

Inbound Travelers COVID-19 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.](#)

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, and meet all of the following conditions:

- a) you are a short-term visitor travelling Overseas who intends to return to your Country of Residence on completion of your travel;
- b) you are not a resident of the Overseas destination that you are travelling to;
- c) you meet all prevailing entry and visa requirements of your Overseas destination;
- d) you have a pre-booked and confirmed accommodation at our participating Shangri-La Group property before leaving your Country of Residence; and
- e) your stay is not for the purposes of serving out Quarantine or isolation orders.

View list of our participating Shangri-La Group properties and eligible check-in dates [here](#)

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

Yes, you are covered only if you have booked and confirmed a room reservation with a participating Shangri-La Group property for eligible check-in dates (view [here](#)). 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 with a participating Shangri-La Group property for eligible check-in dates (view [here](#)).

4) What is the duration of this coverage?

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

Cover ends at the earlier of:

- a) 23:59 p.m. on the date you check-out of a participating Shangri-La Group property;
- b) At the time of departure from your Overseas destination; 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.

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 a total of USD 184,000 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.

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

c) Twenty-four (24) hour worldwide trip and emergency assistance services during your trip.

Please note that AIG 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 wording [here](#).

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

Shangri-La will not share your personal information with AIG, 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 AIG 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, AIG 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 AIG 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.

AIG will make all claim payments directly to the medical or accommodation provider.

For further details about claims, please refer to the policy [terms and conditions](#) that is published on Shangri-La.com.

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

You may wish to download or print a copy of the policy wording [here](#). Please contact the assistance company upon your arrival at a participating Shangri-La Group property at the Overseas destination, if necessary.

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