

Thailand 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 Bangkok and/or Shangri-La Chiang Mai (including redemption of Shangri-La Circle Points), and meet all of the following conditions:

- a) you are a short-term visitor to Thailand who intends to return to your country of residence on completion of your travel;
- b) you are neither a resident nor the citizen of Thailand;
- c) you meet all prevailing entry and visa requirements of Thailand;
- d) you have a pre-booked and confirmed accommodation at Shangri-La Bangkok and/or Shangri-La Chiang Mai before leaving your country of residence;
- e) you begin your trip to Thailand by staying with Shangri-La Bangkok and/or Shangri-La Chiang Mai before proceeding to other destinations in Thailand; and
- f) your stay is not for the purposes of serving out quarantine or isolation orders.

2) 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 Shangri-La Bangkok and/or Shangri-La Chiang Mai for eligible check-in dates (view [here](#)).

3) What is the duration of this coverage?

- a) Cover for eligible guests commences at 00:00 a.m. on the check-in date to Shangri-La Bangkok and/or Shangri-La Chiang Mai as shown in your pre-booked travel itinerary or the time when you arrive in Thailand, whichever is later.
- b) Cover for eligible guests ends at the earlier of:
 - i. If your reserved hotel stay is 1 night, 11.59 p.m. on the 5th consecutive day after cover commenced;
 - ii. If your reserved hotel stay is 2 consecutive nights, 11.59 p.m. on the 10th consecutive day after cover commenced;
 - iii. If your reserved hotel stay is 3 consecutive nights or more, 11.59 p.m. on the 15th consecutive day after cover commenced; or
 - iv. At the time of departure from Thailand.

4) 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.

5) 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 as a result of you testing positive for COVID-19. This includes surgical and hospital treatment and hospital costs, as well as additional accommodation (room only) and travel expenses if you cannot return to your country of residence as planned and your extended stay is medically necessary.
- b) Up to USD 100 a day up for a maximum of 7 days for your additional accommodation costs, meals or other expenses directly related to you being unexpectedly placed into mandatory quarantine at a Shangri-La property due to you testing positive for COVID-19.

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

- c) Necessary and reasonable repatriation costs up to a total of USD 110,000 if you test positive for COVID-19, or in the event of death the cost of returning your body or ashes to your country of residence.
- d) 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 or service provider. For more details on the policy coverage, we encourage you to review the policy wording [here](#).

6) 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.

7) 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.

8) 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. If you/they do not, AIG may provide no cover or may reduce the amount paid for medical expenses.

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](#).

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

You will be required to show the following documents at the immigration counter:

- a) Hotel booking confirmation letter
- b) Proof of cover

You may wish to download or print a copy of the policy wording [here](#).

If you need proof of cover under this policy, please reply to the email that will be sent to you within 4-6 hours after your reservation has been confirmed by the reservations team. A Proof of Cover Letter will be sent to you

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via email if you meet the terms and conditions of the policy.

For further details on requirements to enter Thailand, please visit this [website](#).

11) What if I cancel my hotel reservation?

If you cancel your hotel reservation, the policy and the Proof of Cover document will no longer apply for your trip.

A Termination of Cover (TOC) Notice will be sent to you via email.

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