

Information about Hong Kong Protests

Ongoing protests in Hong Kong may represent a threat for tourists and travelers visiting the area. Activity includes clashes between protestors and police, worker strikes which may result in flight cancellations and aviation delays, and ongoing unrest within the city.

If you are currently travelling:

As a provider of assistance services, it is always our priority to assist our customers where possible and within our ability to do so.

- Please consider your safety first and follow advice from local authorities.
- If you have been affected as a result of events in Hong Kong and require medical assistance, please contact our **Emergency Assistance team on +65 6535 5833**, or reach out our call center at **Allianz Care 1500136**.
- If your travel arrangements have been affected by this event, we firstly recommend contacting your travel agent or travel provider regarding the best option in altering your trip. Some travel providers may provide penalty free options to amend travel arrangements.
- If your pre-booked travel arrangements have been affected and you have a travel insurance policy that provides coverage for delays or cancellation of travel arrangements, you may be able to claim for additional travel and accommodation expenses. Please ensure you keep all receipts and proof of purchases to submit with your claim.
- Please refer to your Policy wording for the terms, conditions, limits and exclusions that apply.
- If you have any queries about your policy benefits please contact our Allianz Care Call Centre on 1500136.
- Keep up to date on advice from travel providers by visiting their websites directly.
- Always monitor the media and other sources about possible new security risks.

If you have not yet departed:

- If your pre-booked travel arrangements are cancelled, delayed or rescheduled as a result of the Hong Kong protests and you have a travel insurance policy that provides coverage for delays or cancellation of travel arrangements you may be able to make a claim for cancellation or rearrangement of your journey (whichever is the lesser). Please refer to your Policy wording for the terms, conditions, limits and exclusions that apply.
- We recommend you contact your travel agent or travel provider regarding the best option in altering your trip. Some travel providers may provide penalty free options to amend travel arrangements and we recommend you contact them for further details. Contact our Allianz Care Call Centre on 1500136 if you would like to clarify your policy entitlements.

Policy coverage:

If you entered into a policy after 7 August, 2019:

If you entered into a policy after 7 August 2019 we would expect that this was done with an awareness of the protests and unrest in Hong Kong and the possibility that issues arising due to this could affect travel. **For these policies, claims that arise due to the Hong Kong unrest (for example, flight delays or cancellations) will be assessed in accordance with your policy wording exclusions or limits on cover that may apply depending upon the circumstances and may not be covered.**



Policy coverage and benefits vary based on individual circumstances. We encourage travelers to read their travel insurance policy wording to understand what they are covered for and any limits and exclusions that apply.

We will assess all claims in accordance with your policy wording. For complementary travel insurance, claims assessment is conducted in accordance to the current information booklet for your credit card.

Making a Claim

Keep all receipts for any additional transport or accommodation expenses you incur. If you are claiming cancellation or additional expenses you will need to submit documents showing what your original planned pre-paid arrangements were, along with any receipts and documents showing your new arrangements, and advice from the travel provider indicating the non-refundable portion of the journey. Where possible, ensure any replacement accommodation and additional expenses are of a similar standard to that which you had planned and pre-paid.

Please note that any compensation and/or refunds you receive from a third party (e.g. airline) for transport or accommodation will be deducted from your claim settlement amount if your claim is accepted.

Make your claim online at <https://www.allianz.co.id/layanan/klaim/klaim-asuransi-perjalanan> .

Please visit our official website and social media accounts for official announcement from Allianz Indonesia:

- www.allianz.co.id
- Facebook: @Allianz
- Instagram: @allianzindonesia
- Twitter: @AllianzID
- LinkedIn: @Allianz Indonesia

AllianzCare Contact Centre:

AllianzCare at 1500136 (local toll); or AllianzCare Sharia at 1500139 (local toll)

The operational hour of AllianzCare and AllianzCare Sharia Service is at 8 am – 8 pm.
Medical Hotline and General Insurance Service are operating for 24 Hours.

Travel Emergency Assistance team on +65 6535 5833 (by Allianz Global Assistance)