



COVID-19 Outbreak: Information for AXA Customers

AXA is closely monitoring the COVID-19 situation in Singapore and we would like to update our customers on the relevant coverage benefits of your AXA policies.

For AXA Travel Insurance Customers:

Customers are eligible for trip cancellation claims, if they purchased our travel insurance plans and booked their trips to:

- Wuhan before 11 January 2020; or
- Mainland China before 27 January 2020

Customers are eligible for claims arising from the COVID-19 outbreak if they departed Singapore for:

- Wuhan before 11 January 2020; or
- Mainland China (excluding Wuhan) before 27 January 2020

In view of the Ministry of Foreign Affairs' advisory to defer non-essential travel to mainland China, our travel insurance does not cover any claims arising from the outbreak, which is deemed a "known" event, for trips to or passing through the country if the policy or trip is purchased on the dates stated above or later.

Customers who have not departed Singapore and wish to proceed with their trip are not eligible for any claims arising from the outbreak.

For AXA Health Insurance Customers:

Please be assured that in the event that you need to seek treatment for COVID-19 infection, you can claim medical expenses, such as hospitalisation and outpatient expenses, according to your policy coverage.

For queries, you may contact your agent. You may also contact us through our Customer Care Hotline at +65 6880 4888 or our Enquiry Form at www.axa.com.sg/customer-care/contact-us.

Please visit www.moh.gov.sg/2019-ncov-wuhan for the latest updates on the COVID-19 situation in Singapore.

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