

FAQ - Tips on Chubb TravelWell Protection Plan

1. Can non-HKID holders apply for Chubb TravelWell Annual Protection Plan?

- For Chubb TravelWell Annual Protection Plan, all insured persons must be a HKID holder.

非香港身份證持有人可否投保安達全年旅遊保險呢？

- 投保安達全年旅遊保險的所有保單持有人必須為香港身份證持有人。

2. Can insured person purchase the travel insurance the moment he/she arrives at his/her travel destination?

- No, insured person has to purchase the travel insurance before he/she departs from Hong Kong SAR.

受保人可以在到達目的地後才購買安達旅遊保險嗎？

- 不可以，受保人必須在離開香港特別行政區前往海外旅遊前購買旅遊保險。

3. Can Chubb TravelWell Protection Plan provide cover for business trips?

- Yes, Chubb TravelWell Protection Plan is designed for travelers who are travelling for leisure travel or for administrative business purposes.

安達旅遊保險能否保障商務旅程呢？

- 安達旅遊保險是為消閒旅遊及文職公幹之旅客而設計的。

4. What is the definition of Immediate Family Member?

- Immediate Family Member means an Insured Person's spouse, parents, parents-in-law, grandparents, children, siblings, grandchildren, or legal guardians.

直系家庭成員是指誰？

- 直系家庭成員是指受保人的配偶、父母、配偶之父母、祖父母、子女、兄弟姐妹、孫子女、或法定監護人。

5. What can the insured person do if he/she gets sick or suffers an injury during the journey?

- If the insured person gets sick or suffers an injury during the journey, he/she can visit a qualified medical practitioner for medical consultation overseas. Moreover, Chubb TravelWell Protection

Plan also provides coverage for follow-up medical expenses incurred in Hong Kong within 90 days after he/she returns to Hong Kong SAR. Please remember to keep all doctor report(s)/ receipt(s) for claims purposes.

- 若受保人於旅程期間生病或受傷，他/她可於海外找合資格醫生接受治療。此外，My Travel Cover 保險提供回港 90 日內覆診保障。請緊記保存所有醫生報告/收據以作索償用途。

6. In case an accident happens during the journey, what kind of support is available from TravelWell Travel Insurance?

- Chubb TravelWell Protection Plan provides emergency assistance services. In the event of injury of the insured person, he/she may call the 24-hour Chubb assistance hotline for medical service referral. If the insured person requires medical evacuation to another location or return to Hong Kong for appropriate medical treatment on the advice of a physician, Chubb Assistance will provide evacuation arrangements. Chubb Assistance hotline also provides the following services:
- Loss of luggage assistance
- Loss of travel document assistance
- Embassy / interpreter referral, etc.,

如在旅程期間遭遇意外，TravelWell 旅遊保障可提供什麼支援呢？

My Travel Cover 保險能提供緊急支援服務，如受保人不幸因意外受傷，他/她可致電 Chubb Assistance 24-小時緊急支援熱線尋求協助（例如：醫療轉介服務）。假若，受保人需要緊急醫療運送，Chubb Assistance 會因應受保人的身體狀況以及醫生之建議，安排運送受保人至合適的地方接受治療或回港就醫。

除以上服務外，Chubb Assistance 24-小時緊急支援熱線亦可提供以下服務：

- 遺失行李支援
- 遺失旅遊證件支援
- 領使館/傳譯員轉介等