

Frequently asked questions

Cancellation Assistance

Application

1. What is Cancellation Assistance– Specially designed for IndiGo Passengers?

Domestic Cancellation Assistance– Specially designed for IndiGo Passengers while booking flights on www.goindigo.in available on the purchase path while booking.

2. Who can purchase Cancellation Assistance?

Any Indian domestic passenger between 3 months to 70 years of age travelling within India can purchase Cancellation Assistance, while booking flights on www.goindigo.in

3. Is there an age limit to be covered under Cancellation Protection Plan?

Yes, the passenger must be at least 3 months old on the date of travel. The maximum age is 70 years on the date of travel.

Coverage

1. Who would be the beneficiary under this policy?

Benefits will be paid to the bona fide legal heir in the event of loss of life under the accident death benefit. All other benefits will be payable to the ticket holder.

2. What kind of benefits do I get with Cancellation Assistance?

For more detailed information about the benefits available under Cancellation Assistance, please visit our Product Description and Policy wording section.

Below is a quick summary of what these benefits mean:

The Cancellation Product powered by liberty, below are the Product benefits:

Assistance Services	Smart Cancellation
Lifestyle Assistance in India	Covered
Cancellation Assistance	Covered
INSURANCE BENEFITS	
Coverage (In INR)	Smart Cancellation
Accidental Death	5,00,000
Trip Cancellation extension	Up to 5,000
Permanent Total Disablement	5,00,000

*All benefits are subject to the terms and conditions of the Cancellation Assistance – Specially designed for the passengers of IndiGo.

- **Accident Death**

This benefit compensates the legal heir of the person in case of the death of the insured. For details, please read the Policy wording section.

- **Trip Cancellation Extension**

The Company will reimburse you the cost of ticket booked to travel by a common carrier for the trip, up to the limit specified in the policy schedule and deductible as applicable, which are unrecoverable from any other sources, if your trip needs to be cancelled prior to commencement. For details, please read the Policy wording section.

- **24-hour Assistance Service**

This benefit extends a 24-hour emergency assistance such as Lifestyle Assistance in India and Cancellation Assistance. For details, please refer to the description available on booking path.

Claims

1. How do I file a claim?

To file a claim, you can call on the numbers listed below. The assistance team will guide you further and help you in intimating the claim.

- **For Claim Assistance –**

Call on + 91 22 6787 2037 and intimate the claim.

- The assistance center will share the check list of documents that are required for filing a claim. Check list consists of documents listed below.
 - a. Copy of cancelled ticket with PNR number and ticket charges.
 - b. Details of refund received from IndiGo.
 - c. Copy of insured's cheque leaf.

The assistance center will also share the link which is given below where the insured can upload claim document.

<https://www.libertyinsurance.in/products/claim-intimation/claimintimation>

2. How long is the claim processing time?

Once you have submitted all the required documents. Claims will be processed within 15 working days.

3. What is the time limit for filing a claim?

All claims must be intimated and submitted within 15 days from the expiry of the policy.

4. What do I do if I have any question on claims settlement?

Please send a mail to customercare@asego.in & claims@asego.in

OR

Call on: + 91 22 6787 2037

Procedures

What do I do if I encounter an accident while covered?

You will have to call and intimate the claim at the earliest possible convenience within 15 days after expiry of the policy.

Contact: Segura Services Pvt. Ltd.

26, Madhu Industrial Estate, 1st
Flr., Plot CS-445 Pandurang
Budhkar Marg, Near Century
Mill, Mumbai 400013

Tel: Emergency Assistance 24 X 7

+ 91 22 6787 2037

E: claims@asego.in

1. Can I cancel my Cancellation Assistance?
Cancellation Assistance is non-cancelable.
2. Is Cancellation Assistance refundable?
Cancellation Assistance charges are non-refundable.
3. Once I purchase the policy can I change the date of my travel?
Cancellation Assistance cannot be changed once issued even if you are postponing or extending your trip.
4. Do I have to carry a copy of my Certificate of Insurance with me when traveling?
We encourage you to carry a copy of your Certificate of Insurance.
5. What do I do if I did not receive or lost my Certificate of Insurance?
Your Domestic Cancellation Assistance was successfully processed if it is reflected on the Confirmation Page and on your IndiGo itinerary.

To get a copy, simply call at our call center or email us at – IndiGo@asego.in along with your Certificate Number (if available), Full Name, Flight Booking Number, Travel Dates, and Date of Purchase. The policy will be sent to the email address provided by you.

6. Where can I get the full terms and condition of my Cancellation Assistance?
The complete Terms and Conditions of your Cancellation Assistance is available in our Policy wording section.