

## iTravel Protect – Special arrangement due to Novel Coronavirus

Given the rapid development of the new coronavirus and its spread across the world, it may disrupt the travel plan of the customer. We are providing a special arrangement for our customers who have recently purchased iTravel Protect.

### Reschedule the trip

Customers are strongly encouraged to take advantage of our mobile app AIA Connect or AIA iShop and change the effective dates of their original travel insurance purchased to cover for a rescheduled journey. For more information, please click [here](#).

Important Note	<ul style="list-style-type: none"><li>• The policyholder can reschedule the period of travel for personal reasons no later than 1 day (HK Time) before the start date of the trip (the rescheduled trip must commence within 90 days of the date of application for rescheduling) provided that no benefit will be provided for any pre-existing condition and event which is known and/or announced at the time of the application for reschedule.</li><li>• If the trip duration is extended, additional premium will be required and the total trip duration cannot exceed 180 days.</li><li>• The amended trip duration cannot be shorter than the original trip duration.</li></ul>
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### Full Premium Refund

Customers may also apply for a full refund for their travel insurance purchased before February 1<sup>st</sup> with journeys that commence within March, and if:

- (a) the original journey of the insured to Mainland China, Taiwan, Japan, South Korea, Italy, Thailand, France, Germany, Spain, Australia or New Zealand is cancelled; or
- (b) the original journey of the insured is cancelled due to his/her entry-visa being rejected, destination country flight ban or immigration ban for Hong Kong travelers.

If any benefit is payable at the time of application for premium refund, customers may only choose either to apply for a claim or apply for a premium refund.

Policyowners may apply for premium refund by sending the request (with the same email address used for the policy) with the policy number stated and requirement documents to [aiahk.plb@aia.com](mailto:aiahk.plb@aia.com) for processing. Please note it may take up to 6-8 weeks to process the refund for successful applications. If you have any questions, please email us at [aiahk.plb@aia.com](mailto:aiahk.plb@aia.com).

### Requirement documents include:

- invoice or payment receipt; and
- itinerary or email confirmation which has shown the Insured's name and the commencement date and end date of trip