

## FREQUENTLY ASKED QUESTIONS (FAQs)

### DTAC x Sunday International Travel Insurance for Sim GO! Inter

#### 1. Countries covered

Q: What countries are covered by this policy?

- **Asia**

Brunei, Cambodia, People Republic of China, Kazakhstan, Lao, Malaysia, Myanmar, Taiwan, Bangladesh, Indonesia, Israel, Pakistan, Qatar, Philippines, Saudi Arabia, United Arab Emirates, Hong Kong, Japan, South Korea, Macau, Singapore

- **Europe**

Albania, Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lichtenstein, Lithuania, Luxemburg, Malta, Montenegro, Netherland, Norway, Portuguese Republic, Romania, Russia, San Marino, Serbia, Slovak, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom, Vatican City State

- **Africa**

Egypt, Ghana, South Africa

- **Oceania**

Australia, New Zealand

- **North/South America**

Canada, Puerto Rico, British Virgin Islands, United States of America, Brazil

Remarks: Countries that is available for Sim GO! Inter plus data roaming is difference from countries listed above please see <http://www.dtac.co.th/gointer/>

Q: What countries are not covered by this policy?

This policy doesn't cover the act of travelling to or being in transit or having connecting flights at the following 27 countries: Afghanistan, Chechnya, Iraq, Israel, Palestinian Territory, Sudan, Uzbekistan, Algeria, Burundi, Democratic Republic of Congo, Iran, Lebanon, Bosnia, Eritrea, Ethiopia, Guinea-Bissau, Haiti, Bosnia and Herzegovina, Ivory Coast, Liberia, Libya, Rwanda, Sierra Leone, Somalia, Timor, Uganda, and North Korea.

#### 2. Coverage period

Q: What is the maximum coverage period for this policy?

The maximum coverage period is 10 days per policy. The coverage period ends at midnight of day 10.

Q: When does the policy coverage starts?

**Redeeming the travel insurance reward before your journey starts:**

If you redeem the travel insurance reward 2 hours or more before your departure time, the coverage will begin 2 hours before your departure time (according to a flight schedule).

If you redeem the travel insurance reward during the last 2 hours before your departure time, the coverage will begin immediately after the registration is complete.

**Redeeming the travel insurance reward after your arrival at the destination:**

If you redeem the travel insurance reward after you have departed from Thailand after your arrival at the destination, the coverage will begin immediately after the registration is complete. Please note that redeeming the travel insurance reward at your arrival at the destination may result in you not being fully covered by the policy for all incident occurred prior to the redemption

Q: If I already redeemed the travel insurance reward by filling in the departure date earlier than my actual departure date, when will the coverage begin?

The coverage begins on the date indicated in the registration. However, you can let us know of your change of plan and your new departure date by contacting us via Sunday Call Center, email, or LINE at least 24 hours before your actual departure date.

Q: When does the policy coverage ends?

Once the coverage starts, the coverage will end at midnight of day 10 (Thailand time, GMT+7), or after 2 hours of your arrival in Thailand (whichever comes first).

Q: If I buy 2 SIM GO! Inter Plus and would like to redeem the travel insurance reward twice, will my coverage period last more than 10 days?

Yes, the coverage period of the 2<sup>nd</sup> policy will start immediately after the 1<sup>st</sup> policy expires.

**Q: If I travel more than 10 days and buy more than 1 SIM GO! Inter Plus, will I get covered for longer than 10 days?**

If you redeem the travel insurance reward before you leave Thailand, on day 11 of your traveling abroad, you need to insert the 2<sup>nd</sup> SIM and register to redeem your 2<sup>nd</sup> travel insurance reward. By doing this, you will be fully covered at all times during the 20 days.

If you forgot to redeem your 2<sup>nd</sup> travel insurance within 24 hours after your 1<sup>st</sup> policy expires, you won't be covered during the overlap period. However, the 2<sup>nd</sup> policy will start immediately after your 1<sup>st</sup> policy expires.

**Q: If I already registered to redeem the travel insurance reward but haven't received my policy via SMS, what should I do?**

This may result from an SMS error. You can check your policy by visiting [dtac.easysunday.com](http://dtac.easysunday.com).

If you can't find your policy on the website provided, this may result from an USSD registration error. Please try to register again. If the problem persists, please contact Sunday 24/7.

### 3. Terms and conditions

**Q: How old must the insured person be in order to subscribe to this policy?**

- The insured must be of age between 1 month – 70 years old.
- Children of age 1 month – 15 years old must be registered and accompanied by an adult.
- Infant of age 1 month to 1 year old must be accompanied by an adult with a restriction of 1 infant per 1 adult.

**Q: If I have already purchased a SIM GO! Inter Plus, but haven't registered to redeem a travel insurance reward, can I register after I have left Thailand?**

Yes, you can still register after the roaming begins. However, the policy will not cover any incidents occurred prior to the registration.

**Q: If my SIM GO! Inter Plus expires prior to my return to Thailand and an accident occurs, would I be covered for the accident?**

Yes, the policy coverage is for 10 days starting from the departure date and ends when it reaches the expiry date (Thailand time, GMT+7).

This means the policy coverage period is independent of your internet data period.

**Q: When does the trip cancellation coverage start?**

- Trip cancellation coverage started immediately after customer successfully purchase SIM GO! Inter Plus from dtac hall which will be covered for trip cancellation occur prior to trip start date.

**Q: If I have pre-existing conditions and am hospitalized due to the conditions. Can I claim for a compensation?**

No, the policy does not cover any pre-existing conditions or any complication arising from these conditions.

**Q: If I am injured or forced to postpone my flight while traveling abroad due to a local riot or strike, can I claim for a compensation?**

No, the policy does not cover any loss or injury arising from wars (whether the war is declared or not), invasions, act of foreign enemies, civil wars, revolutions, insurrection, civil commotion, popular rising against the government, riots, or strikes.

**Q: If I'm planning to go skydiving or parachute jumping during my overseas trip and I'm concerned of possible injury, will the policy provide a coverage for the injury from such cause?**

No, the policy does not cover any loss or injury arising while the insured is participating in the following activities: hunting for animals, racing of all kinds of car or boat, horse racing, ski playing or racing including jet ski, skate racing, boxing, parachute jumping (except for the purpose of life saving), boarding or traveling in a hot-air balloon, gliding, bungee jumping, mountain climbing with equipment, or diving with oxygen tank and breathing equipment under water.

**Q: If I lose my baggage as a result of leaving the baggage unattended in a vehicle or a public area, can I claim for a compensation?**

No, the policy does not cover any loss of the baggage left unattended.

**Q: If I suffer a toothache while traveling overseas, can I claim for the toothache treatment compensation?**

No, this travel insurance policy only covers necessary dental treatments due to accidents covered under the policy and only for such treatments within 7 days following the accident. Any dental care, dentures, dental crown, or prosthodontics is not covered under this policy.

Q: If I don't know the exact date of my departure or would like to change the travel date, what should I do?

Changing a travel date is possible. You can contact Sunday Call Center at 02-026-3355 or via LINE @sundaygointer at least 24 hours before your actual departure.

#### 4. Claim Procedure

Q: What is the claim procedure?

You need to make an advance payment of any medical expenses or losses incurred from the causes covered under the policy and submit a claim for any reimbursement once you've returned to Thailand. The claim documents can be submitted using a photocopy to our online claim form. Once the claim is assessed and approved, you need to submit the original documents to Sunday to process the payment.

Q: How long does the claim process take?

Sunday will process your claim within 14 days after receiving complete documents.

Q: If I was ill or was injured during my trip and was hospitalized abroad and need follow-up treatments (from causes covered under the policy). Can I seek follow-up treatments after my arrival in Thailand?

Yes, but the follow-up medical treatment must be within 12 hours after your arrival in Thailand. The follow-up medical expenses must not exceed 10% of total sum insured (THB 25,000) and the total medical expenses including medical expenses abroad must not exceed the total sum insured (THB 250,000).

Q: If I get ill during an overseas trip, can I purchase drugs for self-treatment and claim for a compensation?

Yes, given that you can provide the prescription issued by a registered physician abroad.

Q: If I find out after arrival in Thailand that my baggage was damaged due to the airline's handling, can I claim for such damage?

Yes, but you need to file a claim to the airline first.

Q: When will I get covered for a flight cancellation due to necessary events?

You'll be covered for a flight cancellation immediately after you buy SIM GO! Inter Plus (and register your SIM card at dtac service centers).

If you have any further questions, please contact Sunday call center at +66-2-026-3355, email [travel.support@easysunday.com](mailto:travel.support@easysunday.com), or via LINE [@sundaygointer](https://www.facebook.com/sundaygointer).

Sunday's Help Service is available 24 hours.