

BBM Travel Insurance™

Frequently Asked Questions (FAQs)

Outbreak of Novel Coronavirus (COVID-19)

CHUBB®

18 March 2020

Notice

With reference to the COVID-19 situation, the Ministry of Health (MOH) has issued an advisory to defer all non-essential travel on 15 March 2020.

As the COVID-19 outbreak is a widely known and publicised event, policies purchased **on and after 19 March 2020** will not provide any cover for claims directly or indirectly arising from, relating to or in any way connected with COVID-19 (or any mutation or variation thereof). Chubb will not therefore cover claims relating to any inability to travel, any decision not to travel or any changes to travel plans, nor any medical or health related loss or expense incurred, as a result of COVID-19.

Contact Us



For any clarification, you may contact Chubb's Customer Service Representatives at:

Chubb Customer Service Hotline

+65 6398 8797

(Mondays to Fridays, 9:00 am – 5:00pm, excluding Public Holidays)



For any emergency medical assistance, please contact:

Chubb Assistance (24-hours)

+65 6322 2132 (reverse charge via an operator is available)

FAQs

Scenario	Reply
Am I covered if I need to cancel/ postpone/ curtail my trip as a result of COVID-19?	<p>No, your policy does not cover travel cancellation/curtailment/postponement.</p> <p>You may reach out to your travel service provider (such as airline, hotel, travel agent) to seek information on any possible refund.</p>
Does my policy cover me if I still proceed with my trip after a travel advisory has been issued about travel to my destination?	<p>No, your policy will not provide any cover as the MOH has issued a travel advisory against non-essential travel.</p> <p>For the avoidance of doubt, your policy will still cover you if you were already on your journey when the travel advisory was issued. Cover is subject to the terms and conditions of the policy.</p>
Does my policy cover me if I am currently overseas?	<p>Yes, your policy provides cover if you were already on your journey when the MOH travel advisory was issued. Cover is still subject to the terms and conditions of the policy.</p>
Does my policy cover me for claims related to COVID-19 if I purchased it on or after 19 March 2020?	<p>No, policies purchased on or after 19 March 2020 will not provide any cover for claims directly or indirectly arising from, relating to or in any way connected with COVID-19 (or any mutation or variation thereof).</p> <p>Chubb will not therefore cover claims relating to any inability to travel, any decision not to travel or any changes to travel plans, nor any medical or health related loss or expense incurred, as a result of COVID-19.</p>
I want to cancel my policy. Can I have a full refund of premium?	<p>Yes, Chubb is prepared to cancel your policy with a full refund of premium, provided the cancellation of your policy must be done before the policy start date.</p> <p>To cancel your policy, please contact Chubb's Customer Service Hotline at +65 6398 8797 (Mondays to Fridays, 9.00am to 5.00pm, excluding Public Holidays) or via email at dbscs.sg@chubb.com.</p>
Can I change my policy date in the event I have postponed my trip?	<p>Yes, Chubb is prepared to amend your policy to your new travelling date within the same duration at no additional cost with the following condition(s):</p> <ul style="list-style-type: none">• The amendment to your policy must be done before commencement of your trip; and• Your new trip must take place within 6 months of your original departure date.