



MyTravel Protection



Risk & Coverage

MyTravel Protection



1. **Loss of Home Content due to Burglary**
Kehilangan Isi Rumah karena Pencurian
2. **Travel Cancellation**
Pembatalan Perjalanan
3. **Accidental Death & Permanent Disablement (Trip to Airport vice versa in Indonesia)**
Accidental Medical Expenses (Trip to Airport vice versa in Indonesia)
Kecelakaan saat menuju Bandara
4. **Delay Departure**
Penundaan Keberangkatan
5. **Missed of Conneting Flight**
Tertinggal Pesawat lanjutan
6. **Aircraft Hijacking**
Pembajakan Pesawat Udara
7. **Loss of Baggage**
Kehilangan bagasi
8. **Delay in Baggage Arrival**
Keterlambatan kedatangan bagasi
9. **Loss of Personal Belongings**
Kehilangan barang pribadi
10. **Loss of Money**
Kehilangan Uang
11. **Kehilangan Passport**
Loss of Passport
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Kehilangan Kartu Kredit
13. **Inpatient & Outpatient**
Biaya Rawat Inap dan Rawat Jalan
14. **Automatic Extension Period of Insurance**
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15. **Hospital Daily Compensation Benefit**
Santunan Rawat Inap Harian
16. **Emergency Evacuation & Repatriation**
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17. **Return of Children**
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18. **Compassionate Visit Airfare & Accomodation (Hospitalized and Death)**
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20. **Personal Liability**
Tanggung Jawab Pribadi
21. **Accidental Death**
Meninggal Dunia
22. **Accidental Permanent Disablement**
Cacat Tetap
23. **Forfeited Trip**
Perjalanan yang terhenti

*Gambar di Brosur ini hanya merupakan Ilustrasi.

Benefits

Worldwide Premier Plan

Worldwide Executive Plan

Worldwide Regular Plan
(Schengen Basic)

Asia Specialist Plan

Medical & Emergency Expenses (Biaya Medis & keperluan Darurat)

Inpatient & Outpatient * <i>Rawat Inap & Rawat Jalan *</i>	USD 100,000	USD 50,000	USD 50,000	USD 25,000
Automatic Extension Period of Insurance <i>Perpanjangan Otomatis Periode Polis</i>	Max 15 Days	Max 15 Days	Max 15 Days	Max 15 Days
Hospital Daily Compensation Benefit <i>Santunan Tunai Harian Rawat Inap</i>	USD 50/day, max 15 days	USD 25/day, max 15 days	—	USD 15/day, max 15 days
Follow up Inpatient in Indonesia <i>Rawat Inap lanjutan di Indonesia</i>	IDR 25,000,000	IDR 15,000,000	—	IDR 10,000,000
Emergency Evacuation & Repatriation <i>Evakuasi Darurat & Repatriasi</i>	Actual Cost	Actual Cost	Actual Cost	Actual Cost
Return of Children <i>Pemulangan Anak dibawah Umur</i>	1 economy class airfare + transport cost max USD 2,000	1 economy class airfare + transport cost max USD 1,000	1 economy class airfare + transport cost max USD 1,000	1 economy class airfare + transport cost max USD 500
Compassionate Visit Airfare & Accomodation (Hospitalized and Death) <i>Biaya Tiket & Akomodasi untuk kunjungan duka Keluarga (Rawat Inap dan Kematian)</i>	1 economy class airfare + USD 100/day cost max USD 2,000	1 economy class airfare + USD 75/day cost max USD 1,000	—	1 economy class airfare + USD 35/day cost max USD 500
Travel Inconvenience (Ketidaknyamanan Perjalanan)				
Travel Cancellation <i>Pembatalan Perjalanan</i>	USD 5,000	USD 3,000	—	USD 1,500
Forfeited Trip <i>Perjalanan Terhenti</i>	USD 5,000	USD 3,000	—	USD 1,500
Delay Departure <i>Penundaan Keberangkatan</i>	USD 125/6 hour max USD 500	USD 75/6 hour max USD 300	—	USD 50/6 hour max USD 200
Missed of Connecting Flight <i>Tertinggal Pesawat Lanjutan</i>	USD 125/6 hour max USD 500	USD 75/6 hour max USD 300	—	USD 50/6 hour max USD 200
Aircraft Hijacking <i>Pembajakan Pesawat Udara</i>	USD 1,000	USD 500	—	USD 250
Loss of Baggage <i>Kehilangan Bagasi</i>	USD 300/item max USD 2,500	USD 200/item max USD 1,500	—	USD 100/item max USD 500
Delay in Baggage Arrival <i>Keterlambatan Kedatangan Bagasi</i>	USD 500	USD 300	—	USD 200
Loss of Personal Belongings **) <i>Kehilangan Barang Pribadi **)</i>	USD 300/item max USD 2,500	USD 200/item max USD 1,500	—	USD 100/item max USD 500
Loss of Money ***) <i>Kehilangan Uang ***)</i>	USD 250	USD 150	—	USD 100
Loss of Pasport <i>Kehilangan Paspor</i>	USD 500	USD 250	—	USD 150
Loss of Credit Card <i>Kehilangan Kartu Kredit</i>	USD 500	USD 250	—	USD 150
Personal Accident (Kecelakaan Diri)				
Accidental Death <i>Meninggal Dunia karena kecelakaan</i>	USD 200,000	USD 100,000	USD 100,000	USD 50,000
Accidental Permanent Disablement <i>Cacat Tetap karena kecelakaan</i>	USD 200,000	USD 100,000	USD 100,000	USD 50,000
Accidental Death & Permanent Disablement (Trip to Airport vice versa in Indonesia) <i>Meninggal Dunia & Cacat Tetap karena Kecelakaan (Perjalanan ke Bandara atau sebaliknya di Indonesia)</i>	IDR 100,000,000	IDR 50,000,000	IDR 50,000,000	IDR 25,000,000
Accidental Medical Expenses (Trip to Airport vice versa in Indonesia) <i>Biaya Medis karena kecelakaan (Perjalanan ke Bandara atau sebaliknya di Indonesia)</i>	IDR 10,000,000	IDR 5,000,000	IDR 5,000,000	IDR 2,500,000
Plus Benefit (Manfaat Tambahan)				
Personal Liability <i>Tanggung Jawab Hukum Pribadi</i>	USD 100,000	USD 50,000	USD 50,000	USD 25,000
Loss of Home Content due to Burglary **) <i>Kehilangan Isi Rumah akibat Pencurian **)</i>	IDR 5,000,000/item Max IDR 25,000,000	IDR 2,500,000/item max IDR 15,000,000	—	—

Note:

Limit of Liability applied as maximum limit for whole period of insurance, unless otherwise stated in the benefit table
(Batas manfaat berlaku sebagai batas maksimum untuk seluruh periode asuransi kecuali dinyatakan lain di dalam tabel manfaat)

Asia Specialist is limited to (Asia Spesialis berlaku hanya dinegara) Singapore, Malaysia, Thailand, Philipens, Brunei, Cambodia, Laos, Myanmar, Vietnam, Hongkong, Macau, Taiwan, Timor Leste, Korea, China.

- * "Limit of liability is limited maximum 50% (fifty percent) for condition
(Batas manfaat dibatasi maksimal sebesar 50% (lima puluh persen) untuk kondisi):
- Insured age start from 60 (sixty) years old at the start date of Insurance
(Tertanggung dengan usia mulai dari 60 (enam puluh) tahun pada tanggalmulai periode Asuransi);
 - Insured other than Policy Holder in Family Policy
(Tertanggung selain Pemegang Polis untuk Polis Keluarga)

- ** Indemnity value applied based on life usage
(Nilai penggantian berlaku berdasarkan umur pakai):
- ≤ 1 year = 75% of purchase value, ≤ 2 years = 50% of purchase value, and ≤ 3 years = 25% of purchase value
(≤ 1 tahun = 75% dari harga beli, ≤ 2 tahun = 50% dari harga beli, dan ≤ 3 tahun = 25% dari harga beli)
 - Deductible USD 200 any one occurrence
(Risiko Sendiri USD 200 untuk setiap kejadian)

- *** Subject to occurred at the same time with loss of personal belongings covered under this policy
(dengan syarat kehilangan terjadi bersamaan dengan kehilangan barang pribadi yang dijamin oleh Polis ini)*

*Brosur ini bukan Polis. Syarat, ketentuan dan informasi detail mengacu pada Polis yang diterbitkan.

 **MyTravel
Protection**

PT Lippo General Insurance Tbk terdaftar dan diawasi oleh 

Travel Inconvenience (*Biaya Ketidaknyamanan Perjalanan*)

Indemnify Expenses (<i>Biaya yang Dijamin</i>)	Travel Cancellation	Forfeited Trip	Delay of Departure	Missed of Connecting Flight	Loss of Baggage	Delay in Baggage Arrival	Loss of (<i>Kehilangan</i>)	
							Personal Belongings	Passport
	(<i>Pembatalan Perjalanan</i>)	(<i>Perjalanan Terhenti</i>)	(<i>Penundaan Keberangkatan</i>)	(<i>Tertinggal Pesawat Lanjutan</i>)	(<i>Kehilangan Bagasi</i>)	(<i>Keterlambatan Bagasi</i>)	(<i>Barang Pribadi</i>)	(<i>Paspor</i>)
Economy Airfare Ticket (<i>Tiket Penerbangan Kelas Ekonomi</i>)	✓	✓		✓				✓
Hotel Expenses (<i>Biaya Penginapan *</i>)	✓	✓	✓	✓				✓
Document Handling Fees (<i>Biaya Pengurusan Dokumen</i>)	✓ (<i>Visa Only</i>)							✓ (<i>Passport Only</i>)
Purchase of Major Apparel (<i>Pembelian Pakaian Utama **</i>)			✓		✓	✓		
Food & Beverage Expenses (<i>Biaya Konsumsi</i>)			✓	✓				
Purchase of Toiletries Expenses (<i>Pembelian Perlengkapan Mandi</i>)			✓		✓	✓		
Transportation Hotel – Airport vice versa (<i>Biaya Transportasi Hotel – Bandara pp</i>)			✓	✓				
Other Personal Belongings (<i>Barang Pribadi Lain ***</i>)					✓		✓	

Note (*Keterangan*):

- * Benefit Delay of Departure, Missed of Connecting Flight and Loss of Paspor limited maximum 3 (three) star hotel.
Jaminan Penundaan Keberangkatan, Tertinggal Pesawat Lanjutan dan Kehilangan Paspor dibatasi maksimal Hotel bintang 3 (tiga).
- ** Major apparel limited to underwear, shirt/t-shirt, pants, socks.
Pakaian utama terbatas pada pakaian dalam, baju/kaus, celana dan kaus kaki.
- *** Personal belongings which can be proved its ownership by purchase invoice, guarantee card or other legal documents.
Barang pribadi yang dapat dibuktikan kepemilikannya diantaranya dengan kwitansi pembelian, kartu garansi atau bukti tertulis lain yang dapat dipertanggungjawabkan.

Travel Insurance Premium

(In USD)



Policy Type	Individual				Family (Premium per Family)				Group (≥ 5 Insured, Premium per Insured)			
	Worldwide Premier Plan	Worldwide Executive Plan	World wide Regular Plan (Schengen Basic)	Asia Specialist Plan	Worldwide Premier Plan	Worldwide Executive Plan	Worldwide Regular Plan (Schengen Basic)	Asia Specialist Plan	Worldwide Premier Plan	Worldwide Executive Plan	Worldwide Regular Plan (Schengen Basic)	Asia Specialist Plan
1 - 4	15	10.2	7.1	3.8	26.2	17.9	12.4	6.6	13.5	9.2	6.4	3.4
5 - 6	21.4	14.6	10.1	5.4	37.5	25.5	17.7	9.5	19.3	13.1	9.1	4.9
7 - 8	25.7	17.5	12.1	6.5	44.9	30.6	21.2	11.3	23.1	15.7	10.9	5.8
9 - 10	32.1	21.9	15.2	8.1	56.2	38.3	26.5	14.2	28.9	19.7	13.6	7.3
11 - 15	44.9	30.6	21.2	11.3	78.6	53.6	37.1	19.8	40.4	27.6	19.1	10.2
16 - 20	59.9	40.8	28.3	15.1	104.9	71.4	49.5	26.5	53.9	36.7	25.5	13.6
21 - 25	74.9	51	35.4	18.9	131.1	89.3	61.9	33.1	67.4	45.9	31.8	17
26 - 31	85.6	58.3	40.4	21.6	149.8	102.1	70.7	37.8	77	52.5	36.4	19.4
Additional per week	18.2	12.4	8.6	4.6	31.8	21.6	15	8	16.4	11.1	7.7	4.2
Annual	181.9	123.9	85.9	45.9	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Note (Keterangan) :

Premium loading for Insured age at the start date of Insurance as below

(Tambahan premi untuk Tertanggung dengan usia pada tanggal mulai periode asuransi sebagai berikut) :

- 55 up to 65 years old : 50% (fifty per cent) (Usia 55 sampai dengan 65 tahun : 50% (lima puluh per seratus))
- 66 up to 75 years old : 100% (one hundred per cent) (Usia 66 sampai dengan 75 tahun : 100% (seratus per seratus))

*Premium loading will be applied for Family Program if minimum one of the Adult Insured included on above condition.
(Tambahan premi berlaku untuk Polis Keluarga jika minimal satu Tertanggung dewasa termasuk dalam kondisi di atas).*



Claim Document (*Dokumen Klaim*)

Coverage (<i>Jaminan</i>)	Medical & Emergency Fees (<i>Biaya Medis & Darurat</i>)			
	Medical Treatment	Evacuation & Repatriation	Return of Children	Compassionate Visit Airfare & Accommodation
	(<i>Perawatan Medis</i>)	(<i>Evakuasi & Repatriasi</i>)	(<i>Pemulangan anak</i>)	(<i>Tiket & Akomodasi Keluarga</i>)

Mandatory Documents (*Dokumen wajib*)

Claim Form (<i>Formulir Klaim</i>)	✓
Passport & VISA Copy (<i>Copy Paspor & VISA</i>)	
Boarding Pass Copy & Flight Itinerary (<i>Copy Boarding Pass & Jadwal Penerbangan</i>)	

Mandatory Documents (*Dokumen wajib*)

Diagnose (<i>Diagnosa</i>)	✓	✓	✓	✓
Medical Resume (<i>Resume Medis</i>)	✓	✓	✓	✓
Medical Treatment Original Receipt (<i>Kuitansi Asli Perawatan Kesehatan</i>)	✓	✓	✓	✓
Treatment Expenses Detail (<i>Rincian biaya perawatan</i>)	✓	✓	✓	✓
Copy of Prescription (<i>Copy resep</i>)	✓	✓	✓	✓

Documents Related to Accident, Death, Loss, Legal Liability (*Dokumen terkait kecelakaan, kematian, kehilangan, tuntutan hukum*)

Police or Other Authority Report (<i>Laporan Polisi atau Pihak Berwenang lainnya</i>)	✓			
Family Card (<i>Kartu Keluarga</i>)			✓	✓
Death Certificate (<i>Surat Keterangan Kematian</i>)	✓			
Purchase Invoice / Guarantee Card / Other Ownership Certificate (<i>Kuitansi pembelian / kartu garansi / bukti kepemilikan lain</i>)				
Third Party Legal (<i>Surat tuntutan pihak ketiga</i>)				

Documents related to Travel Inconvenience (*Dokumen terkait Ketidaknyamanan Perjalanan*)

Notification Letter from Transport Service Provider (<i>Surat Keterangan dari Jasa Transportasi</i>)				
Original receipt food and beverages (<i>Nota asli pembelian makan minum</i>)				
Original receipt purchase of major apparel (<i>Nota asli pembelian pakaian utama</i>)				
Original Receipt of max 3 star Hotel (<i>Kuitansi asli hotel maksimal bintang 3</i>)				✓
Original receipt transportation fee (<i>Nota asli biaya transportasi</i>)				✓
Original receipt purchase of economy airfare ticket (<i>Kuitansi pembelian tiket pesawat kelas ekonomi</i>)			✓	✓
Other Documents as request by The Insurer (<i>Dokumen lain sesuai keperluan Penanggung</i>)	✓			

Claim Document (*Dokumen Klaim*)

Coverage (<i>Jaminan</i>)	Travel Inconvenience (<i>Ketidaknyamanan Perjalanan</i>)						
	Travel Cancellation	Forfeited Trip	Delay of Departure / Missed of Connecting Flight	Aircraft Hijacking	Loss of Baggage	Delay in Baggage Arrival	Loss of Personal Effect / Money / Passport / Credit Card
	(<i>Perawatan Perjalanan</i>)	(<i>Perjalanan Terhenti</i>)	(<i>Penundaan Keberangkatan / Tertinggal Pesawat Lanjutan</i>)	(<i>Pembajakan Pesawat Udara</i>)	(<i>Kehilangan Bagasi</i>)	(<i>Keterlambatan bagasi</i>)	(<i>Kehilangan barang pribadi / uang / Paspor/kartu kredit</i>)

Mandatory Documents (*Dokumen wajib*)

Claim Form (<i>Formulir Klaim</i>)	✓
Passport & VISA Copy (<i>Copy Paspor & VISA</i>)	
Boarding Pass Copy & Flight Itinerary (<i>Copy Boarding Pass & Jadwal Penerbangan</i>)	

Mandatory Documents (*Dokumen wajib*)

Diagnose (<i>Diagnosa</i>)	✓						
Medical Resume (<i>Resume Medis</i>)	✓						
Medical Treatment Original Receipt (<i>Kuitansi Asli Perawatan Kesehatan</i>)							
Treatment Expenses Detail (<i>Rincian biaya perawatan</i>)							
Copy of Prescription (<i>Copy resep</i>)							

Documents Related to Accident, Death, Loss, Legal Liability (*Dokumen terkait kecelakaan, kematian, kehilangan, tuntutan hukum*)

Police or Other Authority Report (<i>Laporan Polisi atau Pihak Berwenang lainnya</i>)	✓	✓		✓			✓
Family Card (<i>Kartu Keluarga</i>)	✓	✓					
Death Certificate (<i>Surat Keterangan Kematian</i>)	✓	✓					
Purchase Invoice / Guarantee Card / Other Ownership Certificate (<i>Kuitansi pembelian / kartu garansi / bukti kepemilikan lain</i>)					✓		✓
Third Party Legal (<i>Surat tuntutan pihak ketiga</i>)							

Documents related to Travel Inconvenience (*Dokumen terkait Ketidaknyamanan Perjalanan*)

Notification Letter from Transport Service Provider (<i>Surat Keterangan dari Jasa Transportasi</i>)			✓	✓	✓	✓	
Original receipt food and beverages (<i>Nota asli pembelian makan minum</i>)			✓				
Original receipt purchase of major apparel (<i>Nota asli pembelian pakaian utama</i>)			✓			✓	
Original Receipt of max 3 star Hotel (<i>Kuitansi asli hotel maksimal bintang 3</i>)			✓				
Original receipt transportation fee (<i>Nota asli biaya transportasi</i>)			✓				
Original receipt purchase of economy airfare ticket (<i>Kuitansi pembelian tiket pesawat kelas ekonomi</i>)		✓					
Other Documents as request by The Insurer (<i>Dokumen lain sesuai keperluan Penanggung</i>)	✓						

Claim Document (*Dokumen Klaim*)

Coverage (<i>Jaminan</i>)	Personal Accident (<i>Kecelakaan Diri</i>)	Plus Benefit (<i>Manfaat Plus</i>)	
		Personal Liability	Loss of Home Content due to Burglary
		(<i>Tanggung Jawab Hukum Pribadi</i>)	(<i>Kehilangan Isi Rumah karena Pencurian</i>)

Mandatory Documents (*Dokumen wajib*)

Claim Form (<i>Formulir Klaim</i>)	✓
Passport & VISA Copy (<i>Copy Paspor & VISA</i>)	
Boarding Pass Copy & Flight Itinerary (<i>Copy Boarding Pass & Jadwal Penerbangan</i>)	

Mandatory Documents (*Dokumen wajib*)

Diagnose (<i>Diagnosa</i>)	✓		
Medical Resume (<i>Resume Medis</i>)	✓		
Medical Treatment Original Receipt (<i>Kuitansi Asli Perawatan Kesehatan</i>)	✓		
Treatment Expenses Detail (<i>Rincian biaya perawatan</i>)	✓		
Copy of Prescription (<i>Copy resep</i>)	✓		

Documents Related to Accident, Death, Loss, Legal Liability (*Dokumen terkait kecelakaan, kematian, kehilangan, tuntutan hukum*)

Police or Other Authority Report (<i>Laporan Polisi atau Pihak Berwenang lainnya</i>)	✓	✓	✓
Family Card (<i>Kartu Keluarga</i>)	✓		
Death Certificate (<i>Surat Keterangan Kematian</i>)	✓		
Purchase Invoice / Guarantee Card / Other Ownership Certificate (<i>Kuitansi pembelian / kartu garansi / bukti kepemilikan lain</i>)			✓
Third Party Legal (<i>Surat tuntutan pihak ketiga</i>)		✓	

Documents related to Travel Inconvenience (*Dokumen terkait Ketidaknyamanan Perjalanan*)

Notification Letter from Transport Service Provider (<i>Surat Keterangan dari Jasa Transportasi</i>)			
Original receipt food and beverages (<i>Nota asli pembelian makan minum</i>)			
Original receipt purchase of major apparel (<i>Nota asli pembelian pakaian utama</i>)			
Original Receipt of max 3 star Hotel (<i>Kuitansi asli hotel maksimal bintang 3</i>)			
Original receipt transportation fee (<i>Nota asli biaya transportasi</i>)			
Original receipt purchase of economy airfare ticket (<i>Kuitansi pembelian tiket pesawat kelas ekonomi</i>)			
Other Documents as request by The Insurer (<i>Dokumen lain sesuai keperluan Penanggung</i>)		✓	

Product advantage



Cashless for hospitalization



Personal Liability

24 hours Assistance

Contact Center +6221 29279640
Whatsapp +628118083895



Personal Accident
in Indonesia



Medical Expenses
due to accident
in Indonesia

Easy to purchase
myprotection.id for retail,
i-ssurance.id for intermediaries



Group Policy
(≥ 5 insured)

 MyTravel
Protection


AAI's Assistance During Traveling Overseas


Asistensi AAI Selama Perjalanan di Luar Negeri



PT. AA International

 +6221 29279640 (*international call*)

 +628118083895

 ops-jakarta@aa-international.co.id



International Medical Assistance

Pelayanan Bantuan Medis Internasional

24 hours Call Center

Call Center 24 jam

Medical Referral Services

Pelayanan Referensi Medis

Emergency Medical Evacuation

Evakuasi Darurat Medis

Medically Supervised Repatriation

Pemulangan di bawah pengawasan medis

Hospital Admission Guarantee

Jaminan pembiayaan Rumah Sakit

Monitoring of Medical Condition

Pemantauan Medis

Emergency Travel Assistance

Bantuan Darurat dalam Perjalanan

Embassy or Consulat Referral

Referensi Kedutaan atau Konsulat

Flight Information

Informasi Penerbangan

Legal Referral

Referensi Bantuan Hukum

Referral to Translator

Referensi Penterjemah



**MyTravel
Protection**

Frequently Asked Question MyTravel Protection International (MyTravel)

- Q** When and where I can purchase MyTravel?
A Any time before departing Indonesia, through Travel Agent or LippolInsurance officer
- Q** What are the minimum documents for purchasing MyTravel?
A Passport only
- Q** Does MyTravel have a family or group package?
A Yes. Family : maximum 2 (two) adults and maximum 2 (two) children have direct family relationship. Group : minimum 5 (five) Insured on 1 (one) policy
- Q** Can the policy be canceled?
A Yes only in below condition :
- The Insured has no VISA approval
- The Insured is not permitted due to medical reasons
- Q** How long maximum period of Insurance for MyTravel?
A Maximum for 90 (ninety) consecutive days for each Trip.
- Q** Which Country is excluded by MyTravel?
A There is no country excluded, however Asia Specialist package is limited for some countries specified in the brochure.
- Q** Does MyTravel approved as insurance in Schengen country?
A Yes
- Q** How can I have assistance during travelling overseas?
A Contact center 24 jam : +6221 29279640 (international call)
Whatsap (chat only) : +628118083895
- Q** Is there a list of hospitals with cashless facilities?
A Please contact 24hours assistance to get information on the nearest medical provider with cashless facility
- Q** Is there any medical treatment excluded by MyTravel?
A Yes treatment caused by :
- Congenital diseases
- Pre existing diseases
And expenses which include in category :
- Prostheses
- Therapy
- Pregnancy, fertility, hormonal
- Non medical expenses
- Medical check up
- Q** How can I report the claim?
A Contact our 24 Hour Call Center 1500563, we are pleased to provide assistance
- Q** Kapan dan dimana saya dapat membeli polis MyTravel?
A Kapanpun sebelum meninggalkan Indonesia, melalui Travel Agent atau Staf Marketing LippolInsurance.
- Q** Apa saja dokumen minimum yang menjadi syarat pembelian polis MyTravel?
A Hanya Paspor
- Q** Apakah MyTravel Protection International memiliki paket keluarga atau group?
A Ya. Keluarga : maksimal 2 (dua) dewasa dan maksimal 2 (dua) anak berhubungan keluarga langsung Grup : minimal 5 (lima) orang dalam 1 (satu) Polis
- Q** Apakah polis dapat dibatalkan ?
A Ya hanya dalam kondisi berikut:
- Tertanggung tidak mendapatkan VISA
- Tertanggung tidak diijinkan karena alasan medis
- Q** Berapa lama maksimal masa periode Asuransi untuk polis MyTravel?
A Maksimal selama 90 (Sembilan puluh) hari berturut-turut untuk setiap perjalanan.
- Q** Negara mana yang dikecualikan di MyTravel?
A Tidak ada Negara yang dikecualikan, namun khusus Asia Specialis hanya berlaku pada Negara tertentu sebagaimana tercantum pada brosur.
- Q** Apakah MyTravel termasuk Asuransi yang disetujui di Negara Schengen?
A Ya
- Q** Bagaimana cara saya mendapatkan asistensi selama perjalanan di luar negeri?
A Pusat informasi 24 jam : +6221 29279640 (panggilan internasional)
Whatsap (chat only) : +628118083895
- Q** Adakah terdapat daftar rumah sakit dengan fasilitas cashless?
A Silahkan hubungi asistensi 24 jam untuk mendapatkan informasi rumah sakit terdekat dengan fasilitas cashless
- Q** Adakah perawatan medis yang dikecualikan oleh MyTravel?
A Ada yaitu perawatan yang disebabkan oleh :
- Penyakit bawaan
- Penyakit yang ada sebelum perjalanan
Dan biaya yang termasuk dalam kategori :
- Alat bantu
- Terapi
- Kehamilan, kesuburan, hormonal
- Biaya non medis
- Pemeriksaan kesehatan rutin
- Q** Bagaimana saya melaporkan klaim?
A Hubungi call center 24 jam 1500563, dengan senang hati kami memberikan asistensi

