

A. Plan and Coverage:

1. What are covered under 1-way plan and 2-way plan?

| Benefits | 1-way | 2-way | Maximum limit |
|---|-------|--------|---------------|
| Accidental medical expenses while overseas (excess: S\$50) | | ✓ | S\$500 |
| Baggage loss (excess: S\$80) | ✓ | ✓ | S\$500 |
| Luggage damage (excess: S\$40) S\$50 per luggage (2-way) S\$40 per luggage (1-way) (excess: S\$40 if without purchase receipt) (excess: S\$20 if with purchase receipt) | ✓ | ✓ | S\$200 |
| Ferry delay (S\$40 per 2 hours) | ✓ | ✓ | S\$80 |
| Premium | S\$1 | S\$3.8 | |

2. What is the maximum period of coverage for an overseas trip?

1-way: Covers you for the overseas travel on a ferry operated by Sindo Ferry, which starts from the time of departure from Singapore and ends three hours after you pass through the immigration check-point at your overseas destination as set out in the booking confirmation.

2-way: Covers you for the trip overseas as shown in the booking confirmation, up to a maximum of five (5) consecutive days and if the return date is not stated on the booking confirmation.

3. When will the coverage for my Ferry trip start?

Your coverage will start from the departure time of your ferry trip.

4. Can I top up to extend my coverage?

We do not allow additional premium top-up to extend the coverage under this policy.

B. Overview and Eligibility

1. Who is eligible for yuu Ferry Protect coverage?

You must meet the following criteria:

- Singaporean, Singapore permanent resident or foreigner residing in Singapore with valid work pass or permit;
- You are not traveling against the advice of any medical practitioner, or for the purpose of getting medical treatment;
- You bought the policy before you leave on your overseas trip.

2. Can I purchase yuu Ferry Protect for my child who is traveling on a student field trip?

Yes, you can purchase yuu Ferry Protect for your child who is traveling on a student field trip while booking the ferry ticket.

3. Does the policy cover business travel?

Yes, your policy will cover you for business travel except for:

- any loss, damage or liability arising as a result of manual work or hazardous materials;
- you taking part in naval, military, air force, civil defence or police training, duties, services or operations.

The exceptions outlined above are not exhaustive, please refer to the policy wording for the full exclusion list.

4. If I have a pre-existing illness, can I still purchase yuu Ferry Protect?

You may still purchase it. However, this does not cover any loss or liability directly or indirectly due to pre-existing illness.

C. Policy amendment / cancellation

1. Can I amend the start date of my travel insurance?

Your insurance start date will follow the date of departure on your Sindo Ferry ticket. Please contact Sindo Ferry at the below contact information to make the changes to your ferry departure date. Your policy start date will be updated accordingly.

Email: booking@sindoferry.com.sg or

Tel: +65 6331 4123

D. Claims

1. How do I file a claim?

Claims submission can be submitted via our online travel claim portal [here](#). For more details on the required documents, please refer to this [page](#).