation expenses (from end of quarantine period to departure date from overseas back to Malaysia).
  - Any additional expenses incurred due to trip extension (from end of quarantine period to departure date from overseas back to Malaysia).
  - Mandatory RTK/PCR test required by the airline before boarding to continue travel or return home (after the quarantine period).
- Unused portion of travel/tour package activities, accommodation or transportation due to being placed in quarantine.

### 3. Travel Cancellation and Travel Postponement

**\*Prior to trip departure**



#### Covered Conditions and Exclusions

We will pay up to the amount shown in the Schedule of Benefits in Your Policy if the cancellation or postponement of Your Trip, for which You have paid for under a contract and which is **not refundable**, is necessary and unavoidable as a result of You or Your \*Immediate Family Members being diagnosed with COVID-19 prior to the scheduled Trip departure date.

**\*Definition :** \*Immediate Family Members means Your Spouse, parent, parent-in-law, grandparent, son or daughter, son-in-law, daughter-in-law, brother or sister, step-parent, stepdaughter, stepson, grandchild, legal guardian.

- We will **not cover** any Trip cancellation or Trip postponement solely due to epidemic- or pandemic-related travel advisories issued by governments, health authorities or the World Health Organization, by or for destination country or origin country. We will not cover any Trip cancellation or Trip postponement resulting solely from border closures, Quarantine or other government orders, advisories, regulations or directives.
- We will **not cover** Trip cancellation or Trip postponement if You cancel Your Trip because of disinclination to travel, change of mind or fear of travelling.
- We will **not cover** Trip cancellation or Trip postponement if an airline, hotel, travel agent or any other provider of travel and/or accommodation has offered a voucher or credit or re-booking of the Trip for cancellation refund or compensation.
- We will **not cover** any loss if You are travelling against a medical practitioner's or doctor's advice, or any claim arising from You acting in a way that goes against the advice of a medical practitioner or doctor (including, but not limited to, travelling with COVID-19 symptoms).

#### What We Cover

- Cancellation: Prior to trip departure, if you contracted and are tested positive for COVID-19, resulting in hospitalisation and/or quarantine which prohibit, you to continue your trip.
- Cancelled transportation, accommodation, tours / activities, cost of visas which You have paid and are non-refundable; or
- Postponement: if You intend to postpone your trip, we will cover the fare difference or penalty charges to reschedule Your trip.

*\*An official COVID-19 test report from a clinic/hospital approved by the Malaysian Ministry of Health is compulsory for claim submission. If not available, COVID-19 self-test result must be submitted together with a full snapshot of MYSejahtera COVID-19 (red) status indicating the quarantine period.*

#### We Do Not Cover

- If cancelled flight/trip/accommodation costs are refundable from other sources.
- If the airline/hotel/tour provider offered voucher/credit/re-booking as a cancellation refund.
- If trip cancellation is due to someone, other than you or your \*immediate family member, tested positive of COVID-19. For example, housemate, office colleague or girl/boyfriend.
- You being a close contact but tested negative for COVID-19.
- If you have done a COVID-19 test before buying the travel insurance, and the test result could lead to a claim under the policy.

### 4. Travel Curtailment



#### Covered Conditions and Exclusions

We will pay up to the amount shown in the Schedule of Benefits if the disruption of Your Trip is necessary and unavoidable because You or Your Immediate Family Members are diagnosed with COVID-19 while travelling and need to return to Malaysia earlier than planned. In that event, We will cover:

1. reasonable and necessary **travel** and **accommodation** expenses for which You have paid for, and which are not refundable.
2. reasonable and necessary additional travel costs to return to Malaysia.

We will **not cover** Trip curtailment resulting solely from border closures, quarantine or other government orders, advisories, regulations, or directives.

We will **not cover** any loss if You are travelling against doctor's advice.

#### What We Cover

- If You or Your \*Immediate Family Members (travelling together) are placed into quarantine due to being COVID-19 positive during your trip and upon completing the quarantine period, you are further advised by the doctor and AIG assessment on your medical condition, it is necessary to **cut short your trip** and return home; or
- If your family member(s) is (are) COVID-19 positive (in Malaysia) resulting in hospitalisation, and you decide to **cut short your trip** and return home.

We cover:

- 1- travel and accommodation expenses which you have paid for, and are non-refundable.
- 2- additional transport costs to return to Malaysia.

#### We Do Not Cover

- If you decide to curtail your trip without doctor's advice or AIG Worldwide Travel Assistance approval.
- Additional costs incurred or forfeited costs not due to trip curtailment such as:
  - Additional accommodation, transportation or other expenses, if you need to extend your Trip due to quarantine for COVID-19 (from end of quarantine period to departure date from overseas back to Malaysia).
  - Unused portion of travel/tour package activities, accommodation or transportation due to being placed in quarantine.

#### COVID-19 Benefits Exclusion

The following benefits are not payable for loss arise from or related to COVID-19 :

- **Overseas Daily Hospitalisation Income.**
- **Travel Interruption.**
- **Travel Delay.**

# WHAT WE COVER

## SCHEDULE OF BENEFITS

| Benefits                                                                                                | Sum Insured Up To (RM) |                   |                            |                            |                           |
|---------------------------------------------------------------------------------------------------------|------------------------|-------------------|----------------------------|----------------------------|---------------------------|
|                                                                                                         | Primary                | Essential         | Superior                   | Premier                    | Domestic                  |
| COVID-19 Coverages                                                                                      |                        |                   |                            |                            |                           |
| 1. Medical Expenses (incurred Overseas) & Emergency Medical Evacuation & Emergency Medical Repatriation | -                      | -                 | 600,000                    | 800,000                    | -                         |
| 2. Out-of-country COVID-19 Diagnosis Quarantine (Up to 14 days)<br>*Reimbursement basis                 | -                      | -                 | 4,200<br>Up to RM300 / day | 7,000<br>Up to RM500 / day | -                         |
| 3. Travel Cancellation and Travel Postponement<br>* Prior to departure                                  | -                      | -                 | 25,000                     | 30,000                     | -                         |
| 4. Travel Curtailment                                                                                   | -                      | -                 | 25,000                     | 30,000                     | -                         |
| Base Coverages (Non COVID-19 related coverage)                                                          |                        |                   |                            |                            |                           |
| A Trip Cancellation (Pre-departure)                                                                     | 5,000                  | 20,000            | 25,000                     | 30,000                     | 1,000                     |
| B Medical & Associated Expenses                                                                         |                        |                   |                            |                            |                           |
| 1. Medical Expenses                                                                                     | 150,000                | 300,000           | 600,000                    | 10,000,000                 | 20,000<br>(Accident only) |
| 2. Emergency Medical Related Expenses                                                                   |                        |                   |                            |                            |                           |
| (a) Emergency Medical Evacuation and Emergency Medical Repatriation                                     | 150,000                | Unlimited         | Unlimited                  | Unlimited                  | 20,000<br>(Accident only) |
| (b) Compassionate Visit                                                                                 | 3,000                  | 9,000             | 12,000                     | 15,000                     | -                         |
| (c) Child Guard                                                                                         | -                      | 9,000             | 12,000                     | 15,000                     | -                         |
| (d) Daily Hospitalisation Income (RM250 per day)                                                        | 5,000                  | 15,000            | 20,000                     | 30,000                     | -                         |
| (e) Emergency Telephone Charges and Internet Use                                                        | -                      | 150               | 300                        | 500                        | -                         |
| 3. Follow up Medical Treatments - in home country – Malaysia                                            |                        |                   |                            |                            |                           |
| (a) In-patient Medical Expenses (Up to 30 days)                                                         | 10,000                 | 50,000            | 50,000                     | 50,000                     | -                         |
| (b) Outpatient / Specialist Treatments or Services provided by a Medical Practitioner                   | Included in B3(a)      | Included in B3(a) | Included in B3(a)          | Included in B3(a)          | -                         |
| (c) Treatments or Services provided by Healthcare Professionals                                         | -                      | 500               | 700                        | 1,000                      | -                         |
| 4. Overseas Dental Expenses                                                                             | Included in B1         | Included in B1    | Included in B1             | Included in B1             | -                         |
| C Repatriation of Mortal Remains                                                                        | 150,000                | Unlimited         | Unlimited                  | Unlimited                  | -                         |
| D Trip Curtailment                                                                                      | 5,000                  | 20,000            | 25,000                     | 30,000                     | -                         |
| E1 Trip Interruption                                                                                    | 1,000                  | 1,500             | 2,000                      | 3,000                      | -                         |
| E2 Travel Missed Connection<br>(RM200 for every 6 consecutive hours)                                    | 200                    | 600               | 800                        | 1,200                      | -                         |

**Note:** Please refer to the policy wording for the full details of the coverages and exclusions.

Note: For Family Plan - The sum insured in total for all Insured Persons under Family Plan is 300% of the limit shown in the Schedule of Benefits except for Item H -Personal Accident which remains a per person limit.

| Benefits                                                        | Sum Insured Up To (RM) |                |                |                |          |
|-----------------------------------------------------------------|------------------------|----------------|----------------|----------------|----------|
|                                                                 | Primary                | Essential      | Superior       | Premier        | Domestic |
| Base Coverages                                                  |                        |                |                |                |          |
| F1 Travel Delay<br>(RM150 for every 6 consecutive hours)        |                        |                |                |                |          |
| (a) Overseas                                                    | 1,500                  | 3,900          | 4,200          | 5,100          | -        |
| (b) Malaysia                                                    | 300                    | 450            | 450            | 900            | 300      |
| F2 Travel Re-Route<br>(RM200 for every 6 consecutive hours)     | 200                    | 600            | 800            | 1,200          | -        |
| G Baggage                                                       |                        |                |                |                |          |
| 1. Loss of Personal Baggage Items                               | 2,000                  | 5,000          | 7,000          | 10,000         | 1,000    |
| Item Limit:                                                     |                        |                |                |                |          |
| (a) Any one item                                                | 500                    | 500            | 500            | 500            | 500      |
| (b) Portable Computers including tablets and the likes          | 1,000                  | 1,000          | 1,500          | 2,000          | 1,000    |
| (c) Baggage Damage per bag                                      | 250                    | 250            | 250            | 250            | 250      |
| 2. Baggage Delay<br>(RM200 for every 6 consecutive hours)       |                        |                |                |                |          |
| (a) Overseas                                                    | 400                    | 800            | 1,000          | 2,000          | -        |
| (b) Malaysia                                                    | -                      | 200            | 200            | 800            | 200      |
| 3. Fraudulent Use of Credit Card                                | -                      | 1,500          | 2,000          | 3,000          | -        |
| 4. Loss of Travel Document                                      | 2,000                  | 5,000          | 6,000          | 8,000          | -        |
| 5. Loss of Personal Money                                       | 500                    | 1,000          | 2,000          | 3,000          | -        |
| H Personal Accident                                             |                        |                |                |                |          |
| Accidental Death & Permanent Disablement                        |                        |                |                |                |          |
| (i) Age 30 days to 17 years                                     | 25,000                 | 75,000         | 100,000        | 125,000        | 50,000   |
| (ii) Age 18 years to 85 years                                   | 100,000                | 300,000        | 400,000        | 500,000        | 50,000   |
| I Personal Liability                                            | 500,000                | 1,000,000      | 1,000,000      | 1,000,000      | 500,000  |
| J Loss of Home Contents                                         | 1,000                  | 2,000          | 3,000          | 5,000          | -        |
| K1 Car Rental Excess Charges                                    | -                      | 2,000          | 3,000          | 5,000          | -        |
| K2 Car Rental Vehicle Return Costs                              | -                      | Included in K1 | Included in K1 | Included in K1 | -        |
| 24/7 Worldwide Travel Assistance                                | Included               | Included       | Included       | Included       | Included |
| Optional Add-on                                                 |                        |                |                |                |          |
| L Travel Delay Upgrade<br>(RM150 for every 3 consecutive hours) |                        |                |                |                |          |
| Overseas                                                        | -                      | 3,900          | 4,200          | 5,100          | -        |

**Note:** Please refer to the policy wording for the full details of the coverages and exclusions.

# WHAT YOU PAY

## PREMIUM TABLE (RM)

\*Premium shown in the table below include COVID-19 coverage for Superior & Premier plans. No additional premium is required.

Single Trip Plan : 30 Days - 60 Years

| Plan       |                      | Primary |     | Essential             |     |     |     | Superior |     |     |     | Premier |     |     |       |
|------------|----------------------|---------|-----|-----------------------|-----|-----|-----|----------|-----|-----|-----|---------|-----|-----|-------|
| Cluster    |                      | C1      | C2  | C1                    | C2  | C3  | C4  | C1       | C2  | C3  | C4  | C1      | C2  | C3  | C4    |
| Individual | 1-5 days             | 32      | 42  | 46                    | 54  | 66  | 149 | 56       | 68  | 81  | 176 | 79      | 98  | 127 | 205   |
|            | 6-10 days            | 43      | 60  | 64                    | 76  | 88  | 210 | 81       | 94  | 109 | 247 | 116     | 138 | 176 | 288   |
|            | 11-20 days           | 69      | 94  | 90                    | 106 | 119 | 339 | 115      | 133 | 155 | 399 | 160     | 221 | 242 | 463   |
|            | Per week             | 30      | 41  | 34                    | 46  | 65  | 192 | 39       | 54  | 76  | 225 | 46      | 63  | 87  | 262   |
|            | Travel Delay Upgrade | -       | -   | 4 Per Day (Optional)  |     |     |     |          |     |     |     |         |     |     |       |
| Family     | 1-5 days             | 75      | 112 | 106                   | 135 | 163 | 374 | 147      | 189 | 225 | 439 | 171     | 219 | 307 | 510   |
|            | 6-10 days            | 117     | 149 | 151                   | 191 | 246 | 526 | 207      | 262 | 329 | 618 | 236     | 288 | 407 | 720   |
|            | 11-20 days           | 159     | 234 | 207                   | 281 | 337 | 846 | 315      | 427 | 488 | 995 | 360     | 463 | 612 | 1,155 |
|            | Per week             | 74      | 102 | 83                    | 113 | 160 | 479 | 98       | 133 | 187 | 562 | 113     | 155 | 218 | 654   |
|            | Travel Delay Upgrade | -       | -   | 10 Per Day (Optional) |     |     |     |          |     |     |     |         |     |     |       |

Single Trip Plan : 61 - 70 Years

| Plan       |                      | Primary |     | Essential             |     |     |     | Superior |     |     |     | Premier |     |     |       |
|------------|----------------------|---------|-----|-----------------------|-----|-----|-----|----------|-----|-----|-----|---------|-----|-----|-------|
| Cluster    |                      | C1      | C2  | C1                    | C2  | C3  | C4  | C1       | C2  | C3  | C4  | C1      | C2  | C3  | C4    |
| Individual | 1-5 days             | 32      | 42  | 46                    | 54  | 66  | 149 | 56       | 68  | 81  | 176 | 79      | 98  | 127 | 205   |
|            | 6-10 days            | 43      | 60  | 64                    | 76  | 88  | 210 | 81       | 94  | 109 | 247 | 116     | 138 | 176 | 288   |
|            | 11-20 days           | 69      | 94  | 90                    | 106 | 119 | 339 | 115      | 133 | 155 | 399 | 160     | 221 | 242 | 463   |
|            | Per week             | 30      | 41  | 34                    | 46  | 65  | 192 | 39       | 54  | 76  | 225 | 46      | 63  | 87  | 262   |
|            | Travel Delay Upgrade | -       | -   | 4 Per Day (Optional)  |     |     |     |          |     |     |     |         |     |     |       |
| Family     | 1-5 days             | 75      | 112 | 106                   | 135 | 163 | 374 | 147      | 189 | 225 | 439 | 171     | 219 | 307 | 510   |
|            | 6-10 days            | 117     | 149 | 151                   | 191 | 246 | 526 | 207      | 262 | 329 | 618 | 236     | 288 | 407 | 720   |
|            | 11-20 days           | 159     | 234 | 207                   | 281 | 337 | 846 | 315      | 427 | 488 | 995 | 360     | 463 | 612 | 1,155 |
|            | Per week             | 74      | 102 | 83                    | 113 | 160 | 479 | 98       | 133 | 187 | 562 | 113     | 155 | 218 | 654   |
|            | Travel Delay Upgrade | -       | -   | 10 Per Day (Optional) |     |     |     |          |     |     |     |         |     |     |       |

Single Trip Plan : 71 - 85 Years

| Plan       |                      | Primary |    | Essential             |     |       |       | Superior |     |       |       | Premier |       |       |       |
|------------|----------------------|---------|----|-----------------------|-----|-------|-------|----------|-----|-------|-------|---------|-------|-------|-------|
| Cluster    |                      | C1      | C2 | C1                    | C2  | C3    | C4    | C1       | C2  | C3    | C4    | C1      | C2    | C3    | C4    |
| Individual | 1-5 days             | -       | -  | 98                    | 134 | 189   | 564   | 115      | 158 | 221   | 662   | 133     | 183   | 257   | 771   |
|            | 6-10 days            | -       | -  | 137                   | 188 | 265   | 793   | 161      | 221 | 312   | 933   | 186     | 257   | 361   | 1,083 |
|            | 11-20 days           | -       | -  | 220                   | 302 | 426   | 1,277 | 259      | 355 | 500   | 1,500 | 301     | 413   | 700   | 1,744 |
|            | Per week             | -       | -  | 133                   | 181 | 255   | 765   | 155      | 213 | 300   | 899   | 181     | 248   | 349   | 1,045 |
|            | Travel Delay Upgrade | -       | -  | 4 Per Day (Optional)  |     |       |       |          |     |       |       |         |       |       |       |
| Family     | 1-5 days             | -       | -  | 243                   | 334 | 471   | 1,410 | 285      | 392 | 552   | 1,656 | 332     | 455   | 642   | 1,925 |
|            | 6-10 days            | -       | -  | 341                   | 470 | 661   | 1,982 | 401      | 552 | 777   | 2,330 | 466     | 641   | 903   | 2,707 |
|            | 11-20 days           | -       | -  | 550                   | 756 | 1,064 | 3,193 | 646      | 888 | 1,251 | 3,751 | 750     | 1,031 | 1,454 | 4,359 |
|            | Per week             | -       | -  | 330                   | 453 | 638   | 1,913 | 388      | 532 | 750   | 2,248 | 450     | 618   | 871   | 2,613 |
|            | Travel Delay Upgrade | -       | -  | 10 Per Day (Optional) |     |       |       |          |     |       |       |         |       |       |       |

\* Primary Plan not applicable for C3 & C4

Domestic Plan

| Plan       | Individual         |             |             | Family             |             |             |
|------------|--------------------|-------------|-------------|--------------------|-------------|-------------|
| Age        | 30 days - 60 years | 61-70 years | 71-85 years | 30 days - 60 years | 61-70 years | 71-85 years |
| 1-5 days   | 19.08              | 19.08       | 68.90       | 46.64              | 46.64       | 171.72      |
| 6-10 days  | 26.50              | 26.50       | 97.52       | 64.66              | 64.66       | 240.62      |
| 11-20 days | 42.40              | 42.40       | 155.82      | 104.94             | 104.94      | 389.02      |
| 21-30 days | 67.84              | 67.84       | 249.10      | 166.42             | 166.42      | 620.10      |

Annual Multi-Trip Plan (Individual Only)

| Plan                 | Essential |     |       |       | Superior |     |       |       | Premier |     |       |       |
|----------------------|-----------|-----|-------|-------|----------|-----|-------|-------|---------|-----|-------|-------|
| Cluster              | C1        | C2  | C3    | C4    | C1       | C2  | C3    | C4    | C1      | C2  | C3    | C4    |
| 18-60 Years          | 286       | 392 | 477   | 1,430 | 403      | 506 | 564   | 1,668 | 519     | 625 | 732   | 1,947 |
| 61-70 Years          | 530       | 720 | 1,007 | 3,020 | 620      | 840 | 1,185 | 3,565 | 720     | 980 | 1,380 | 4,130 |
| Domestic Add-on      |           |     |       |       |          |     |       |       |         |     |       |       |
| 18-60 Years          | 178.08    |     |       |       | 178.08   |     |       |       | 178.08  |     |       |       |
| 61-70 Years          | 381.60    |     |       |       | 381.60   |     |       |       | 381.60  |     |       |       |
| Optional Upgrade     |           |     |       |       |          |     |       |       |         |     |       |       |
| Travel Delay Upgrade | 208       |     |       |       | 208      |     |       |       | 208     |     |       |       |

\* Primary Plan not applicable for Annual Multi-Trip Plan

\* Domestic Add-on is inclusive of 6% Service Tax (ST)

## THE COUNTRIES WE COVER

| Cluster              | Destination                                                                                                                                                                                                                                                                              |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C1                   | <ul style="list-style-type: none"><li>China (excluding Tibet), Hong Kong, Indonesia, Japan, Macau, Singapore, South Korea, Taiwan, Thailand and Vietnam;</li><li>Excluding Mongolia (Inner and Outer)</li></ul>                                                                          |
| C2                   | <ul style="list-style-type: none"><li>Brunei, Cambodia, India, Lao People's Democratic Republic, Maldives, Myanmar, New Zealand, Pakistan, Philippines, Sri Lanka;</li><li>Including all countries listed in C1</li></ul>                                                                |
| C3                   | <ul style="list-style-type: none"><li>Australia, Mauritius, Mongolia (Inner and Outer), Nauru and Uzbekistan;</li><li>Europe (excluding Montenegro and Serbia);</li><li>Middle East (excluding Iraq, Palestine and Yemen);</li><li>Including all countries listed in C1 and C2</li></ul> |
| C4                   | <ul style="list-style-type: none"><li>Worldwide (including Canada, Iraq, Nepal, Montenegro, Palestine, Serbia, Tibet, United States of America and Yemen);</li><li>Including all countries listed in all other clusters</li></ul>                                                        |
| Sanction Countries   | <ul style="list-style-type: none"><li>Crimea Region, Cuba, Iran, North Korea and Syria</li></ul>                                                                                                                                                                                         |
| Excluded Destination | <ul style="list-style-type: none"><li>Antarctica</li></ul>                                                                                                                                                                                                                               |
| Domestic             | <ul style="list-style-type: none"><li>Malaysia, beyond 50 km from your place of residence or business</li></ul>                                                                                                                                                                          |

# Product Disclosure Sheet

Please read this Product Disclosure Sheet before you decide to take out the Travel Guard insurance policy. Be sure to also read the stipulated general terms and conditions of the policy.

## What is this product about?

This product provides compensation in the event of injury, disability or death caused by a sudden and unforeseen accident, medical expenses incurred as a result of an accident or illness, travel inconvenience and travel assistance for domestic and overseas trips. For domestic trips, coverages for Personal Accident and Medical and Associated Expenses benefit is confined to accidental causes only. This cover can be purchased by an individual person for themselves, their accompanying spouse and dependent children. You will have immediate access to 24/7 worldwide travel assistance in case of an emergency situation when you are abroad. You have an option of Single Trip or Annual Multi-Trip coverages depending on the plan type selected.

## Who is eligible to purchase this product?

- (a) You must be either a Malaysian citizen, Malaysian permanent resident, or a holder of a valid work permit or employment pass (of which your place of employment must be in Malaysia during the policy period), dependent pass, student pass or long-term social visit pass not including travelling visa (that is issued by the relevant governmental authority in Malaysia) with full rights to enter into and return to Malaysia regardless of medical status;
- (b) You must be returning to your home (primary residence within Malaysia) at the end of your travel, or be intending to return home on completion of your travel;
- (c) Your travel pre-arrangements must be made and paid for in Malaysia prior to your trip and your trip must commence in Malaysia; and
- (d) You need to be a resident in Malaysia.

## What are the covers / benefits provided?

Please refer to the schedule of benefits in the brochure. The key benefits covered by this product include:

- (a) Medical and Associated Expenses; (b) Personal Accident; (c) 24/7 Worldwide Travel Assistance; and
  - (d) In the event you are diagnosed with COVID-19, we will cover you for COVID-19 coverages including Medical and Emergency Evacuation & Repatriation Expenses, Travel Cancellation, Travel Curtailment and Quarantine benefits. (applicable for Superior or Premier plan only).
- Note:** Please refer to the policy wording for the full details of the coverages and exclusions.

### Single Trip Plan

Duration of cover ranges from 1 to 5 days to a maximum of 180 consecutive days for overseas trip and a maximum of 30 consecutive days for domestic trip.

### How much premium do I have to pay?

- (a) Please refer to the Premium Table in the brochure.
- (b) Premium is payable based on the number of days the insured is travelling, age, destination and plan type selected for Single Trip plans.
- (c) As for Annual Multi-Trip plans, premium is payable based on destination, age and plan type selected.

### What are the fees and charges that I have to pay?

- (a) Commission: 25% of premiums (which is included in the premium charged).

### What are some of the key terms and conditions that I should be aware of?

- (a) **Purchase of Policy:**  
Purchase of policy needs to be made prior to the commencement of your trip.
- (b) **Importance of Disclosure:**  
You must take reasonable care to ensure that all your answers to the questions are full, complete, correct and honest and to the best of your knowledge. You also have a duty to inform us of any change in the information given to us earlier before we issue the policy schedule to you, before you renew or change any of the terms of your policy. If you don't, your policy may be cancelled, or treated as if it never existed, or your claim rejected or not fully paid.
- (c) **Claims:**  
Claims documents can be submitted via email to MYClaims@aig.com as soon as practicable but no later than 90 days from the date of the incident. If you are unable to complete the claim documents within 90 days due to reasonable cause, the documents must be submitted no later than 1 year from the date of incident.
- (d) **Number of policies:**  
You can only be covered under one policy in respect of this insurance with AIG Malaysia Insurance Berhad.

### Can I cancel my policy?

- (a) **Single Trip Plan**  
Cancellation for Single Trip Plan is at our discretion. Any cancellation will be made on the date of your request provided that it is prior to the commencement of the trip. We will refund the premium to you provided no claim has been or will be submitted by you. No cancellation request will be entertained after the commencement of your trip.

### Annual-Multi Trip Plan

Duration of cover is for one year with unlimited number of trips made during the policy period. The maximum duration for each overseas trip is 90 consecutive days and each domestic trip is 30 consecutive days

- (d) Please note that premium for Domestic Plans will be subjected to Service Tax (ST).
- (e) The policy is not effective unless the premium payable has been paid.
- (f) Payment can be made by cash, cheque, credit card or debit card.

- (b) Stamp duty: RM10.00.
  - (c) Service Tax (ST) of 6% is applicable only to Domestic Plan and Domestic Add-on.
- (g) Renewal & Upgrade:**  
Available for Annual Multi-Trip Plan only and is subject to our consent.

- (e) **Age:**  
The eligible age is from 30 days up to 85 years for Single Trip Plan and 18 years up to 70 years for Annual Multi-Trip Plan. Age is determined as at policy expiry date.
- (f) **Maximum Trip Period:**
  - i. Overseas Trip:
    - Single Trip Plan: each trip shall not exceed 180 consecutive days;
    - Annual Multi-Trip Plan: each trip shall not exceed 90 consecutive days;
  - ii. Domestic Trip:
    - Each trip shall not exceed 30 consecutive days (Single Trip Plan & Annual Multi-Trip Plan).
- (g) **Economic Sanctions:**  
We shall not be deemed to provide cover and we shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose us, our parent company or our ultimate controlling entity to any sanctions, prohibitions or restrictions under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union or the United States of America.

- (b) **Annual Multi-Trip Plan**  
You may cancel this policy by giving us notice in writing. Cancellation for an Annual Multi-Trip Plan will take effect from the 1st day of the next calendar month following the receipt of cancellation notice. We will refund the premium to you for the unexpired term provided no claim has been or will be submitted by you.

## What are the major exclusions under this policy?

We shall not be liable under any section for any claim arising out of, based upon or attributable to:

- (a) your involvement or you taking part in any:
  - (i) manual work which includes but is not limited to:
    - Underground work, mining work, military duties, offshore work, construction work, or outside building or installation work exceeding 3 meters in height;
    - Work that involves heavy machinery, explosives or hazardous materials;
    - Work as a diver, lifeguard, taxi driver, bus driver or other commercial vehicle or heavy vehicle driver, dispatch rider or delivery person;
    - Work of a manual nature that involves specialist equipment and training, or work that presents risk of serious injury including but not limited to oil riggers, fishermen, crane operators or welders.
  - (ii) Missionary work and related travel;
  - (iii) Humanitarian work and related travel;
  - (iv) Naval, military or air-force service or operation;
  - (v) Professional sports or where a periodic income or financial reward of any kind is received;
  - (vi) Aerial activities;
- (b) Activities relating to:
  - (i) Extreme sports and sporting activities;
  - (ii) Competition sports;
  - (iii) Racing other than on foot;
  - (iv) Diving beyond 30 meters in depth;
  - (v) Mountaineering;
  - (vi) Trekking above 3000 meters.
- (c) Suicide or intentional self-inflicted injuries or an attempt to do so while being sane or insane;
- (d) During air travel unless as a fare paying passenger in a licensed private or commercial aircraft;
- (e) Violation of law;
- (f) Mental or nervous disorders;
- (g) Any illness, disease, injury, including symptoms, suffered by you, your relative, business associate or travelling companion which in the 1 year period before the travel start date and time:
  - First manifested itself, worsened, became acute exhibited symptoms which would have caused an ordinarily prudent person to seek diagnosis, care or treatments;
  - Required taking prescribed drugs or medicine, or tests or further investigation had been recommended by a medical practitioner; or
  - Was treated by a medical practitioner or treatments had been recommended by a medical practitioner.

It shall also mean any congenital, hereditary, **chronic** or ongoing condition of yours, your relative, business associates or travelling companion which you or they are aware of, or could reasonably be expected to be aware of, before the travel start date and time.

**Chronic** means any condition that persists or is expected to persist for longer than a year and after that time is likely to recur. These include but are not limited to: arthritis, cardiovascular disorders, cancer (carcinoma/carcinoma in situ/malignant tumors), epilepsy, hemophilia, lupus, motor neuron disease, multiple sclerosis disease, muscular dystrophy, Parkinson's disease, renal-kidney disease, respiratory disorder.

- (h) Acquired Immune Deficient Syndrome (AIDS) or Human Deficiency Virus (HIV);
- (i) Nuclear, chemical or biological materials;
- (j) War;
- (k) Any loss, injury, damage or legal liability arising directly or indirectly from planned or actual travel in, to, or through the Crimea Region, Cuba, Iran, North Korea or Syria;
- (l) Trips undertaken against the advice of a doctor or when the purpose of travel was to obtain any form of medical treatments, consultation or advice;
- (m) Failure to take reasonable precautions to avoid a claim under the policy following the warning through or by general mass media;
- (n) Any circumstances you have been made aware of prior to the purchase of the policy.

**Note:** This list is non-exhaustive. Please refer to the policy wording for the full list of exclusions under this product.

### What do I need to do if there are changes to my contact / personal details?

It is important that you inform us of any change in your life profile which would affect your risk profile.

### Where can I get further information?

Should you require additional information about this policy, please refer to the insurance info booklet on "Travel Insurance", available at all our branches or you can obtain a copy from an insurance agent.

If you have any enquiries, please contact us at:

AIG Malaysia Insurance Berhad  
Menara Worldwide,  
No 198, Jalan Bukit Bintang,  
55100 Kuala Lumpur, Malaysia.  
Telephone : 1800 88 8811  
E-mail : AIGMYCare@aig.com

### Other types of Personal Accident cover available

Please refer to our agents.

**IMPORTANT NOTE:**  
You are advised to note the scale of benefits for death and disablement in your insurance policy. You must nominate a nominee and ensure that your nominee is aware of the personal accident policy that you have purchased. All nominations require the completion of the nomination form. The original physical form is a mandatory document required in the event of a claim. In the absence of the form we will be guided by Paragraph 8 of Schedule 10 of the Financial Services Act 2013 when paying policy monies upon death of a policyholder. You should read and understand the insurance policy and discuss with the agent or contact the insurance company directly for more information.

You should read and understand the contract terms and discuss further with the Insurance Company if you require more information or if there are any terms that you do not understand before accepting the policy contract. If there are any questions regarding the terms and conditions of this Policy wordings, the Policyholder may contact the Insurance Company.

By accepting the policy contract, you acknowledge that the key contract terms have been adequately explained by the agent or Company to you and that the policy contract offered is suitable for your insurance needs.

AIG is subject to compliance with US sanctions laws. For this reason, this policy does not cover any loss, injury, damage or liability, benefits or services directly or indirectly arising from or relating to a planned or actual trip to or through Cuba, Iran, Syria, North Korea, or the Crimea region. In addition, this policy does not cover any loss, injury, damage or liability to residents of Cuba, Iran, Syria, North Korea, or the Crimea region. Lastly, this policy will not cover any loss, injury, damage or legal liability sustained directly or indirectly by any individual or entity identified on any applicable government watch lists as a supporter of terrorism, narcotics or human trafficking, piracy, proliferation of weapons of mass destruction, organized crime, malicious cyber activity, or human rights abuses.

AIG Malaysia Insurance Berhad is licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia.

The information provided in this Product Disclosure Sheet is valid as of September 2021.