

CBM TRAVEL INSURANCE

(FOR CREDIT CARDHOLDERS)



Policy Coverage

Policy Holder	Commercial Bank of Maldives Pvt Ltd
Policy Number	HQ/24/TSI/DP/00409
Form	Standard policy wording of Solarelle Insurance Pvt Ltd
Period	10th October 2024 to 9th October 2025
Class	Travel Insurance Open Policy
Insured	Any Cardholder of a Classic, Gold, Platinum Credit Card issued by Commercial Bank of Maldives who is no more than 70 years in respect of an insured journey abroad.
Benefits/Limitations	As per the Schedule of Benefits attached hereto.
Conditions	Worldwide cover excluding the geographical limits of the Maldives. Maximum duration per trip is limited to 90 days.

FAQ: Travel Insurance for CBM VISA Credit Cards

1. Who is eligible for this travel insurance?

The travel insurance is available to CBM credit cardholders who are permanent residents, employed, or studying in the Republic of Maldives, aged between 18 - 69. To be eligible, **air tickets must be purchased using CBM credit cards.**

2. What is the coverage period for this insurance?

The coverage period for this insurance begins when you depart your home for an overseas trip and ends when you return. Single-trip coverage applies for the entire trip duration, while multi-trip coverage allows for multiple trips within a 12-month period, with each trip not exceeding 31 days. The policy provides worldwide cover excluding the geographical limits of the Maldives, with a maximum duration per trip limited to 90 days.

3. What benefits does this insurance provide?

- **Emergency Medical & Repatriation Costs:** Covers medical and dental emergencies, and repatriation in case of severe illness or accident (up to the limits specified for each card type).
- **Personal Accident:** Provides compensation in case of accidental death, loss of limb(s), sight, or permanent disability.
- **Travel Disruption:** Offers reimbursement for travel delays, missed departures, and accommodation costs due to covered events.
- **Loss of Passport:** Covers the cost of replacing lost or stolen passports, visas, and associated travel expenses.
- **Loss of Checked-In Baggage:** Covers lost baggage and emergency replacement costs for essential items if baggage is delayed.
- **Personal Liability:** Covers legal liability for third-party injury or property damage.
- **Legal Expenses:** Covers legal costs related to insured events.

4. How do I make a claim?

- **Emergency Notification:** For emergency medical claims, notify Assist America Asia Limited as soon as possible, especially if hospitalization or repatriation is required. The contact numbers for worldwide assistance are +91-40-23386798 or +91-40-66612349.
- **General Claims Notification:** Report any claim within seven (7) days of the incident. For claims involving bodily injury, illness, disease, or loss, you or someone on your behalf should call the claims line immediately.
- **Documentation and Evidence:** You will need to submit necessary documentation, such as receipts, police reports, or medical certificates, depending on the nature of the claim.
- **Medical Expenses Abroad:** For inpatient treatment, Assist America can arrange for direct payment to the hospital. However, for outpatient expenses, you must pay upfront and then submit a claim for reimbursement.

5. What exclusions apply to this policy?

- The policy has several exclusions that apply to all sections. Claims arising directly or indirectly from the following are not covered:
- **War and Terrorism:** War, civil war, invasion, rebellion, and terrorism (unless it leads to emergency medical or repatriation costs, personal accident, or travel disruption).
- **Radioactive Contamination:** Damage due to ionizing radiation or radioactive contamination from nuclear fuel or nuclear waste.
- **Winter Sports:** Participation in winter sports is not covered under this policy.
- **Professional and High-Risk Sports:** Professional sports, hazardous activities, manual labor, and sports like skydiving, scuba diving beyond specified depths, mountaineering, and others that require ropes or guides.
- **Suicide, Self-Harm, and Risky Behavior:** Suicide, attempted suicide, self-inflicted injury, drug or alcohol abuse, sexually transmitted diseases, and putting yourself at needless risk (except in an attempt to save a human life).
- **Criminal Acts:** Losses or claims arising from your involvement in unlawful activities.
- **Additional Losses or Expenses:** Costs not directly related to a covered event, such as changing locks if keys are lost.
- **Armed Forces Duty:** Claims arising from operational duties as a member of the armed forces.
- **Travel against Official Warnings:** Traveling to areas where the Foreign & Commonwealth Office or World Health Organization has advised against all or all but essential travel.
- **Pre-existing Medical Conditions:** Conditions for which you have received or are awaiting treatment, unless declared and accepted.
- **Pregnancy:** Normal pregnancies without complications are not covered. However, emergency medical treatment for pregnancy complications is included if medically necessary.
- **Inappropriate Medical Treatment:** Treatments that are not considered necessary, including elective procedures, treatments that could wait until return home, and ongoing prescriptions.
- **Loss of Passport and Personal Belongings:** Loss or damage to passports, visas, or checked-in baggage if left unattended or in situations where due care was not taken.
- **Other Specific Exclusions:** Epidemic or pandemic claims (excluding COVID-19 hospitalization and repatriation), claims from loss due to depreciation in value, loss from customs or authority confiscations, contagious disease transmissions, and claims related to aviation risks as a crew member or pilot.

6. Are there excess payments (deductible) for claims?

Yes, claims under most sections require an excess payment, which is the first part of the claim that you must pay. These amounts vary depending on the card type and policy section. Refer to Q13 for details.

7. Does this policy cover COVID-19-related claims?

The policy covers hospitalization and repatriation costs due to COVID-19. Other claims directly or indirectly related to COVID-19, such as quarantine expenses, are excluded.

8. What should I do in case of a medical emergency abroad?

Contact Assist America Asia Limited at +91-40-23386798 or +91-40-66612349. They can assist with hospital admissions, medical evacuation, repatriation, and authorization of medical expenses.

9. How does travel disruption coverage work?

Coverage applies to trip cancellations, delays, involuntary denied boarding, or if you must cancel or cut short your trip due to specific covered events. Travel disruptions due to natural disasters, insolvency of service providers, or government advisories may also be covered. Refer to Q13 (E) for details.

10. What is covered under the personal accident section?

The policy provides a specified benefit amount for accidental death, loss of limbs, loss of sight, or permanent disability occurring during your insured trip. Refer to Q13 (B) for details.

11. What is the process for a claim under lost or stolen passport?

Report the loss to the local police within 24 hours and obtain a report. The policy covers reasonable expenses for replacing passports and visas lost abroad. Retain receipts for submission with your claim. Refer to Q12 for details.

12. Claim evidences for each category of benefit

Category	Claim Evidence Required
Emergency Medical and Repatriation Costs	Receipts or bills for all in-patient/out-patient treatment or emergency dental treatment received.
	Original death certificate and receipts for funeral, cremation, or repatriation expenses (in case of death).
	Receipts or bills for taxi fares to/from hospital claimed for, with details of the date, name, and location of the hospital concerned.
	Receipts, bills, or proof of purchase for any other transport, accommodation, or other costs, charges or expenses claimed for, including calls to the Assist America Asia Limited
	Any other relevant information relating to your claim under this section that insurer may ask you.
Personal Accident	Original death certificate (in case of death).
	Medical certificate or report for loss of limb, sight, or permanent disability.
	Any other relevant information relating to your claim under this section that insurer may ask you.
Travel Disruption	A copy of the advice against all travel or all but essential travel issued by the Foreign & Commonwealth Office (FCO).
	Booking confirmation together with a cancellation invoice from your travel agent, tour operator or provider of transport/accommodation.
	In the case of curtailment claims, written details from your travel agent, tour operator or provider of transport/accommodation of the separate costs of transport, accommodation and other pre-paid costs or charges that made up the total cost of the trip.
	Your unused travel tickets.
	Written confirmation from your public transport operator (or their handling agents) of the cancellation, number of hours delay or denied boarding and the reason for these together with confirmation of your check-in times and details of any alternative transport offered.
	Written confirmation from the company providing the accommodation (or their administrators), the local police or relevant authority that you could not use your accommodation and the reason for this.
	Receipts or bills for any transport, accommodation or other costs, charges or expenses claimed for.
	Written confirmation from the provider of transport/accommodation that compensation, assistance or reimbursement of any costs, charges and expenses incurred by you will not be provided and the reason for this.
	Any other relevant information relating to your claim under this section that insurer may ask you.
Loss of Passport	A police report from the local police in the country where the incident occurred for all loss, theft or attempted theft.
	A letter from your tour operator's representative, hotel or accommodation provider where appropriate.
	All travel tickets and tags for submission.
	Original receipts, proof of ownership or valuations for items lost, stolen or damaged.
	Receipts, bills, or proof of purchase for any transport and accommodation expenses claimed for.
	Receipt for all currency and travel lers cheques transactions.
	Any other relevant information relating to your claim under this section that insurer may ask you.

Loss of Checked -in Baggage	A Property Irregularity Report from the airline or a letter from the carrier where loss, theft or damage occurred in their custody.
	All travel tickets and tags for submission.
	An original receipt, proof of ownership or valuations for items lost and for all items of clothing, medication and toiletries replaced if your baggage is temporarily lost in transit for more than 12 hours.
	A letter from the carrier confirming the number of hours your baggage was delayed for.
	Any other relevant information relating to your claim under this section that insurer may ask you.
Personal Liability	Full details in writing of any incident.
	Any court claim form, summons, letter of claim or other document must be sent to us as soon as you receive it.
	Any other relevant information relating to your claim under this section that insurer may ask you.

13. Schedule of Benefits and deductible (Excess)

Benefits for person	Deductible (USD)	Classic (USD)	Gold (USD)	Platinum (USD)
A. Emergency Medical and Repatriation Costs				
i. Repatriation in case of illness/accidents	75	50,000.00	75,000.00	100,000.00
ii. Repatriation of mortal remains				
B. Personal Accident	Nil	10,000.00	15,000.00	20,000.00
C. Cancelling or cutting your trip short	50	2,000.00	2,000.00	2,000.00
D. Missed Departure	Nil	150	200	250
E. Travel Disruption	25	150	200	250
F. Loss of Passport	Nil	200	250	300
G. Loss of Checked in baggage	Nil	500	1,000.00	1,000.00
H. Personal Liability	Nil	10,000.00	15,000.00	20,000.00
I. Legal Expenses	Nil	10,000.00	15,000.00	20,000.00