

Student Assist Summary of Benefits

Summary Of Benefits

Sum Insured (S\$)

| A) Personal Benefits | | |
|----------------------------------|--|------------|
| Section 1 | Accident Medical Expenses Covers medical expenses incurred overseas for injury due to an accident whilst overseas. | \$ 15,000 |
| Section 2 | Emergency Medical Evacuation Covers all Travel Guard emergency medical evacuation expenses. | Unlimited |
| Section 3 | Repatriation Expenses Covers all Travel Guard expenses incurred in returning Your remains to Singapore or Your Country Of Origin in the event You suffer death during Your stay overseas. | Unlimited |
| Section 4 | Felonious Assault & Battery Compensates You for accidental death or injury which You suffer as a result of illegal or unlawful acts such as felonious assault or any criminal act of violence directed at You. | \$ 75,000 |
| Section 5 | Hospital Visit (2 Ways) Covers travel and accommodation expenses incurred by a relative to stay with You if You are hospitalized overseas for more than 5 days. Covers the travel expenses incurred by You to return to Singapore to stay with Your immediate family member who is hospitalised for more than 5 days. | \$ 5,000 |
| Section 6 | Compassionate Visit (2 Ways) Covers travel and accommodation expenses incurred for sending a relative or friend if assistance is required overseas in the repatriation arrangement of Your remains. Covers the travel expenses incurred by You to return to Singapore in the event of the death of Your immediate family member. | \$ 5,000 |
| Section 7 | Accidental Death & Permanent Disablement Worldwide coverage for accidental death or injury resulting in permanent disablement while You are studying aboard or on vacation anywhere in the world. | \$ 150,000 |
| Section 8 | Study Interruption Covers the tuition fees paid in advance for the current semester in the event You are unable to continue with Your studies overseas if You suffer from an injury or sickness requiring hospitalization for more than 1 month, a terminal sickness or in the event of the death of an immediate family member. | \$ 10,000 |
| Section 9 | Sponsor Protection Covers Your unpaid tuition fees in the event of the accidental death or permanent disablement of Your sponsor who is responsible for paying such tuition fees. | \$ 15,000 |
| B) Travel Inconvenience Benefits | | |
| Section 10 | Loss of Personal Baggage (whist travelling on Common Carrier) Covers loss sustained overseas to Your personal baggage due to theft or misdirection whilst in the care, custody and control of a Common Carrier. Maximum limit of S\$200/- for any article or pair or set of articles. | \$ 2,000 |
| Section 11 | Laptop Computer Covers loss sustained overseas to Your laptop computer due to burglary, theft or natural disasters occurring at Your permanent place of residence overseas or hotel accommodation whilst You are travelling overseas. | \$ 1,000 |
| Section 12 | Loss of Travel Document Covers the cost incurred overseas of obtaining replacements passports and other relevant travel documents including travel and accommodation expenses in the event such travel documents are lost due to robbery, burglary, theft or natural disasters whilst overseas. | \$ 500 |

| | | |
|--------------------------|--|-----------------------------------|
| Section 13 | Baggage Delay Pays S\$50/- for each full 6 consecutive hours that Your baggage is delayed whilst overseas and a maximum of S\$50 if Your baggage is delayed in Singapore. | \$ 500 |
| Section 14 | Travel Delay Pays S\$50/- for each full 6 consecutive hours that the public transport You are arranged to travel in is delayed whilst overseas on a holiday and a maximum of S\$50 if such delay is in Singapore. | \$ 500 |
| Section 15 | Personal Liability Abroad Covers You against liability to third parties or damage to their property caused by Your negligence whilst overseas. | \$ 300,000 |
| Section 16 | Overseas Residence Guard Pays for damage (due to fire) to household contents at Your permanent place of residence overseas which was left vacant while You were away for a holiday. | \$ 3,000 |
| Section 17 | Travel Guard Worldwide 24-hour Emergency Assistance Service Provides a full range of 24-hour worldwide emergency & assistance services to You absolutely free by using a reverse call charges facility to Travel Guard any time of the day. | Included |
| Optional Benefits | | |
| | Accident & Sickness Medical Expenses Covers Medical expenses incurred overseas for injury due to an accident or sickness whilst overseas. Covers medical expenses incurred in Singapore for follow-up medical treatment for such injury or sickness up to a maximum of S\$5,000. (Excess of S\$100 per sickness claim under all Plans applies) | Plan A \$20,000 |
| | | Plan B \$80,000 |
| | | Plan C \$120,000 |

Note: Please refer to Policy for specific terms, conditions and exclusions

All amounts shown in Singapore dollars

This Policy sets out the terms and conditions of a contract of insurance between AIG Asia Pacific Insurance Pte. Ltd. and You. We have written the policy in plain English so that You may better understand it. Please read the Policy carefully as this is a legal document.

In consideration of the payment of premium to Us specified in the Policy Schedule, and subject to the definitions, limitations, exclusions, terms, conditions and general provisions contained or endorsed in this Policy, and on the basis of the truth of the proposal and declaration submitted and statements made by You, We will insure You and promise to pay indemnity for loss to the extent provided under this Policy while the Policy is still in force. The period of insurance is stated in the Policy Schedule.

PART I – POLICY DEFINITIONS

- 1) **ACCIDENT or ACCIDENTAL** means a sudden, unexpected and specific event, external to the body, which occurs at an identifiable time and place.
- 2) **ACQUIRED IMMUNE DEFICIENCY SYNDROME or AIDS** will have the meanings assigned to it by the World Health Organisation including Opportunistic Infection, Malignant Neoplasm, Human Immune Deficiency Virus (HIV), encephalopathy (dementia), HIV wasting syndrome or any disease or sickness in the presence of a sero-positive test for HIV.
 - a) **OPPORTUNISTIC INFECTION** includes but is not limited to pneumocystis carinii pneumonia, organism of chronic enteritis, virus and/or disseminated fungi infection.
 - b) **MALIGNANT NEOPLASM** includes but is not limited to Kaposi's sarcoma, central nervous system lymphoma and/or other malignancies now known or which become known as immediate causes of death, an illness or disability, in the presence of an Acquired Immune Deficiency Syndrome.
- 3) **ACTS OF TERRORISM** means any actual or threatened use of force or violence directed at or causing damage, injury, harm or disruption, or commission of an act dangerous to human life or property, against any individual, property or government, with the stated or unstated objective of pursuing economic, ethnic, nationalistic, political, racial or religious interests, whether such interests are declared or not. Robberies or other criminal acts, primarily committed for personal gain and acts arising primarily from prior personal relationships between perpetrator(s) and victim(s) will not be considered as an Act of Terrorism. Act of Terrorism also includes any act, which is verified or recognised by the (relevant) government as an act of terrorism.
- 4) **CIVIL UNREST, RIOT OR COMMOTION** means a gathering of persons (organised or unorganised) in disturbance of the public peace with the presence of violence, threats of violence, or the action of any lawfully constituted authority to suppress or attempt to suppress any such gathering.
- 5) **COMMON CARRIER** means any land, water or air conveyance operating under a valid license in the country that You are in for the transportation of passengers for hire and which operate to fixed, established and regular schedules and routes. It does not mean taxis or private cars, nor does it mean any such conveyance if chartered or arranged as part of a tour even if such services are regularly scheduled.
- 6) **COUNTRY OF ORIGIN** means any country to which You are granted rights of citizenship or permanent residence by the respective governmental authorities.
- 7) **EXTREME SPORTS AND SPORTING ACTIVITIES** means any sport or sporting activities that present a high level of inherent danger (i.e. involves a high level of expertise, exceptional physical exertion, highly specialized gear or stunts) including but not limited to big wave surfing, canoeing down rapids, cliff jumping, horse jumping, ultra marathons, biathlons, triathlons and stunt riding. It does not mean usual tourist activities that are accessible to the general public without restriction (other than height or general health or fitness warnings) and which are provided by a recognized local tour operator but always providing that You are acting under the guidance and supervision of qualified guides and/or instructors of the tour operator when carrying out such tourist activities.
- 8) **EDUCATIONAL INSTITUTION** means any school, vocational institute, polytechnic, college, university or institute of higher learning which is duly licensed to provide educational services by trained or qualified teachers and where You are registered as a full-time student.
- 9) **FELONIOUS ASSAULT & BATTERY** as used in this Policy means the threat or attempt to inflict immediate offensive physical contact or bodily harm onto You that puts You in fear of such harm or contact together with battery involving a willful or reckless use of force upon You without Your consent which results in bodily harm to You. All such acts shall amount to a crime, illegal or unlawful act, felony or misdemeanor in the jurisdiction in which it occurs. For the purpose of this Policy, Felonious Assault and Battery shall be regarded as an Accident.
- 10) **HOSPITAL** means an establishment constituted and registered as a facility for the care and treatment of sick and injured persons as paying bed patients and which:
 - a) has full facilities for diagnosis and surgical procedures;
 - b) provides 24-hour a day nursing services by registered graduate nurses;
 - c) is supervised by a staff of Medical Practitioners; and
 - d) is not primarily a clinic, nursing, rest or convalescent home, a home for the aged, a place for the treatment of alcoholism or drug addiction or an institution for mental or behavioral disorder.
- 11) **HOSPITAL CONFINEMENT** means confinement in a Hospital due to Sickness or Injury suffered Overseas for at least one Day as a resident in-patient (other than for day surgery) upon the advice of and under the regular care and attendance of a Medical Practitioner for this purpose. Day shall mean a continuous 24 hour period for which the Hospital charges for room and/or board.
- 12) **HOUSEHOLD CONTENTS** means household furniture and furnishing, clothing and personal effects belonging to You or to Immediate Family Members permanently residing with You and fixtures and fittings which You own (or for which You are responsible) not being landlord's fixtures and fittings excluding deeds, bonds, bills of exchange, promissory notes, cheques, travellers' cheques, securities for money, documents of any kind, cash, currency notes and Valuables.
- 13) **IMMEDIATE FAMILY MEMBER** means Your parent, step parent, parent-in-law, spouse, child, brother, sister, grandparent and grandparent-in-law

- 14) **INJURY** means bodily injury which You sustain within 90 days from the date of an Accident and is caused by an Accident solely, directly and independently of any other cause.
- 15) **INSURED PERSON(S)** in respect of an Individual Plan means the student named in the Policy Schedule as the Insured(s); in respect of a Family Plan means the person(s) stated in paragraph 9 of Part IV – General Conditions.
- 16) **LAPTOP COMPUTER** means the complete laptop computer including accessories or attachments that come as standard equipment with the laptop. Any handheld computers, tablets (including but not limited to iPads, Samsung Galaxy tablets) or similar devices are excluded from this category.
- 17) **LOSS OF LIMB** means Permanent and irrecoverable total loss of use or permanent loss by physical severance (separation) of a hand at or above the wrist or foot at or above the ankle.
- 18) **LOSS OF HEARING** means Permanent irrecoverable loss of hearing where
 If a dB = Hearing loss at 500 Hertz
 If b dB = Hearing loss at 1000 Hertz
 If c dB = Hearing loss at 2000 Hertz
 If d dB = Hearing loss at 4000 Hertz
 $1/6$ of (a+2b+2c+d) is above 80 dB
- 19) **LOSS OF SIGHT** means the entire and Permanent irrecoverable loss of sight.
- 20) **LOSS OF SPEECH** means the disability in articulating any three of the four sounds which contribute to the speech such as the labial sounds, the alveololabial sounds, the palatal sounds and the velar sounds or total loss of vocal cord or damage of speech center in the brain resulting in aphasia.
- 21) **MAJOR TRAVEL EVENT** means
 a) Natural Disaster;
 b) epidemic or pandemic as declared by the World Health Organisation;
 c) major industrial accident;
 d) Civil Unrest, Riot or Commotion resulting in cancellation of scheduled Common Carrier services or in a relevant government warning against non-essential travel;
 e) Strike resulting in cancellation of scheduled Common Carrier services; or
 f) any event leading to airspace or multiple airport closures.
- 22) **MANUAL WORKER** means work which involves a person undertaking physical labour or manual operation or active personal participation in any of the following:
 a) underground work, mining work, military duties, offshore work, construction work, or outside building or installation work exceeding three meters in height;
 b) work that involves heavy machinery, explosives or hazardous materials;
 c) work as a diver, life guard, taxi driver, bus driver, or other commercial vehicle or heavy vehicle driver, dispatch rider or delivery person;
 d) 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;
 e) work involved as a staff in a bar, restaurant and hotel, or work as musicians and singers and fruit pickers if the fruit pickers are operating machinery;
- f) but does not mean a person who undertakes voluntary work for a charitable organisation unless they receive remuneration for this work or if it involves construction work and usage of heavy machinery or working more than three meters above the ground.
- 23) **MEDICAL EXPENSES** mean expenses incurred overseas within 60 days of sustaining Injury or Sickness and paid to a Medical Practitioner, Hospital and/or ambulance service provider for medical, surgical, X-ray, Hospital or nursing treatment including the cost of medical supplies and ambulance hire and including the cost of dental treatment where such treatment is necessarily incurred to restore sound and natural teeth and is caused by an Accident. All treatment including specialist treatment must be prescribed or referred by a Medical Practitioner in order for expenses to be reimbursed under this Policy and will not exceed the usual level of charges for similar treatment, medical services or supplies in the location where the expenses were incurred had this insurance not existed.
- 24) **MEDICAL PRACTITIONER** means a licensed, registered and properly qualified medical practitioner licensed under any applicable laws and acting within the scope of his/her license and training. The attending Medical Practitioner cannot be You, Your spouse, Your business partner, Your employer, Your employee, Your agent, a person booked to accompany You on the Trip or a person who is related to You in any way by blood, marriage or adoption.
- 25) **NATURAL DISASTERS** means extreme weather conditions (including but not limited to typhoons, hurricanes, cyclones or tornados), fires, floods, tsunamis, volcanic eruptions, earthquakes, landslides or other convulsion of nature or by consequences of any of the occurrences mentioned above.
- 26) **OVERSEAS** means beyond the territorial limits of Singapore.
- 27) **OVERSEAS RESIDENCE** means Your permanent place of residence whilst studying abroad during the Policy period.
- 28) **PERMANENT** means lasting 12 consecutive calendar months from the date of the Accident and at the expiry of that period being beyond hope of improvement.
- 29) **PRE-EXISTING MEDICAL CONDITION** means any condition for which:
 a) You received medical treatment, diagnosis, consultation or prescribed drugs within a twelve (12) month period preceding the commencement of a Trip; or
 b) Medical advice or treatment was recommended by a Medical Practitioner within a twelve (12) month period preceding the commencement of a Trip; or
 c) A reasonable person in the circumstances would be expected to be aware of within a twelve (12) month period preceding the commencement of a Trip.
- 30) **PUBLIC PLACE** means any place to which the general public has access, for example (but not limited to) airports, shops, restaurants, hotel foyers, parks, beaches, golf course, driving range, public buildings and like places.
- 31) **PUBLIC TRANSPORT** means any Common Carrier or any regularly scheduled mode of transportation provided and operated by a duly licensed carrier and meant for the local public to move around and which is recognised by respective countries. Such modes of transportation shall be buses, ferries, hovercrafts, hydrofoils, ships, trains, trams or underground trains. This excludes all modes of transportation that are chartered or arranged as part of a tour even if the services are regularly scheduled.

- 32) **RELATIVE** refers to Your spouse, child, parent, step parent, parent-in-law, grandparent, grandparent-in-law, great-grandparent, great-grandparent-in-law, grandchild, brother, sister, brother-in-law, sister-in-law, niece, nephew, aunt or uncle.
- 33) **SELECTED PLAN** means the choice of Plan A, Plan B or Plan C in respect of the optional Accident & Sickness Medical Expenses benefit which You or Your representative made at the time of application.
- 34) **SICKNESS** means any noticeable change in Your physical health due to a medical condition contracted, commencing or manifesting whilst overseas during the period of Your Trip in which You seek the care of a Medical Practitioner to treat the Sickness for which the claim is made provided the Sickness is not a Pre-existing Medical Condition and the nature of the Sickness is not excluded from this Policy.
- 35) **SPONSOR** means one (1) individual specified in the Application Form responsible for paying Your Tuition Fees for Your full-time study in an Educational Institution.
- 36) **STRIKE** means any organised, wilful refusal by any worker or employee to continue working to register a protest, or the action of any lawfully constituted authority in preventing or attempting to prevent any such act or in minimizing the consequences of such act.
- 37) **TERMINAL ILLNESS** as used in this Policy means any medical condition suffered by You which in the opinion of a Medical Practitioner is highly likely to lead to Your death within twelve (12) months from the first diagnosis.
- 38) **TOTAL DISABLEMENT** means Injury of a Permanent nature which solely, directly and totally disables and prevents You from attending to Your studies, any business, occupation of any and every kind or to Your usual duties.
- 39) **TRIP** means any trip undertaken by an Insured Person under a 6-Months Plan or an Annual Multi-Trip Plan.
- a) **6-MONTHS PLAN** means a journey undertaken by You for an overseas education and ceases upon Your arrival in Singapore upon completion of Your overseas education provided that the duration of such a trip shall not exceed 6 months from the effective date of this Policy. A 6-months Plan also covers multiple trips undertaken by You whilst studying abroad during the 6-months period where You depart from Your Overseas Residence for a holiday. Cover commences 3 hours before the time You leave Your permanent place of residence for a direct journey to the place of embarkation in Singapore or 3 hours before the time You leave Your Overseas Residence for a direct journey to the intended destination(s) overseas for a holiday and ceases on whichever of the following occurs first:
- i) The expiry of the period of insurance specified in the Policy;
 - ii) Your return to Your Overseas Residence; or
 - iii) Within 3 hours upon arrival in Singapore.
- b) **ANNUAL MULTI-TRIP PLAN** means a journey undertaken by You for an overseas education and ceases upon arrival in Singapore provided that the duration of such a trip shall not exceed 12 months from the effective date of this Policy. An Annual Multi-Trip Plan also covers multiple trips undertaken by You whilst studying abroad during the 12 month period where You depart from Your Overseas Residence for a holiday as well as trips undertaken by You from Singapore for a holiday during such period. Cover commences 3 hours before the time You leave Your permanent place of residence for a direct journey to the place of embarkation in Singapore or 3 hours before the time You leave Your Overseas Residence for a direct journey to the intended destination(s) overseas for a holiday and ceases on whichever of the following occurs first:
- i) The expiry of the period of insurance specified in the Policy;
 - ii) Your return to Your Overseas Residence; or
 - iii) Within 3 hours upon arrival in Singapore.
- 40) **TUITION FEES** as used in this Policy means all registration fees, course fees and any other similar costs payable to the Educational Institution at which You are enrolled to study. For the purpose of this definition, costs associated with room and board and/or text books (whether required or not) are not covered.
- 41) **VALUABLES** mean articles of gold, silver or other precious metal, jewellery, furs, precious or semi-precious gems, stamp, coin and /or medal collections and works of art.
- 42) **WAR** is a hostile contention caused by or between nations or states, or parties in the same nation or state, exercising at least de facto authority within a given territory and commanding an armed force.
- 43) We or Our or Us means AIG Asia Pacific Insurance Pte. Ltd.
- 44) You or Your means the Insured Person(s).

PART II – POLICY COVERAGE

PERSONAL BENEFITS

SECTION 1 – ACCIDENT MEDICAL EXPENSES

We will reimburse You, up to the limit specified in Section 1, the Medical Expenses necessarily incurred whilst overseas for Injury suffered by You solely and independently of any other causes.

This section also covers Medical Expenses incurred for treatment or follow-up treatment in Singapore for Injury which You had sustained whilst overseas. The time limit for seeking such medical treatment is as follows:

- a) If prior medical treatment has not been sought overseas, You must seek medical treatment in Singapore within 2 days upon Your return to Singapore. From the date of first treatment in Singapore, You have up to a maximum of 14 days to continue medical treatment in Singapore or up to a maximum sum of S\$5,000, whichever occurs first.
- b) If prior medical treatment has already been sought overseas, You have up to a maximum of fourteen (14) days upon return to Singapore to continue medical treatment in Singapore or up to a maximum sum of S\$5,000, whichever occurs first.

In no event will the total of the Medical Expenses incurred overseas and Singapore exceed the limit specified in Section 1.

If You are entitled to a refund of all or part of the Medical Expenses from any person or any other source, We will only pay the balance amount of the Medical Expenses that is not refunded subject to the applicable limits.

We will not pay for any follow-up treatment in Your Country of Origin other than Singapore.

SECTION 2 - EMERGENCY MEDICAL EVACUATION

When as the result of Injury or Sickness commencing while You are overseas and if in the opinion of Travel Guard, or an authorised representative of Travel Guard, it is judged medically appropriate to move You to another location or to return You to Singapore for medical treatment, Travel Guard, or the authorised representative, will arrange for the evacuation utilizing the means best suited to do so, based on the medical severity of Your condition. We will pay Travel Guard directly the covered expenses for such evacuation specified in Section 2.

The means of evacuation arranged by Travel Guard, or an authorised representative of Travel Guard, may include air ambulance, surface ambulance, regular air transportation, railroad or any other appropriate means. All decisions as to the means of transportation and the final destination will be made by Travel Guard, or the authorised representative, and will be based solely on medical necessity. Covered expenses are expenses for services provided and/or arranged by Travel Guard for Your transportation, medical services and medical supplies necessarily incurred as a result of an emergency medical evacuation and are subject to the following exclusions.

EXCLUSIONS

We will not pay for:-

- 1) any expenses incurred for services provided by another party for which You are not liable to pay, or any expenses already included in the cost of a scheduled Trip; and
- 2) any expenses for a service not approved and arranged by Travel Guard, or an authorized representative of Travel Guard, provided always that We reserve the right to waive, at Our sole discretion, this exclusion in the event that You or Your Relative cannot for reasons beyond Your control notify Travel Guard during an emergency medical situation. In any event, We reserve the right to reimburse You only for those expenses incurred for services which Travel Guard would have provided under the same circumstances and up to the limit specified in Section 2.

SECTION 3 – REPATRIATION EXPENSES

When as the result of Injury or Sickness commencing whilst overseas, You suffer death within 30 days from the date of the Injury or commencement of the Sickness, Travel Guard or an authorized representative of Travel Guard will make the necessary arrangements for the return of Your mortal remains to Singapore or Your Country of Origin. We will pay Travel Guard directly the covered expenses for such repatriation, up to the limit specified in Section 3.

We will also pay the associated reasonable expenses necessarily incurred Overseas for services and supplies provided by the mortician or undertaker, including but not limited to the cost of a basic casket, embalment and cremation if so elected. This will not include expenses related to religious ceremony or rites.

All arrangements for the repatriation must be approved and arranged through Travel Guard unless making such arrangements through Travel Guard were not possible in the circumstances due to reasons beyond Your estate's control and any alternative arrangements are deemed reasonable by us.

EXCLUSIONS

We will not pay for:-

- 1) any expenses incurred for services provided by another party for which You are not liable to pay, or any expenses already included in the cost of a scheduled Trip; and
- 2) any expenses incurred for the transportation of Your remains not approved and arranged by Travel Guard, or by an authorised representative of Travel Guard.

SECTION 4 – FELONIOUS ASSAULT & BATTERY

We will pay You the sum insured specified in Section 4, if You suffer Accidental death or Injury which is Permanent as a result of Felonious Assault & Battery inflicted by persons other than fellow employees or a Relative or an individual who resides with You on a permanent basis within the hostel, place of residence, Your Overseas Residence or any other similar building premises.

EXCLUSIONS

We will not pay for any loss, fatal or non-fatal, caused by or resulting from or involving the use of a moving vehicle as prohibited under the laws of the applicable country or state motor vehicle laws.

SECTION 5 - HOSPITAL VISIT (2 Ways)

- a. In the event You are under Hospital Confinement whilst overseas for more than 5 consecutive days due to an Injury or Sickness sustained whilst overseas and no adult member of Your family is with You, We will pay, up to the limit specified in Section 5, the reasonable travel expenses (round-trip economy class air ticket, rail, coach or sea transport fare) necessarily incurred by 1 Relative to visit and stay with You for the duration of Your Hospital Confinement.

Additionally, We will refund the reasonable costs (accommodation, meals & transportation) incurred by this Relative for the duration of the stay for up to \$320 per day.

In any event, Our total liability for such reasonable travel and other costs shall not exceed the limit specified in Section 5.

- b. In the event Your Immediate Family Member is under Hospital Confinement whilst in Singapore for more than 5 consecutive days due to Injury or Sickness, We will pay, up to the limit specified in Section 5, the reasonable travel expenses (a round-trip economy class ticket, rail, coach or sea transport fare) necessarily incurred by You to visit and stay with Your Immediate Family Member for the duration of his/her Hospital Confinement.

SECTION 6 – COMPASSIONATE VISIT (2 Ways)

- a. In the event of death of Your Immediate Family Member, We will pay, up to the limit specified in Section 6, the reasonable travel expenses (a round-trip economy class ticket, rail, coach or sea transport fare) necessarily incurred by You to return to Singapore.
- b. In the event of Your death due to an Injury or Sickness whilst overseas and no adult member of Your family was present at Your death, We will pay, up to the limit specified in Section 6, the reasonable travel expenses (a round-trip economy class ticket, rail, coach or sea transport fare) and hotel accommodation expenses incurred by one Relative or friend to assist in the final arrangements at Your destination.

N.B. This Policy will only pay for a claim either under Section 5 or 6, but not both.

SECTION 7 - ACCIDENTAL DEATH & PERMANENT DISABLEMENT

If You are involved in an Accident and as a consequence suffer Injury or death within 90 days of the date of the Accident, and such Injury is Permanent, We will pay compensation for the specific event suffered as set out in the Schedule of Compensation under listed events 1 to 9. The maximum amount We will pay is the Principal Sum insured. The Principal Sum Insured is as follows:

| | Principal Sum Insured per Insured Person |
|--|--|
| Insured Person | \$150,000 |
| Insured Child in a Family Plan who is below 18 years old | \$50,000 |

Schedule of Compensation

| | |
|--|----------------------|
| 1. Death | 100% } |
| 2. Permanent Total Disablement | 100% } |
| 3. Permanent and Incurable Paralysis of all Limbs | 100% } |
| 4. Permanent Total Loss of Sight of both Eyes | 100% } Percentage of |
| 5. Loss of or the Permanent Total Loss of use of two Limbs | 100% } Principal Sum |
| 6. Permanent Total Loss of Speech and Hearing | 100% } Insured |
| 7. Permanent Total Loss of Hearing in | } |
| a) both Ears | 75% } |
| b) one Ear | 15% } |
| 8. Permanent Total Loss of Sight of one Eye | 50% } |
| 9. Loss of or the Permanent Total Loss of use of one Limb | 50% } |

SECTION 8 – STUDY INTERRUPTION

In the event You are under Hospital Confinement continuously for more than 1 month as a result of an Injury or Sickness or You suffer a Terminal Illness or of the death of an Immediate Family Member, and You are prevented from continuing with Your studies at the Educational Institution for the remaining part of a school semester for which Tuition Fees have been paid, We will reimburse You the Tuition Fees which have already been paid in advance to the Educational Institution.

If you are entitled to a refund of all or part of the Tuition Fees from the Educational Institution, We will only pay the balance amount of the Tuition Fees that are not refunded subject to the applicable limit.

In the event of a claim, official invoice(s) from the Educational Institution evidencing payment of the said Tuition Fees shall be produced to Us and used as the basis for calculating any reimbursement. In no event shall the reimbursement paid by Us exceed the limit specified in Section 8.

SECTION 9 – SPONSOR PROTECTION

If Your Sponsor is involved in an Accident and as a consequence suffers death or Injury which is Permanent within 90 days of the date of the Accident, We will reimburse You any unpaid Tuition Fees which Your Sponsor is liable for, up to the limit specified in Section 9.

N.B. This Policy will only pay for a claim either under Section 8 or 9, but not both.

TRAVEL INCONVENIENCE BENEFITS

SECTION 10- LOSS OF PERSONAL BAGGAGE

We will pay You, up to the limit specified in Section 10, for loss sustained overseas of Your personal baggage taken by You for a Trip where such loss is due to theft or misdirection whilst in the care, custody and control of a Common Carrier. You must be a ticketed passenger on the Common Carrier at the time of loss. We will pay, up to the limit specified in Section 10, for the cost of replacement of the baggage and its contents. All claims must be reported to and verified by the Common Carrier. The maximum amount that will be reimbursed per article or pair or set of articles contained in the baggage is S\$200 per article or pair or set of articles subject to the applicable limit.

SECTION 11 LAPTOP COMPUTER

We will pay You, up to the limit specified in Section 11, for loss sustained overseas of Your Laptop Computer due to burglary, theft or Natural Disasters occurring in or affecting Your Overseas Residence or hotel accommodation whilst You are traveling overseas and which Laptop Computer is in Your care, custody and control at the time of loss.

We will also pay You a maximum sum to S\$200 for any loss of any hand held computers or devices.

In no event will the total reimbursement for Your Laptop Computer and any handheld computer or devices exceed the limit specified in Section 11.

Conditions applicable to Sections 10 and 11:

The loss must be reported to the police or relevant authority such as airline and hotel management having jurisdiction at the place of the loss within 24 hours of the incident. Any claim must be accompanied by written documentation from such authorities.

You must take every possible step and reasonable precaution to ensure:

- that Your baggage and/or Laptop Computer are not left unattended in a Public Place; and
- the safety of all personal property including Your baggage, Laptop Computer, handheld computers and devices.

A pair or set of items is treated as one item (e.g. a pair of shoes, a camera and its standard accompanying lens and accessories).

We may, at Our sole discretion and option, make payment or reinstate or repair the damaged personal baggage, subject to due allowance for wear and tear and depreciation.

Depreciation may not be applied to electronic items that are purchased less than 1 year from the date of incident if You can produce supporting documents (i.e. original receipts or original warranty cards) for claims.

Exclusions applicable to Section 10 and 11

With respect to SECTION 10 LOSS of PERSONAL BAGGAGE and SECTION 11 LAPTOP COVERAGE of this Policy, We will not be liable for:

- the following classes of property which are excluded from coverage: animals, motor vehicles (including accessories), motorcycles, boats, motors, any other conveyances, snow skis, fruits, perishables and consumables, household effects, antiques, artifacts, paintings, objects of art, computers (including software and accessories with the exception of Laptop Computers and handheld computer and devices as provided herein), manuscript, jewellery, gem stones, watches, contact or corneal lenses, securities, musical instruments, bridges for tooth or teeth, dentures;
- loss or damage caused by wear and tear, gradual deterioration, moths, vermin, inherent vice or damage sustained due to any process or while actually being worked upon resulting there from;
- loss or damage to hired or leased equipment and loss of or damage to property resulting directly or indirectly from insurrection, rebellion, revolution, civil war, usurped power, or action taken by governmental authorities in hindering, combating or defending against such an occurrence, seizure or destruction under quarantine or customs regulations, confiscation by order of any government or public authority or risk of contraband or illegal transportation or trade;
- loss or damage to property insured under any other insurance policy, or reimbursed by any other carrier, hotel or any other party;
- loss or damage to baggage sent in advanced, mailed or shipped separately;
- loss or damage to baggage or Laptop Computer left unattended in any Public Place;
- loss or damage arising from Your failure to take due care and precautions for the safeguard and security of such property;
- loss or damage of business goods or samples or equipment of any kind;
- loss or damage of data recorded on tapes, cards, discs or otherwise;
- loss or damage of cash and bank notes, cash card, Ez Link Card, bonds, coupons, stamps, negotiable instruments, title deeds, manuscripts, securities of any kind, loss of credit cards or replacement of Credit Cards, Identity Cards (IC) and driving licenses, travel documents except as provided for in Section 12;

- 11) loss of damage or derangement or breakage of fragile or brittle articles; and
- 12) 12) loss resulting from mysterious disappearance of such property.

N.B. This Policy will only pay for a claim under any one of Sections 10, 11 or 13 but not for more than one of the Sections.

SECTION 12 – LOSS OF TRAVEL DOCUMENTS

We will pay You, up to the limit specified under Section 12, for the cost of obtaining whilst Overseas replacement passports, travel tickets and visa, if any, which have been lost as well as additional travel expenses and hotel accommodation incurred whilst Overseas to replace such lost travel documents. Such loss must be due to robbery, burglary, theft or Natural Disasters whilst Overseas.

Where replacement passports which have been lost whilst Overseas are to be obtained upon your return to Singapore, We will pay You, up to the limit specified in the Selected Plan under Section 12, only for the cost of obtaining such passports excluding any transport or other incidental costs incurred in Singapore.

EXCLUSIONS

We will not pay for any loss that is not reported to the police within 24 hours of the loss and if a written report is not obtained.

SECTION 13 - BAGGAGE DELAY

If the checked-in baggage accompanying You has been delayed, misdirected or temporarily misplaced by the Common Carrier, We will pay \$50 for every full 6 consecutive hours of delay after Your arrival at the baggage pick-up point in the scheduled destination Overseas up to a maximum of \$500 during the Policy period. If such luggage is delayed, misdirected or temporarily misplaced by the Common Carrier after Your arrival at the baggage pick-up point in Singapore, We will only pay a maximum sum of \$50 provided a minimum period of 6 hours of delay has lapsed. For the avoidance of doubt, the amount of \$50 stated under this Section is based on each claim and not on each piece of baggage. A Property Irregularity Report or equivalent report issued by the Common Carrier is required indicating the date and time of loss and the date and time the baggage was delivered to you.

N.B. This Policy will only pay for a claim under any one of Sections 10, 11 or 13 but not for more than one of the Sections.

SECTION 14 - TRAVEL DELAY

In the event that the Common Carrier, or any land, water or air conveyance operating under a valid license in the country that You are in which is chartered or arranged as part of a tour (but always excluding taxis and/or private cars), on which You had arranged to travel in Overseas and in Singapore is delayed for at least 6 consecutive hours from the departure date as specified in the itinerary supplied to You due to a Major Travel Event, Civil Unrest, Riot or Commotion, Strike, adverse weather conditions, actual or suspected mechanical breakdown/derangement or structural defect of the Common Carrier or such land, water or air conveyance, We will pay \$50 for every full six (6) consecutive hours of delay up to a maximum of \$500 during the Policy period. Where the delay occurred in Singapore, We will only pay a maximum sum of \$50 provided a minimum period of 6 hours of delay has lapsed.

EXCLUSIONS

We will not pay for any delay:

- 1) arising from Your failure to check in as according to the itinerary supplied to You, or if You fail to obtain written confirmation from the carriers or their handling agents of the number of hours delayed and the reason for such delay; and / or
- 2) that results from a Major Travel Event, Civil Unrest, Riot or Commotion, Strike or adverse weather conditions, actual or suspected mechanical

breakdown/derangement or structural defect of the Common Carrier which was publicly known at the time You booked Your Trip or purchased this insurance, whichever occurs last.

SECTION 15 - PERSONAL LIABILITY ABROAD

We will indemnify You, up to the limit specified in the Selected Plan under Section 15, for legal liability to a third party arising during the Trip as a result of:

- a) death or Injury to any third party; or
- b) Accidental loss of or damage to property of any third party.

EXCLUSIONS

No benefits will be provided for:

1. property belonging to a member of Your family or employer or deemed by law to be your employee;
2. liability to any person who is a member of Your family or employer or deemed by law to be your employee;
3. property belonging to You or in your care, custody or control;
4. any liability assumed under contract;
5. liability arising directly or indirectly from, in respect of, or due to Your willful, malicious or unlawful acts;
6. liability arising directly or indirectly from, in respect of, or due to the ownership, possession or use of vehicles, aircraft, watercraft, firearms or animals;
7. liability arising directly or indirectly from, in respect of, or due to ownership or occupation of land or buildings (other than occupation only of any temporary residence);
8. liability arising directly or indirectly from, in respect of, or due to the undertaking or pursuit of any trade, business or profession;
9. liability arising directly or indirectly from, in respect of, or due to any criminal acts;
10. legal costs resulting from any criminal proceedings;
11. Your participation in any motor rallies, or car, motorcycle, boat or aerial racing;
12. judgments which are not in the first instance delivered by or obtained from a court of competent jurisdiction within Singapore; and / or
13. punitive, aggravated or exemplary damages.

As a condition precedent to Our liability, You must not make any offer or promise of payment or admit any liability or fault to any other party, or become involved in any litigation without our written approval.

SECTION 16- OVERSEAS RESIDENCE GUARD

We will pay You, up to the limit specified in Section 16, or at Our sole discretion and option, reinstate or repair any loss or damage to the Household Contents within Your Overseas Residence that was left vacant whilst You were away on a holiday overseas, which loss or damage is caused by a fire occurring after You have departed for the Trip from Your Overseas Residence.

EXCLUSIONS

We will not be liable for:

- 1) wear, tear, depreciation, the process of cleaning, dyeing, repairing or restoring any article, the action of light or atmospheric conditions, moth, insects, vermin or any other gradually operating cause;
- 2) any loss or damage occasioned through Your willful act or with Your connivance;
- 3) loss (whether temporary or permanent) of the insured property or any part thereof by reason of confiscation, requisition, detention or legal or illegal occupation of such property or of any premises, vehicle or thing containing the same by any government authorities;
- 4) electrical or mechanical breakdown;
- 5) consequential loss or damage of any kind;

- 6) business or professional use in respect of photographic and sports equipment and accessories and musical instruments;
- 7) motor vehicles, boats, livestock, bicycles and any equipment or accessories relating thereto; and
- 8) loss or damage insured under any other insurance policy, or reimbursed by any other party.

Section 17 Travel Guard 24 hour Emergency Assistance Service

Travel Guard helps You in the following ways:

1. Pre-trip Assistance Service
 - Provides current visa and weather information on virtually every destination around the world.
 - Provide updates on known health hazards, and immunization requirements if You are travelling to a remote destination.
2. Medical Service
 - Provides directions on how to obtain medical care overseas and co-ordinate communication with local medical practitioners and your own doctor back home.
 - Keeps Your family and employer informed with medical and travel information if you are hospitalised.
 - Arranges for payment of medical services using funds from credit cards, family or employers if necessary.
3. Emergency Ticket Services
 - Operates 24-hours a day, 365 days a year.
 - Provides emergency travel agent services for both airline and hotel reservations.
 - Arrange ticket payment using Your credit facilities, and for You to pick up Your pre-paid ticket at airline ticket counters.
4. General Assistance Service
 - Provides advice on contacting and using services from consulates, translation services, and other sources of travel-related services.
 - Arranges international shipment of personal business items.
5. Evacuation & Repatriation Service
 - Arranges transportation and medical care enroute when you require an emergency (or even a non-emergency) medical evacuation, if required.
 - Arranges the repatriation of remains of a deceased traveller.
 - Arranges escort services and transportation home for family members, travelling companions or minor children.
6. Baggage Service
 - Provides instant telephone advice to travellers whose baggage has been delayed or lost by the carrier.
7. Legal Service
 - Assist You in locating legal counsel.
 - Arranges bail, and payment for legal expenses using Your own cash or credit resources, or by forwarding funds from Your family or employer.

OPTIONAL BENEFIT – ACCIDENT & SICKNESS MEDICAL EXPENSES

We will reimburse You, up to the limit specified in the Selected Plan under Optional Benefits, the Medical Expenses necessarily incurred whilst overseas for Injury or Sickness suffered by You solely and independently of any other causes.

If You are entitled to a refund of all or part of the Medical Expenses from any person or any other source, We will only pay the balance amount of Medical Expenses that is not refunded subject to the applicable limits.

| | Maximum Benefit (S\$) | | |
|--|-----------------------|----------|-----------|
| Optional Benefits | Plan A | Plan B | Plan C |
| Insured Person | \$20,000 | \$80,000 | \$120,000 |
| Insured Child in a Family Plan who is below 18 years old | \$10,000 | \$40,000 | \$60,000 |
| Excess applicable per Sickness claim | \$100 | \$100 | \$100 |

This section also covers Medical Expenses incurred for treatment or follow-up treatment in Singapore for Injury or Sickness which You had sustained whilst overseas. The time limit for seeking such medical treatment is as follows:

- a) If prior medical treatment has not been sought overseas, You must seek medical treatment in Singapore within 2 days upon Your return to Singapore. From the date of first treatment in Singapore, You have up to a maximum of 14 days to continue medical treatment in Singapore or up to a maximum sum of S\$5,000, whichever occurs first.
- b) If prior medical treatment has already been sought overseas, You have up to a maximum of 14 days upon Your return to Singapore to continue medical treatment in Singapore or up to a maximum sum of S\$5,000, whichever occurs first.

In no event will the total of the Medical Expenses incurred overseas and Singapore exceed the limit specified in the applicable Selected Plan under Optional Benefits.

We will not pay for any follow up treatment in Your Country of Origin other than Singapore.

PART III – GENERAL EXCLUSIONS

A. THIS POLICY WILL NOT COVER ANY LOSS, INJURY, DAMAGE OR LEGAL LIABILITY ARISING DIRECTLY OR INDIRECTLY FROM:

- 1) Any Injury, Sickness or disease resulting directly or indirectly from or due to, or accelerated by:
 - a) the use, release or escape of nuclear materials that directly or indirectly results in nuclear reaction or radiation or radioactive contamination;
 - b) the dispersal or application of pathogenic or poisonous biological or chemical materials; or
 - c) the release of pathogenic or poisonous biological or chemical materials;
- 2) Your illegal or unlawful intentional act or confiscation, detention, destruction by customs or other authorities or any breach of government regulation;
- 3) Your failure to take reasonable precautions to avoid a claim under the Policy following the warning of any Major Travel Event through or by general mass media;
- 4) Any prohibition or regulations by any government;
- 5) Your not taking all reasonable efforts or Your carelessness, negligence or recklessness in safeguarding Your property or avoiding Injury or avoiding and/or minimising any claim under the Policy;
- 6) You participating in:
 - a) Extreme Sports and Sporting Activities;
 - b) any professional sports or any sport in which You would or could earn or receive remuneration, donation, sponsorship or financial rewards of any kind;
 - c) racing other than on foot (except for ultra marathons, biathlons and triathlons which are excluded);
 - d) Expeditions;
 - e) private hunting trips;
 - f) off-piste skiing;

- g) private white water rafting grade 4 or above;
- h) ocean yachting or pot holing;
- i) scuba diving unless You hold a PADI certification (or similar recognized qualification) or You are diving with a qualified instructor. In these situations the maximum depth that We will cover is as specified under Your PADI certification (or similar recognised qualification) but no deeper than thirty (30) meters and You must not be diving alone;
- j) motorcycling (unless You hold a motorcycle license recognised by the country You are travelling in and provided that You wear a helmet at all times whilst motorcycling and abide by all applicable road laws of that country, but always excluding motorcycle racing);
- k) Mountaineering;
- l) outdoor rock climbing or abseiling or
- m) trekking (including mountain trekking) above 3000 meters, save that exclusions (l) and (m) shall not apply to organized harnessed outdoor rock climbing, harnessed abseiling and trekking (including mountain trekking) that are:
 - available to the general public without restriction (other than general health and fitness warnings); and
 - provided by a recognized commercial local tour operator or activity provider; and
 - provided that You are acting under the guidance and supervision of qualified guides and/or instructors of the tour operator or activity provider and you wear the recommended safety equipment and follow the safety procedures, rules and regulations of the qualified guides and/or instructors; and
 - the activity takes place below 6,000 meters.
- 7) You travelling as an operator or crew member in, or carrying out any testing or repairs on, a private aircraft or a Common Carrier;
- 8) Suicide or attempted suicide or intentional self-inflicted injury, while sane or insane;
- 9) The effect or influence of alcohol or of non-prescription drugs or medications;
- 10) Any Pre-existing Medical Conditions;
- 11) Pregnancy or childbirth, and / or any injury or sickness associated with pregnancy or childbirth
- 12) Sexually transmitted diseases, AIDS, HIV infections and AIDS related infections;
- 13) Mental and nervous or sleep disorders, including but not limited to insanity or any diagnosed psychological or psychiatric disorder, anxiety or depression;
- 14) Your engaging in naval, military, air force service or operations, or testing of any kind of conveyance, engaging in Manual Work during the Trip, engaging in any offshore work activity or engaging in mining, aerial photography or handling of explosives or ammunition, firearms or flight duty (except as a passenger);
- 15) You acting as a law enforcement officer, emergency medical or fire service personnel, civil defence or military personnel of any country or international authority, whether in full-time service or as a volunteer or for reservist training pursuant to Section 14 of the Enlistment Act, Chapter 93 of Singapore;
- 16) Mysterious disappearance;
- 17) When You are not fit to travel or are travelling against the advice of a Medical Practitioner;
- 18) When You are travelling to obtain medical care, treatment or advice of any kind whether this is the sole purpose or not of Your Trip;
- 19) Medical services or treatments referred to Travel Guard which in the opinion of both the Medical Practitioner in attendance and Travel Guard can wait until You return to Singapore;
- 20) Any claim that results from the tour operator, airline or any other company, firm or person willfully refusing to carry out any part of their obligation to You;
- 21) Any indirect losses which are not covered by the terms and conditions of this Policy;
- 22) The costs of any lost or damaged item which is covered by any other insurance policy;
- 23) Travel in, to or through Afghanistan, Cuba, Democratic Republic of Congo, Iran, Iraq, Liberia, Sudan or Syria; and / or
- 24) Declared or undeclared War, or any declared or undeclared Act Of War.

25) PART IV – GENERAL CONDITIONS

1. SCHOOL INDUSTRIAL ATTACHMENT:

This Policy shall cover You even if the purpose of the Trip is not to undertake studies in an Educational Institution overseas but is for the purpose of an industrial attachment overseas as required by Your Educational Institution in Singapore. However, We will not cover You if such an industrial attachment involves the use or operation of heavy equipments, offshore drilling activities, or is on board a vessel.

2. AWARENESS OF CIRCUMSTANCES: At the time of effecting this insurance You must not be aware of any circumstances, facts or risks related to Your place of destination which are known or ought to be known by You and which may give rise to a claim under this Policy. In such a case, no claim will be payable.

3. TRAVEL GUARD NOTIFICATION REQUIREMENTS: If You require hospitalisation or emergency transportation services or need to return to Singapore early for any reason, You must contact Travel Guard and obtain approval before arrangements are made. You must follow the advice and instruction of Travel Guard failing which Your claim may not be payable.

4. OFFSET CLAUSE: We will not cover You for loss or an event or liability to the extent that it is covered by any other source including but not limited to other insurance policy, medical or health scheme or Act of Parliament or any benefit which We are legally prohibited to pay by law. We will however pay the difference between what is payable under the other source and what You would have been entitled to recover under this Policy to the extent permitted by law.

5. FITNESS FOR TRAVEL: At the time of effecting this insurance You must be medically fit to travel and not be aware of any circumstances which could lead to a claim arising under this Policy, otherwise a claim will not be payable.

6. PURCHASE/INCEPTION OF TRAVEL INSURANCE: You must purchase the insurance before departing Singapore at the start of a 6-Months Plan or an Annual Multi-Trip Plan. If You are overseas and wish to purchase this Policy during your studies in an overseas Educational Institution or whilst on an industrial attachment overseas, We will provide coverage from the date We receive your Application with payment to Us.

7. DUPLICATION OF COVER: In the event You are covered under more than one travel insurance policy with the exception of corporate travel insurance, underwritten by Us for the same Trip, We will consider You insured only under the policy which provides the highest benefit level.

8. CURRENCY AND PAYMENT: All amounts shown are in Singapore dollars and all payments shall be made in Singapore.

9. FAMILY PLAN:

The Insured Persons in a Family Plan shall comprise of:

- a) a maximum of 2 adults who are the Insured student and his/her Spouse and they are legally married to each other, and who are named in the Policy Schedule as the Insured(s); and
- b) any number of Child(ren) who are the legal Child(ren) of the 2 adults mentioned in a) above.

Each Insured Person is entitled to claim for the benefits under each section of this Policy up to the maximum limit applicable.

During the Policy period, a Child making a trip must be accompanied by at least one adult mentioned in a) above.

Definition of Spouse

Spouse is defined as the legal spouse of the Insured student who accompanies the Insured student on the Overseas study Trip. The spouse must be aged between 18 and 45 years during the term of the policy. The spouse must either also be a student or be unemployed during the term of the Policy.

Definition of Child

Child is defined as a legal child of the Insured student who is above 1 year old and below 18 years old. The child must not be employed during the term of the Policy.

Coverage under this Policy may be extended to accompanying Child(ren) from the age of 15 days upwards up to 1 year, subject to the following additional exclusions being applicable to such Child(ren):-

- Birth defects & congenital illnesses or conditions
- Routine medical examination or check-ups, routine eye or ear examination and vaccinations

- 10. DETERMINATION OF AGE:** In any claim, Your age will be determined as at the date of the Injury or Sickness with reference to the birth date.
- 11. COMPLIANCE WITH POLICY PROVISIONS:** Failure to comply with any of the provisions contained in this Policy will invalidate all claims herein.
- 12. TIME OF NOTICE OF CLAIM:** As soon as practicable and in any case within 30 days after the occurrence of any event which may give rise to a claim, You will give written notice to Us. Notice given to Us by You or on Your behalf with information sufficient to identify You will be deemed to be notice to Us. However, if You visit or are admitted into a Hospital for medical treatment whilst Overseas and You are likely to be in Hospital for more than 24 hours, someone must contact Us immediately and notify Us of such an event. This notice shall then be followed up with the written notice stated in this condition. In any event and irrespective if notice has been given, all claims must be submitted no later than 30 days after the occurrence of any event giving rise to the claim.
- 13. NOTIFY AUTHORITIES:** If the property insured under Sections 10, 11, and 12 of this Policy is lost You will take all reasonable measures to protect, save, and recover it, and will also promptly notify the police, hotel, transportation company or transportation terminal authorities.
- 14. SUBROGATION:** In the event of any payment under all Sections of this Policy, We will be subrogated to all Your rights of recovery against any person or organisation and You will execute and deliver instruments and papers and do whatever else is necessary to secure such rights. You will take no action after the loss to prejudice such rights.
- 15. FORMS FOR PROOF OF LOSS:** Upon receipt of a notice of claim, We will furnish You with such claim forms as are usually furnished by Us for filing proof of loss. You must return such claim forms with full particulars within 15 days after the receipt of such claim forms. You will also at the same time when returning the completed claim form within the said 15 days provide Us written proof of the occurrence, the circumstances and the extent of the loss for which the claim is made. You will also at any time at Our request submit whatever documents required by Us in support of the claim as soon as possible and in any event within 60 days after the receipt of notice of such requirement.
- 16. MEDICAL EXAMINATION AND TREATMENT:** You will at Your expense furnish Us with all such certificates, information and evidence as We may require. You will also, whenever reasonably required to do so, arrange to submit to medical examination by Medical Practitioners appointed by Us. In the event of Your death, where it is not forbidden by law, We will be entitled to have a post-mortem examination at

Our own expense, and notice will, where practicable, be given to Us before internment or cremation, stating the name and place of any inquest appointed. In the event of any conflict of opinion between Our Medical Practitioner and Your Medical Practitioner, the opinion of Our Medical Practitioner will prevail and be binding on You or Your estate as the case may be.

17. ARBITRATION:

- a) Any dispute, difference or question arising at any time hereafter between Us and You or Your legal personal representatives in relation to the true construction of the Policy or the rights or liabilities of the parties hereto will be referred to arbitration in Singapore and Singapore laws will apply thereto.
- b) The arbitration will be heard by a single arbitrator to be agreed by the parties hereto within 14 days of the commencement of the arbitration. In default of agreement, the arbitrator will be appointed in accordance with and subject to the provisions of the Arbitration Act Cap. 10 or any statutory modification or re-enactment thereof for the time being in force. Arbitration proceedings will be conducted in accordance with the Rules of the Singapore International Arbitration Centre.

- 18. TO WHOM INDEMNITIES PAYABLE:** Indemnity for Your loss of life is payable to Your estate. All other indemnities of this Policy are payable to You, except under Sections 2 and 3. Under Section 1, in the event funds for emergency medical treatment are guaranteed to the provider of healthcare by Travel Guard or their authorised representative, indemnities will be payable directly to the provider of healthcare. Indemnity for expenses under Section 1 which You incur directly will be payable to You. Under Sections 2 and 3 the benefits will be paid directly to the provider of service as indicated in each section.

19. RULE OF REFUND:

- 6-Months Per Trip Plan: We will not allow any refund of premium once the Policy is issued.
- Annual Multi-Trip Plan: If the Policy is cancelled less than 6 months from the Policy effective date, a short rate will apply except if there has been a claim against the Policy during that time-period. There will be no refund for cancellation of a policy after 6 months from the Policy effective date.

| Cancellation of Policy | Refund % |
|-----------------------------------|----------|
| Within 1 to 6 months | 50% |
| After 6 months | 0% |
| Claims filed during policy period | 0% |

- 20. CANCELLATION:** We may cancel this Policy at any time by written notice delivered to You or mailed to Your last address shown in Our records stating when such cancellation will be effective. In the event of such cancellation, We will return promptly the pro rata unearned portion of any premium actually paid by You. Such cancellation will be without prejudice to any claim originating prior thereto.
- 21. RIGHT OF RECOVERY:** In the event authorisation for payment and/or payment is made by Us or Travel Guard or an authorised representative of Travel Guard for a medical claim for which Policy liability is not engaged, We or Travel Guard or an authorised representative of Travel Guard reserves the right to recover against You for the full sum which We or Travel Guard or an authorised representative of Travel Guard is liable to the medical institution to which You were admitted.
- 22. ENTIRE CONTRACT:** The Policy, Schedule, Endorsements, Application Form, Declaration and attached papers together with other statement in writing will be read together as one contract. Any word or expression to which a specific meaning has been ascribed in any part

of the Schedule attached will bear specific meaning wherever it may appear. In the event of a conflict, the terms, conditions or provisions of the Schedule attached will prevail. No statement made by the applicant for insurance not included herein will void the insurance cover or be used in any legal proceedings hereunder. No agent has the authority to change or waive any provisions of the Policy. No change of provisions will be valid unless approved by an executive officer of We and such approval be endorsed hereon.

23. REINSTATEMENT OF POLICY: If You default in paying the agreed premium for this Policy, the subsequent acceptance of a premium by us will reinstate this Policy, but only to cover Injury or Sickness sustained after the acceptance of premium.

24. RENEWAL (APPLICABLE TO ANNUAL MULTI-TRIP POLICIES ONLY): This Policy may be renewed with payment of the premium in advance at our premium rate in force at time of renewals.

25. INTEREST: No indemnity from us will carry any interest.

26. GOVERNING LAW: This Policy will be governed by and interpreted in accordance with Singapore laws.

27. CONTRACTS (RIGHTS OF THIRD PARTIES) ACT: A person who is not a party to this Policy contract will have no right under the Contracts (Rights of Third Parties) Act and to enforce any of its terms.

28. PAYMENT BEFORE COVER WARRANTY

Notwithstanding anything contained in this Policy but subject to sub-clauses 2 below,

- a. You agree and declare that the total premium due must be paid and actually received in full by Us (or the intermediary through whom this Policy was effected) on or before the Effective Date of the coverage under the Policy.
- b. In the event that the total premium due is not paid and actually received in full by us (or the intermediary through whom this Policy was effected) on or before the Effective date, then the Policy will be deemed to be cancelled immediately and no benefits whatsoever will be payable by us as cover never attach. Any payment received thereafter will be of no effect on the cancellation of the Policy.

29. DATA PRIVACY: The Insured Person(s) has/have agreed and consented that We may collect, use and process the Insured Person(s)'s personal information (whether obtained in the application form or otherwise obtained) and disclose such information to the following, whether in or outside of Singapore: (i) Our group companies; (ii) Our (or Our group companies') service providers, reinsurers, agents, distributors, business partners; (iii) brokers, the Insured Person(s)'s authorised agents or representatives, legal process participants and their advisors, other financial institutions; (iv) governmental / regulatory authorities, industry associations, courts, other alternative dispute resolution forums, for the purposes stated in Our Data Privacy Policy which include:

- (i) Processing, underwriting, administering and managing the Insured Person(s)'s relationship with Us;
- (ii) Audit, compliance, investigation and inspection purposes and handling regulatory / governmental enquiries;
- (iii) Compliance with legal or regulatory obligations, risk management procedures and Our internal policies;
- (iv) Managing Our infrastructure and business operations; and
- (v) Carrying out market research and analysis and satisfaction surveys.

Note: Please refer to the full version of Our Data Privacy Policy found at http://www.aig.com.sg/sg-privacy_1030_237853.html.

If the Insured Person has not opted out, the Insured Person has also consented to Us, Our group companies, service providers and business partners using, processing and disclosing the Insured Person's personal information to:

- a) enrol the Insured Person in contests, prize draws and similar promotions; and
- b) contact the Insured Person to market other insurance, and/or Our, Our group companies' and/or Our business partners' financial products and/or services.

If you have any questions about Our collection, use and disclosure of personal information you may contact Our Data Protection Officer at singaporedataprotectionofficer@aig.com.

30. INSURANCE ACT (CHAPTER 142): This Policy is issued in Singapore and is subject to the Insurance Act (Chapter 142) (the "Act"). A policy may be regarded as a Singapore policy or an off-shore policy. For this Policy to be regarded as a Singapore policy, You should be ordinarily resident in Singapore at the date of Your application for this Policy. The Act provides that You are treated as being ordinarily resident in Singapore if

- (i) You are a citizen of Singapore, unless You have resided outside Singapore continuously for 5 or more years preceding the application date of the policy and are not currently residing in Singapore;
- (ii) You are a permanent resident, unless You have resided in Singapore for less than a total of 183 days in the 12 months preceding the application date of the policy;
- (iii) You have a work pass or permit required under the Employment of Foreign Manpower Act (Cap. 91A), unless You have resided in Singapore for less than a total of 183 days in the 12 months preceding the application date of the policy; or
- (iv) You have a pass or permit required under the Immigration Act (Cap. 133) that has duration longer than 90 days and You have resided in Singapore continuously for at least 90 days in the 12 months preceding the application date of the policy.

If You do not satisfy any one of the aforesaid definitions of being "ordinarily resident in Singapore", You must notify Us immediately.