

## Frequently asked questions

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### Inbound Protection Plan – Specially designed for IndiGo Passengers

1. **What is an Inbound Protection Plan?**

Inbound Protection Plan is a travel insurance policy designed especially for IndiGo Passengers only while they are booking your flight/s on [www.goindigo.in](http://www.goindigo.in) which is available on the purchase path while making a booking.

2. **Who can purchase Inbound Protection Plan?**

Any international traveller intending to travel to India can purchase an Inbound Protection Plan.

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

Yes, the maximum entry age is 70 years as on date of travel.

4. **Can I buy an Inbound Protection Plan if I'm traveling for more than 60 days?**

No, Inbound Protection Plan covers the passenger/s for a period of 90 days from the date of inception of policy which is the date of commencement of journey after booking their tickets on IndiGo.

5. **Am I covered under Inbound Protection Plan if I board a connecting flight to a different destination**

Coverage like trip cancellation, trip delay is only limited to flights booked through IndiGo. Other coverage is applicable during the validity period of the policy.

### Coverages

1. **Who would be the beneficiary under this policy?**

Benefits will be paid to the Insured Person's bona fide legal heir in the event of loss of life under the accident death and dismemberment benefit. All other benefits under the policy will be payable to the Insured Person only.

2. **What kind of benefits do I get with Inbound Protection Plan?**

You can visit our Product Description and Policy wording section for more detailed information about the benefits available under Inbound Protection Plan.

Assistance Services	Smart	Style	Status
Domestic Roadside Assistance	Covered	Covered	Covered
Domestic Medical Assistance	Covered	Covered	Covered
Lifestyle Assistance in India	NA	NA	Covered
Travel Insurance	Covered	Covered	Covered

INSURANCE BENEFITS			
Coverage (Amount in INR)	Smart	Style	Status
Emergency Medical Expenses	5,00,000	6,00,000	7,00,000
Emergency Medical Evacuation	20,000	20,000	20,000
Repatriation of Mortal Remains	1,00,000	1,00,000	1,00,000
Personal Accident(Death + PTD + PPD)	5,00,000	6,00,000	7,00,000
Total Loss of Checked-in Baggage	20,000	20,000	20,000
Missed Connection	20,000	20,000	20,000
Deductibles	3 Hours	3 Hours	3 Hours
Loss of Deposit or Cancellation (Hotel & Airline)	20,000	20,000	20,000
Deductibles	500	500	500
Loss of Baggage & Personal Effects	10,000	10,000	10,000
Trip Cancellation and/ or Interruption	20,000	20,000	20,000

***OPD Expenses are Included in emergency accidental hospitalization.***

**\*All benefits are subject to the terms and conditions of the Inbound Protection Plan**

- **Personal Accident (Death + PTD + PPD)**

This benefit compensates the legal heir of insured person in case of the death of insured or dismemberment of any body parts.

- **Emergency Medical Expenses**

This benefit reimburses the medical bills in case of an illness or accident during your trip and need medical attention.

**Loss of Baggage and personal effects**

This benefit reimburses you up to INR 10,000 if your luggage is lost while in the custody of the common carrier.

- **Trip Cancellation & Trip Interruption**

These benefits pay up to the total cost of your IndiGo flight ticket if you need to cancel your trip due to sickness, injury or loss of an immediate family member.

- **24-hour Assistance Service**

This benefit gives you access to a 24-hour emergency assistance line.

3. **What is the duration of this coverage if I meet with an accident during the trip?**  
If you meet with an accident during the trip the policy provides for medical expenses necessarily incurred for treatment up to the validity of policy i.e. the end date appearing on policy or return to originating city whichever is earlier.
4. **Does Inbound Protection Plan cover sports and other similar activities?**  
No, Inbound Protection Plan does not cover sports and similar activities.
5. **Can I cancel my trip for any reason and get all my money back through my Trip Cancellation Benefit?**  
The Trip Cancellation Benefit is only applicable for reasons covered in the full terms and conditions. Covered reasons include, illness, injury requiring 24 hours hospitalization or death involving you, your immediate family member. Any claim(s) arising out of pre-existing medical conditions are not covered.
6. **Does the policy cover pre-existing conditions?**  
No, the policy does not cover any pre-existing conditions or complications arising there from.
7. **What does my Loss of Baggage benefit cover?**  
The Loss of Baggage coverage is available only if entire baggage has been lost while in custody of the common carrier terms and conditions.
8. **Can I cancel my Inbound Protection Plan?**  
Inbound Protection Plan is cancelable only if PNR / air booking get cancelled.
9. **Once I purchase the policy can I change the date of my travel?**  
You need to contact Indigo customer care for any changes required in policy.
10. **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.
11. **What do I do if I did not receive or lost my Certificate of Insurance?**  
Your Inbound Travel protection plan was successfully processed if it is reflected on the Confirmation Page and in your IndiGo Itinerary  
  
To get a copy, simply call at our call center: 022-67872037  
  
Email at [indigo@asego.in](mailto:indigo@asego.in) along with your Certificate Number (if available), Full Name, Flight Booking Number, Travel Dates, Date of Purchase. The policy will be emailed to the email address provided by you.
12. **Where can I get the full terms and condition of my Inbound Protection Plan?**  
  
The Full Terms and Condition of your Inbound Protection Plan is available in our Policy wording section  
Note: For more details on your coverage kindly refer to the policy terms and conditions