

## **IMPORTANT NOTICE**

Kindly be aware the below contains general answers to questions. In order to fully understand your query you should email us on [saatravel@allianz-assistance.com](mailto:saatravel@allianz-assistance.com) and your question will be answered. Your travel insurance is subject to the terms, conditions and exclusions of your policy. Please read through the policy wording and ensure that you have a comprehensive understanding of the document.

## **WHAT TRAVEL INSURANCE POLICIES CAN I PURCHASE FROM THIS WEBSITE?**

- **DOMESTIC COVER**  
Domestic Cover is residents of South Africa for who travel within South Africa on South African Airways
- **REGIONAL COVER**  
Regional Cover is for residents of South Africa for who travel within Africa on South African Airways
- **INTERNATIONAL COVER**  
International Cover is for residents of South Africa for International travel only on South African Airways

## **HOW CAN I PAY FOR MY TRAVEL INSURANCE?**

You may use your credit or debit card to purchase your travel insurance which is safe and secure.

## **WHEN IS THE BEST TIME TO PURCHASE TRAVEL INSURANCE?**

As soon as you have booked and paid for your journey.

## **WHAT DO I DO IN AN EMERGENCY?**

We are available 24hrs a day to assist you, kindly contact us on +27 8719 50581 and we will gladly assist you with your emergency or provide information you require.

## **WHAT DO I DO IF I NEED A REFUND?**

You have 30 days to review your policy from the date of purchase, should you wish to cancel the policy kindly send us an email to [saatravel@allianz-assistance.com](mailto:saatravel@allianz-assistance.com)

## **WHAT TIME PERIOD DO I HAVE TO LODGE A CLAIM?**

Up to 30 days after returning to South Africa

## **DO I NEED A POLICE REPORT REGARDING LOST OR STOLEN ITEMS?**

Yes, all losses must be reported to the police within a 24hr period and a report must be obtained. Your claim may be declined without a police report.

## **WHEN DO I NEED TO LODGE A CLAIM?**

You may lodge your claim while you are still overseas by contacting us.

## **WHAT IS THE AGE LIMIT ON THE TRAVEL INSURANCE POLICY?**

You can purchase the travel insurance if you are aged 80 or under at the date your policy was issued.

## **CAN I PURCHASE TRAVEL INSURANCE IF I HAVE DEPARTED SOUTH AFRICA?**

No, cover can only be purchased before departure.

## **WHAT IS A PRE-EXISTING MEDICAL CONDITION?**

It is an ongoing medical or dental treatment or dental condition which you are aware or related complication you have, or the symptoms of which you are aware. A medical or dental condition that is currently being, or has been investigated, or treated by a health professional (including dentist and chiropractor) prior to policy issuance. Any conditions for which you take prescribed medicine or see a medical specialist. Any condition for which you have had surgery.

## **DOES MY TRAVEL INSURANCE COVER PRE-EXISTING MEDICAL CONDITIONS?**

There is no cover for Pre-Existing Medical conditions. If you are uncertain about your coverage please email us on [saatravel@allianz-assistance.com](mailto:saatravel@allianz-assistance.com)

## **AM I COVERED FOR HAZARDOUS OR SPORTING ACTIVITIES?**

Yes your terms and conditions document contains a list of activities that are covered. In the event of your activity not being listed in the document please email us to confirm if it is a covered activity.

## **CAN I PURCHASE TRAVEL INSURANCE FROM THIS WEBSITE IF I AM EMIGRATING?**

The cover offered from this website does not provide coverage for emigration.

## **I PURCHASED MY POLICY AND DID NOT RECEIVE MY DOCUMENTS?**

Please email us on [saatravel@allianz-assistance.com](mailto:saatravel@allianz-assistance.com) and we will gladly resend your documents.