

Special travel claims arrangement in response to Hong Kong International Airport events on 12-13 August 2019

At QBE Hong Kong, we are committed to helping our customers in times of need. In view of the Hong Kong International Airport events on 12-13 August 2019, we will accept claims for **Travel Delay Cash Allowance for flight delays resulting from such events as a special arrangement**.

This special arrangement is applicable to customers:

- who have the travel insurance policy issued on or before 3:55pm, 12 August 2019 with scheduled flights departing from/arriving in Hong Kong on 12-13 August 2019; and
- who were unable to enter the Hong Kong International Airport's departure hall on 12 August 2019, or whose original flight has been delayed in excess of the time specified in the policy due to the Hong Kong International Airport events on 12-13 August 2019.

Customers will need to provide the itinerary of the original and revised flights, the boarding pass of the replacement flight and/or proof of the number of hours of delay issued by the airline when submitting a claim at claims.qbe.com/hk/travel. Our Claims Services team will review the case in accordance with the policy terms and conditions and pay out the benefits based on the purchased travel insurance plan. The actual claimable amount is subject to the policy terms and conditions.

As this is a special arrangement and the events were unprecedented in nature, we will evaluate again should similar events happen in the future.

If customers have any enquiries, please [contact us](#).