

# Chubb Assistance

## Information Sheet

CHUBB®



### Chubb Assistance Services

Chubb Assistance provides the following services:

- Emergency Medical Assistance and Advice
- Evacuation or Repatriation if necessary
- Liaison and case management with your hospital/medical provider
- Liaison and case management with Chubb Insurance Singapore Limited

### Other Services

Chubb Assistance provides the following other services:

- Pre-travel advice
- Assistance in replacing a lost or stolen passport
- Legal assistance
- Assistance in tracing delayed or lost luggage
- Verification of Medical Insurance to Medical Providers

- Guaranteed payment of Medical Expenses (case-to-case basis, for overseas hospitalisation)
- Emergency medical advice (over the phone) 24 hours per day
- Assistance in arranging medical appointments and hospital admission (if medically necessary)
- Advice and information on the location of physicians, hospitals, dentists and dental clinics worldwide
- Delivery of essential medicine where necessary (to Insured's cost)
- Repatriation of Mortal Remains

*Note: If you need assistance or think you will need assistance, please contact Chubb Assistance promptly. Do not try to solve the problem without involving the experience of Chubb Assistance as this may prejudice your right to claim assistance or reimbursement.*

CHUBB®

Chubb  
Assistance

If you require emergency assistance anywhere in the world, 24 hours, 7 days a week, contact the local telephone operator and ask for a reverse charge call to:

Chubb Assistance on + 65 6836 2922

Policyholder:

Policy Number:

Chubb. Insured.™

**Please contact your local telephone operator to request for reverse charge call to Chubb Assistance.**

## Medical Assistance

---

### 1. Telephone Medical Advice

Chubb Assistance will arrange to provide medical advice to the Insured Persons over the telephone.

### 2. Medical Service Provider Referral

Chubb Assistance will provide the Insured Persons with information about physicians, hospitals, dentists and dental clinics worldwide.

### 3. Arrangement of Appointments with Doctors

Chubb Assistance will assist Insured Persons in arranging appointments with general practitioners or specialised doctors, if medically necessary.

### 4. Arrangement of Hospital Admission

If the medical condition of the Insured Person is of such gravity that hospitalisation is needed, Chubb Assistance will assist the Insured Person by arranging for hospital admission.

### 5. Monitoring of Medical Condition when Hospitalised

Chubb Assistance doctors will monitor the Insured Person's condition when being hospitalised.

### 6. Delivery of Essential Medicine

Chubb Assistance will arrange to deliver to the Insured Person essential medicine or drugs when such medicine or drugs or local equivalent are not available at the Insured Person's location. Chubb Assistance will not pay for the costs of such drugs or medicine and any delivery costs thereof.

### 7. Arrangement of Emergency Medical Evacuation

Chubb Assistance will arrange for the air and/or surface transportation, medical care during transportation, communications and all usual ancillary services required to move the Insured Person to the nearest hospital where appropriate medical care is available.

### 8. Arrangement of Emergency Repatriation

Chubb Assistance will arrange for the return of the Insured Person to Singapore following an emergency medical evacuation for subsequent in-hospital treatment.

### 9. Arrangement of Repatriation of Mortal Remains

Chubb Assistance will arrange for transporting the Insured Person's mortal remains from the place of death to Singapore or arrange for local burial at the place of death as approved by Chubb Assistance.

### 10. Arrangement of Compassionate Visit

Chubb Assistance will arrange for the return airfare for a relative or friend wishing to visit the Insured Person who was hospitalised outside Singapore.

### 11. Arrangement of Return of Minor Children

Chubb Assistance will arrange for one-way airfares for the return of the minor children who are left unattended as a result of the accompanying Insured Person's illness, accident or hospitalisation.

*Note: The above services (Item 6-11) are charged on a case basis. Chubb Assistance shall not be responsible for any third party expenses.*

## Travel Assistance

---

### 1. Pretrip Information Services

To provide information concerning visas and inoculation requirements for foreign countries worldwide.

### 2. Embassy Referral

To provide the address, telephone number and hours of opening of the nearest appropriate consulate and embassy worldwide.

### 3. Lost Luggage

To assist the Insured Person who has lost their luggage while travelling outside their usual country of residence by contacting the appropriate authorities involved and providing directions for recovery.

### 4. Lost Passport

To assist the Insured Person who has lost their passport while travelling outside their usual country of residence by contacting the appropriate authorities involved and providing directions for recovery.

### 5. Emergency Travel Services Assistance

To assist the Insured Person in reservation/booking for airline and travel on an emergency basis when travelling overseas.

### 6. Legal Referral

To assist the Insured Person by providing the name, address, telephone number, and office hours (upon request, if available) for legal practitioners and lawyers worldwide.

### 7. Emergency Message Transmission

In the event of a hospital confinement or during an emergency, Chubb Assistance will undertake to transmit urgent messages to the Insured Person's family, if requested by the Insured Person to do so.

## Contact Us

---

Chubb Insurance Singapore Limited  
Co Regn. No.: 199702449H  
138 Market Street  
#11-01 CapitaGreen  
Singapore 048946  
O +65 6398 8000  
F +65 6298 1055  
E A&HCorporate.SG@chubb.com  
www.chubb.com/sg

**Chubb Assistance Hotline:**  
**+65 6836 2922**

Chubb. Insured.™