

FREQUENTLY ASKED QUESTIONS

1. How do I purchase International Travel Assistance Plan?

You can purchase International Travel Assistance Plan, only while you are booking your flight/s on www.goindigo.in, the same is available on the purchase path while making a booking.

2. Who can purchase International Travel Assistance Plan?

Any Indian passenger traveling outside India can purchase International Travel Assistance Plan, while booking their flight/s on www.goindigo.in.

Foreign passengers holding passports of any other country other than India can purchase International Travel Assistance Plan only if they have FRRO, PIO or OCI Card traveling from India.

3. Which sectors are applicable under International Travel Assistance Plan?

All Europe and Asian sectors can be booked under International Travel Assistance Plan

4. Is there an age limit to be covered under International Travel Assistance Plan?

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

5. Am I covered under the International Travel Assistance Plan if I board a connecting flight to a different destination

International Travel Assistance Plan will cover journey till the period opted or specified in the certificate.

6. 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 will be payable to the Insured Person.

7. What do I do if I encounter an accident or sickness while abroad?

Please call on +91 11 42221403 or Email at customersupportba@icicilombard.com If you would like to file a claim for reimbursement after you have returned to India, please contact on: T: + 022-2497-5225 / 6 / 7 E: claims@asego.in

8. Can I cancel my International Travel Assistance Plan?

International Travel Assistance Plan is cancelable only if you are cancelling air booking.

9. Once I purchase the Assistance Plan can I change the date of my travel?

You need to contact Indigo customer care for any changes required in certificate.

10. Do I have to carry a copy of my Certificate of Insurance with me when traveling?

We encourage you to carry you to carry a copy of your Certificate of Insurance. Please however ensure that you have at least your Certificate Number and the 24-hour assistance service number.

11. What do I do if I did not receive or lost my Certificate of Insurance?

Your International Travel Assistance 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 or

Email indigo@asego.in along with your Certificate Number (if available), Full Name, Flight Booking Number, Travel Dates, Date of Purchase.

The certificate will be emailed to the email address provided by you.

12. Where can I get the full terms and condition of my International Travel Assistance Plan?

The Full Terms and Condition of your International Travel Assistance Plan is available in our Policy wording section.

13. What kind of benefits do I get with International Travel Assistance Plan?

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

Below is a quick summary of what these benefits mean:

Segura Assist provides you with comprehensive travel assistance and insurance.

INTERNATIONAL ASSISTANCE SERVICES		
Assistance Services	Saver	Saver - Asia
Medical Assistance	Covered	Covered
Travel Assistance	Covered	Covered
Lifestyle Assistance	Covered	Covered
Family Protection	Covered	Covered
Domestic Roadside Assistance	Covered	Covered
Complimentary Travel Insurance	Covered	Covered

TRAVEL INSURANCE BENEFITS		
Coverages (in USD)	Saver	Saver - Asia
Emergency Medical Expenses		
Emergency Medical Evacuation	2,50,000	25,000
Repatriation of Mortal remains		
Deductibles	100	100
Dental Treatment Expenses	300	100
Deductibles	50	-
Personal Accident	15,000	10,000
Total Loss of checked in Baggage	500	500
Delay of Checked-in Baggage	100	100
Deductibles	12 HRS	12 HRS
Loss of Passport and documents	250	250
Deductibles	25	25
Personal Liability	2,00,000	1,00,000
Deductibles	100	100
Trip Cancellation and/or Interruption	500	300
Deductibles	100	100

**Pre-existing coverage in case of life threatening situation is covered up to 10% of emergency medical sum insured or maximum of USD 10000 whichever is less.*

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

To avail assistance services, contact: 022-67872037, Email: customer-care@asego.in

- Personal Accidental Death and Dismemberment(24 hrs)**
 This benefit compensates the legal heir of the person in case of the death of the insured or dismemberment of any body parts. For details please read the Policy wording
- Emergency Medical Expenses Reimbursement**
 It covers both Hospitalisation and outpatient department (OPD) treatment expenses, subject to the terms and conditions. For details please read the Policy wording section.
- Emergency Medical Evacuation & Repatriation of Remains**
 This benefit will cover cost incurred for an ambulance or any other emergency transportation and medical evacuation services, the transportation expenses would be limited to transporting the Insured from the place of loss to the nearest appropriate medical facility while traveling.

In the unfortunate event of the death of the Insured/ Insured Person whilst on a trip during the period of insurance, the Company shall, pay or reimburse the costs of transporting the mortal remains.

For details please read the Policy wording section.

- **Total loss of checked baggage**

This benefit reimburses you up to sum insured specified under certificate if your luggage is lost while in the custody of the common carrier. For details please read the Policy wording section.

- **Trip Cancellation & Trip Interruption**

These benefits pay the cost of your IndiGo flight up to Sum Insured shown on policy certificate if you need to cancel your trip due to sickness, injury or loss of an immediate family member. For details please read the Policy wording section.

14. What are the travel assistance services that I'm entitled to avail?

You can avail the following travel assistance services:

I. **Medical Assistance:** 24x7 emergency assistance during travel including telephonic medical assistance

II. **Concierge assistance:** Pre-trip information, weather forecast, roadside assistance, dining referral and entertainment information, etc., during the stay

III. **Family protection:** 24x7 medical assistance, domestic roadside assistance including vehicle breakdown services and concierge services such as dining reservation assistance, home movers, etc., for family back home.

IV. **Travel Insurance:** Comprehensive Insurance benefits underwritten by an IRDA approved Insurer

15. Does International Travel Assistance Plan cover sports and other similar activities?

No, International Travel Assistance Plan does not cover sports and similar activities. For more details, please refer to the terms and conditions.

16. 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, but are not limited to, unforeseen emergencies such as illness, injury or death involving you, and/or an immediate family member. Pre-existing Conditions are not covered.

17. Does the policy cover pre-existing conditions?

No the policy does not cover any preexisting conditions or complications arising there from.