



## TRAVEL ADVISORY ON THE SUSPENSION OF MYAIRLINE

In view of the recent announcement of the suspension of MYAirline effective 12 Oct 2023, some of our policyholders may be affected by this incident.

We have prepared a list of Frequently Asked Questions applicable to TravelRight Plus Insurance (Single and Annual) and TravelRight Domestic (Inbound) Insurance effective 12 Oct 2023.

- 1) **Since MYAirline is suspended from operations, can I claim for my unused air tickets? Are there any benefits claimable for my losses suffered from the suspension of the MYAirline operations?**

*No, there are no provisions in the policy to cover the losses suffered from this event.*

- 2) **If I have to purchase new flight ticket from other airlines for my trip, can I claim from my travel insurance?**

*No, there are no provisions in the policy to cover the additional costs incurred to purchase new flight tickets from other airlines for your trip.*

- 3) **I flew to Bangkok with MYAirline and was stranded in Bangkok when MYAirline was suspended, can I claim from my travel insurance if I purchase a flight ticket to fly home with another airline?**

*No, there are no provisions in the policy to cover the additional costs incurred to purchase a flight ticket from other airlines to return home.*

- 4) **I would like to claim for losses incurred under Section 7 - Travel Cancellation, can I do so?**

*No, the policy will not respond to the suspension of airlines under Section 7 - Travel Cancellation as this does not fall under the insured events as specified in the policy.*

- 5) **I reached the airport and waited for hours then only read the news on the suspension of the airlines, can I make a claim on Section 9 - Travel Delay?**

*No, this is not a delay as the flight did not take off because of the suspension of MYAirline.*

- 6) **My return trip to Malaysia is impacted by this incident, can I extend the period of insurance of my policy?**

*We will accommodate your request to extend the period of insurance of your travel insurance if you are unable to return to Malaysia due to the suspension of the MYAirline operations subject to the following:*

- a) You must inform MSIG of your intention to extend your period of insurance before the expiry of your policy.*
- b) You must provide your new return date for endorsement of cover on the insurance certificate.*
- c) Additional premium will be charged based on the extension duration on a **weekly basis**.*
- d) Only a one-time amendment is allowed. In any event, no refund of premium is allowed.*



*This extension is only applicable to the current suspension of the MYAirline operations and should not be taken as precedent for future cases.*

**7) I would like to reschedule my trip to a later date, will I need to buy travel insurance again?**

*We will accommodate requests to amend the travel date of your travel insurance subject to the following:*

- a) You must inform MSIG of your intention to postpone the trip before the commencement of your trip.*
- b) You must provide the details of your new travel arrangement for endorsement cover on the insurance certificate.*

*For TravelRight Plus (Annual Cover), do ensure that the travel dates of your rescheduled trip fall within the period of insurance of your policy.*

*This postponement is only applicable to the current suspension of the MYAirline operations and should not be taken as precedent for future cases.*

**8) I would like to cancel my trip, can I cancel my travel insurance?**

*Yes, you may cancel your policy. We shall refund the premium paid accordingly.*

Other policy limits, terms, conditions and exclusions still apply.

For more information, please contact your Insurance Advisor or our Customer Service team at 1-800-88-MSIG (6744) or [myMSIG@my.msig-asia.com](mailto:myMSIG@my.msig-asia.com)