

Inbound Travelers COVID-19 Medical Coverage FAQ¹

This document is for general information only. For a detailed summary of what is covered or not covered for COVID-19, [please read the details here.](#)

With effect from 31 January 2021, 2359 hours, short-term visitors applying to enter Singapore via the Air Travel Pass (ATP) and Reciprocal Green Lanes (RGLs) will need to have travel insurance for their COVID-19-related medical treatment and hospitalisation costs in Singapore, with a minimum coverage of S\$30,000. To find out more, please visit <https://safetravel.ica.gov.sg/health/travelinsurance>

1) Who is this coverage available to?

The COVID-19 cover is available if you have booked and confirmed a room reservation with Shangri-La Hotels & Resorts for check-in dates between 1 January and 31 December 2021, and meet all of the following conditions:

- a) you are a short-term visitor to Singapore who intends to return to your Country of Residence on completion of your travel;
- b) you are not ordinarily a resident of Singapore, as defined under the Insurance Act (Cap. 142);
- c) you meet one or more of the Safe Travel Lane requirements for general entry into Singapore as established by the Immigration and Checkpoints Authority (ICA) of Singapore; and
- d) you have a pre-booked and confirmed accommodation at a Shangri-La Group property in Singapore before leaving your country of residence

There is no coverage for guests whose Country of Residence is Singapore or who are Singapore Citizens or Permanent Residents (PRs), and who have made a room reservation for a staycation or are returning to Singapore.

2) Am I covered regardless of which booking platform I made a booking on?

Yes, you are covered only if you have booked your reservation with Shangri-La Hotels & Resorts, and the stay dates listed on your hotel reservation is between 1 January and 31 December 2021. You are also covered if your reservation was made based on redemption of Golden Circle points.

3) Do I need to fill out any forms to receive this coverage?

No, this cover is automatically provided if you have booked and confirmed a room reservation for stay dates between 1 January and 31 December 2021.

4) What is the duration of this coverage?

Cover commences at 00:00 a.m. on the check-in date to a Shangri-La Group property as shown in your pre-booked travel itinerary or the time when you arrive in Singapore, whichever is later.

Cover ends at the earlier of:

- a) 23:59 p.m. on the date you check-out of a Shangri-La Group property;
- b) At the time of departure from Singapore; or
- c) 15 consecutive days after this cover started.

5) Can I pay an additional premium and seek an upgrade in coverage being provided under this policy?

No, there are no upgrades in coverage available under this policy.

¹ The insurance policy under which cover is provided is underwritten by insurance company subsidiaries, affiliates, or network partners of American International Group, Inc.

6) What are the key benefits for COVID-19 coverage under this policy?

Key benefits for COVID-19 include:

- a) Emergency Medical Coverage of up to SGD 250,000 for medically necessary and reasonable costs because of you testing positive for COVID-19. This includes surgical and hospital treatment and hospital costs.
- b) Your additional accommodation (room only) and travel expenses, until you are ready to return home if you must extend your stay due to COVID-19 related medical reasons.
- c) Twenty-four (24) hour worldwide trip and emergency assistance services during your trip.

Please note that the insurer will make all claim payments directly to the medical or accommodation provider. For more details on the policy coverage, we encourage you to review the policy details [here](#).

7) Will Shangri-La share my personal information with the insurer in the context of this policy?

Shangri-La will not share your personal information with the insurer, except to verify your room reservation details at the time of the claim. Shangri-La processes your personal information in accordance with its privacy policy which can be found on Shangri-La.com.

8) How do I find out more information relating to the above cover?

Please review the [Terms and Conditions](#) carefully for a full description of the coverage and exclusions.

9) Can I pay first and then reclaim my expenses?

No, a Claim will only be settled by the insurer directly with the provider and no payment will be made to you. You will not be reimbursed for any claim costs paid directly by you to the provider.

10) Am I required to obtain prior approval before incurring any cost for medical treatment when tested COVID-19 positive?

You or someone acting on your behalf must contact the assistance company as soon as reasonably possible to notify a Claim. If you/they do not, the insurer may provide no cover or may reduce the amount paid for medical expenses.

11) How do I make a claim under this coverage?

You or someone acting on your behalf must contact the assistance company as soon as reasonably possible to notify of a Claim. You may file a Claim by submitting a completed claim form with the supporting documents. To request a claim form, please contact the assistance company using the details below:

Language	Claims – Contact Number	Claims – Email Address
English	+65 6419 3075	SGAssistance@aig.com

Please have the following information available when you (or someone on your behalf) contact the assistance company so that your case can be dealt with efficiently:

- Your name and address;
- Your contact phone number;
- Your travel itinerary;
- Passport / Identification and
- The name, address and contact phone number of Your Medical Practitioner.

The insurer will make all claim payments directly to the medical or accommodation provider. For further details about claims, please refer to the General Conditions in the policy terms and conditions that is published on Shangri-La.com.

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12) Upon entering Singapore, what do I need to show at the immigration counter to prove that I have the requisite insurance cover?

ICA has advised short-term visitors to prepare an electronic or physical copy of their insurance policy to bring with them to facilitate their entry into Singapore. You may wish to download or print a copy of the policy wording from [here](#). Please contact the assistance company upon your arrival in Singapore, if necessary.

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