

## Frequently Asked Question (FAQ)

### AIG Travel Insurance – Go Flexible Campaign

**Campaign Announcement - 27<sup>th</sup> March 2020**



**I purchased AIG Travel Insurance policy directly online through AIG Malaysia website between March 2, 2020 to March 27, 2020. Am I still eligible under the campaign?**

Yes, you are eligible under the campaign. You can cancel your travel insurance policy for any reason as long as you contact us **24 hours** before your travel departure date and no claims has or will be submitted by you under your policy. The campaign period travel dates must be between **March 3, 2020 to July 31, 2020.**

## AIG Travel Insurance – Go Flexible Campaign

### 1) What is this campaign about?

With the recent uncertain events that are happening globally, we understand that there may be travel postponements or cancellations. We understand that there can be changes to your travel plans. Therefore, as our brand promise of AIG Jaga You, we would like to offer you the flexibility to cancel your AIG Travel Insurance policy and to give you a full premium refund if you decide to cancel your travel policy **24 hours** before your travel departure date if you purchase AIG Travel Insurance during this campaign. Once you request to cancel your AIG Travel Insurance policy, you will not be eligible for any benefits or file for any claims as your AIG Travel Insurance policy will be void upon cancellation.

### 2) When is the campaign period?

The campaign period is from **March 2, 2020** to **May 10, 2020** (for travel dates between **March 3, 2020 to July 31, 2020**)

### 3) How can I be eligible for the Go Flexible Campaign?

To be eligible, you must *or* have purchased an AIG Travel Insurance policy directly online through AIG Malaysia's website (<https://www.aig.my/personal/travel/travel-insurance>) during the campaign period and your travel dates must be between **March 3, 2020 to July 31, 2020**.

### 4) What type of AIG Travel Insurance policy is eligible under this campaign?

All Single Trip policy for both overseas and/or domestic are eligible under this campaign.

### 5) Can I cancel my AIG Travel Insurance policy within the campaign period travel dates for any reason as long as it is before my travel departure date?

Yes, you can cancel your travel insurance policy for any reason as long as you contact us **24 hours** before your travel departure date and no claims has or will be submitted by you under your policy. The campaign period travel dates must be between **March 3, 2020 to July 31, 2020**.

### 6) What is the difference between policy cancellation that is offered in this campaign and trip cancellation?

**Policy cancellation** (*which is being offered for this campaign*) allows you to cancel your travel insurance policy and get a full premium refund if you wish to postpone or cancel your original planned trip.

However, **trip cancellation** is a travel insurance benefit where we will reimburse you the non-refundable expenses if your trip is cancelled due to specific events within a specific time as stated in the policy before your departure date. Click here [link](#) to read more about our benefits.

### 7) How soon would I need to call AIG in order to cancel my AIG Travel Insurance policy?

You must either call, email or walk-in to AIG at least **24 hours** prior to your travel departure date (*as listed on your AIG Travel Insurance policy purchased online through AIG Malaysia's website during the campaign period*) to cancel your AIG Travel Insurance policy.

### 8) Do I get a full policy premium refund when I cancel my AIG Travel Insurance policy? How long do I have to wait to receive the policy premium refund?

Yes. It will take **approximately 7 working days** for the premium refund to be credited into your preferred mode of payment account as advised to AIG.

### 9) What information will I need to provide if I want to cancel my AIG Travel Insurance policy?

You must provide your AIG Travel Insurance policy number, full name as per the policy and your Malaysian Identification Card (IC) or Passport number.

**10) Who do I call or email to cancel my AIG Travel Insurance policy?**

You can reach out to our **Customer Service** at **1800-88-8811** or email us at [AIGMYCare@aig.com](mailto:AIGMYCare@aig.com). Our operation hours are from **Monday to Friday, 9am to 5pm** (*excluding public holidays*).

**11) What happens if I need to cancel my AIG Travel Insurance policy and I am not able to reach your Customer Service via phone call?**

We are available at all times from **Monday to Friday, 9am to 5pm** (*excluding public holidays*). If for some reason you are still not able to reach us during our working hours, you can email Customer Service at [AIGMYCare@aig.com](mailto:AIGMYCare@aig.com). It is important to note that your email to us must be **at least 24 hours before** your departure date as listed in your original travel insurance policy in order to be eligible for your full premium refund.

**12) If I postpone my travel dates and do not want to cancel my AIG Travel Insurance policy, what is the process?**

You may re-purchase a new AIG Travel Insurance policy online with your new travel date and contact AIG to cancel the original AIG Travel Insurance policy. Once you cancel your original AIG Travel Insurance policy, you will not be eligible for any benefits or file for any claims as your original AIG Travel Insurance policy will be void upon cancellation.

(Note: To be eligible under **AIG Travel Insurance – Go Flexible Campaign**, you may re-purchase the new policy within the campaign period **March 2, 2020** and **May 10, 2020** and your new travel dates must be between **March 3, 2020** to **July 31, 2020**).

**13) Am I eligible for this campaign if I purchased an AIG Travel Insurance policy before March 2, 2020?**

No. This Go Flexible campaign is only applicable for policies purchased between **March 2, 2020** and **May 10, 2020** through AIG Malaysia's website (<https://www.aig.my/personal/travel/travel-insurance>).

**14) Can I cancel my AIG Travel Insurance policy if I purchased it during the campaign period but I am travelling in September?**

No. Your travel dates must be between **March 3, 2020** to **July 31, 2020**.

**15) If I purchased my travel insurance policy from an agent, am I eligible for the Go Flexible campaign?**

You are eligible to cancel your travel insurance policy, subject to terms and conditions. You are encouraged to reach out to your agent if you have any clarification or changes to your travel insurance policy.

**16) If I purchased my travel insurance policy through Firefly or other partners of AIG, am I eligible for the Go Flexible campaign?**

No. This Go Flexible campaign only applies to policies purchased directly through AIG Malaysia's website (<https://www.aig.my/personal/travel/travel-insurance>).

**17) Am I entitled for any benefits or claims if my AIG Travel Insurance policy has been cancelled?**

No. Once you cancel your AIG Travel Insurance policy, you will not be eligible for any benefits or claims as your AIG Travel Insurance policy will be void upon cancellation.