

FREQUENTLY ASKED QUESTIONS

GREAT Getaway Cover Master Policy Number: A0672711

Product Coverage

1. What is GREAT Getaway Cover?

This is a short-trip and simplified travel insurance plan offered exclusively to eligible Singtel PVP Community Members ("Eligible Customers"). This plan is underwritten by Great Eastern General Insurance Limited.

2. What coverage does GREAT Getaway Cover provide?

Up to five (5) consecutive days of coverage from the commencement date of travel ("Travel Start Date") as indicated by you on the Trip Activation Page. Please refer to the policy wordings for full terms and conditions.

Summary of Benefits	Sum Insured
Accidental Death / Permanent Total Disability	S\$30,000
Emergency Medical Evacuation	Up to S\$10,000
Medical Expenses Incurred Overseas	Up to S\$500
Loss of Baggage (by airliner) and Travel Documents	Up to S\$200
Trip Cancellation	Up to S\$200
Period of Coverage: Up to 5 consecutive days from date of travel as indicated by you on the Trip Activation Page	
Destinations covered: Thailand, Malaysia, Bintan, Batam and Bali	

3. Which destinations are covered under GREAT Getaway Cover?

The destinations covered under GREAT Getaway Cover are Thailand, Malaysia, Bintan, Batam and Bali.

Eligibility and Registration

1. Who is eligible to activate GREAT Getaway Cover?

Eligible Customers who have received an email ("Email") or an activation card ("Card") from Singtel and who have successfully activated the GREAT Getaway Cover via the registration link provided in the Email or Card ("Trip Activation"). The Eligible Customer must be aged between 16 years and 70 years old at the time of activation of this insurance plan and is ordinarily residing in Singapore.

2. When can I activate GREAT Getaway Cover?

You can activate GREAT Getaway Cover between 5 August 2019 and 26 September 2019 ("Activation Period"). For the avoidance of doubt, if your Travel Start Date is 26 September 2019, your coverage is up to five (5) consecutive days until 30 September 2019.

You must activate this cover before departing from Singapore.

3. How much do I pay for GREAT Getaway Cover?

GREAT Getaway Cover is complimentary for Eligible Customers.

4. When will coverage for GREAT Getaway Cover commence?

Coverage starts from the Travel Start Date, and ceases after you have returned to Singapore or five (5) consecutive days from the Travel Start Date, whichever is earlier.

5. Will I be covered under the GREAT Getaway Cover if my trip exceeds five (5) days?

You will only be covered for the first five (5) consecutive days of your trip, starting from your Travel Start Date. No extension of cover is allowed.

6. How many times can I activate this GREAT Getaway Cover?

You can only activate this GREAT Getaway Cover once during the Activation Period.

7. How do I know if I have successfully activated GREAT Getaway Cover and that I am insured under this Policy? Will I receive any official documents?

Upon successful activation of GREAT Getaway Cover via the registration link provided in the Email or Card, you will receive a thank-you notice confirming your successful Trip Activation together with your policy details and documents. A confirmation email will also be sent to the email address provided during activation.

8. Can I change the Travel Start Date after I have successfully activated GREAT Getaway Cover?

No, please provide us with the correct Travel Start Date as you will not be able to change it after successful activation of GREAT Getaway Cover.

Renewal and Cancellation

1. Is GREAT Getaway Cover renewable?

This is a non-renewable one-time travel insurance plan.

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

There is no administrative charge imposed if you choose to cancel your insurance 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 pay-out from us.

2. Can I increase my sum insured or enhance my plan?

No, you cannot increase your sum insured or enhance your plan.

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

You may contact Great Eastern at +65 6248 2888 (9am to 5.30pm, Mon to Fri) or email gicare-sg@greateasterngeneral.com

Please visit our website at greateasterngeneral.com 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.