

MyTravel Protection International



Pernahkah Anda membayangkan risiko apa saja yang mungkin menimpa Anda ketika Anda sedang atau akan menikmati indahny perjalanan ke luar negeri?

Meskipun Anda sudah menyiapkan segalanya dengan matang, Anda tetap tidak dapat memprediksi risiko apa yang mungkin menimpa Anda dan tentu saja Anda perlu mengeluarkan biaya lebih untuk mengatasi kerusakan/kerugian yang disebabkan oleh risiko tersebut. Oleh karena itu LGI menghadirkan produk MyTravel Protection International.

www.lgi.co.id

PT Lippo General Insurance Tbk berizin dan diawasi oleh Otoritas Jasa Keuangan

KEUNGGULAN PRODUK

MyTravel Protection International dari **LGI** akan melindungi Anda dan keluarga dari berbagai risiko ketidaknyamanan perjalanan seperti sakit, kecelakaan, pembatalan perjalanan, kehilangan bagasi, penundaan (*delay*) dan ketidaknyamanan lainnya. Perlindungan berlaku selama periode asuransi, artinya Anda dilindungi oleh jaminan asuransi selama perjalanan.

Kami menyadari bahwa perlindungan selama perjalanan adalah kebutuhan sekaligus hak semua orang. Berlandaskan keyakinan ini, **MyTravel Protection International** didisain untuk kenyamanan finansial Anda dan keluarga. Anda cukup menyisihkan sebagian kecil dana perjalanan Anda untuk menikmati pengalaman perjalanan bebas dari rasa khawatir



PREMI

(In USD)

Policy Type	Individual				Family (Premium per Family)				Group (≥ 5 Insured, Premium per Insured)			
Period of Insurance (Days)	Worldwide Premier Plan	Worldwide Executive Plan	World wide Regular Plan (Schengen Basic)	Asia Specialist Plan	Worldwide Premier Plan	Worldwide Executive Plan	Worldwide Regular Plan (Schengen Basic)	Asia Specialist Plan	Worldwide Premier Plan	Worldwide Executive Plan	Worldwide Regular Plan (Schengen Basic)	Asia Specialist Plan
1 - 4	15	10.2	7.1	3.8	26.2	17.9	12.4	6.6	13.5	9.2	6.4	3.4
5 - 6	21.4	14.6	10.1	5.4	37.5	25.5	17.7	9.5	19.3	13.1	9.1	4.9
7 - 8	25.7	17.5	12.1	6.5	44.9	30.6	21.2	11.3	23.1	15.7	10.9	5.8
9 - 10	32.1	21.9	15.2	8.1	56.2	38.3	26.5	14.2	28.9	19.7	13.6	7.3
11 - 15	44.9	30.6	21.2	11.3	78.6	53.6	37.1	19.8	40.4	27.6	19.1	10.2
16 - 20	59.9	40.8	28.3	15.1	104.9	71.4	49.5	26.5	53.9	36.7	25.5	13.6
21 - 25	74.9	51	35.4	18.9	131.1	89.3	61.9	33.1	67.4	45.9	31.8	17
26 - 31	85.6	58.3	40.4	21.6	149.8	102.1	70.7	37.8	77	52.5	36.4	19.4
Additional per week	18.2	12.4	8.6	4.6	31.8	21.6	15	8	16.4	11.1	7.7	4.2
Annual	181.9	123.9	85.9	45.9	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Note (Keterangan) :
Premium loading for Insured age at the start date of Insurance as below
(Tambahkan premi untuk Tertanggung dengan usia pada tanggal mulai periode asuransi sebagai berikut) :
- 55 up to 65 years old : 50% (fifty per cent) (Usia 55 sampai dengan 65 tahun : 50% (lima puluh per seratus))
- 66 up to 75 years old : 100% (one hundred per cent) (Usia 66 sampai dengan 75 tahun : 100% (seratus per seratus))

"Premium loading will be applied for Family Program if minimum one of the Adult Insured included on above condition.
(Tambahkan premi berlaku untuk Polis Keluarga jika minimal satu Tertanggung dewasa termasuk dalam kondisi di atas)."

BENEFIT

Benefit	Worldwide Premier Plan	Worldwide Executive Plan	Worldwide Regular Plan (Schengen Basic)	Asia Specialist Plan
Medical & Emergency Expenses (Biaya Medis & keperluan Darurat)				
Inpatient & Outpatient *) <i>Rawat Inap & Rawat Jalan *)</i>	USD 100,000	USD 50,000	USD 50,000	USD 25,000
Automatic Extension Period of Insurance <i>Perpanjangan Otomatis Periode Polis</i>	Max 15 Days	Max 15 Days	Max 15 Days	Max 15 Days
Hospital Daily Compensation Benefit <i>Santunan Tunai Harian Rawat Inap</i>	USD 50/day, max 15 days	USD 25/day, max 15 days	—	USD 15/day, max 15 days
Follow up Inpatient in Indonesia <i>Rawat Inap lanjutan di Indonesia</i>	IDR 25,000,000	IDR 15,000,000	—	IDR 10,000,000
Emergency Evacuation & Repatriation <i>Evakuasi Darurat & Repatriasi</i>	Actual Cost	Actual Cost	Actual Cost	Actual Cost
Return of Children <i>Pemulangan Anak dibawah Umur</i>	1 economy class airfare + transport cost max USD 2,000	1 economy class airfare + transport cost max USD 1,000	1 economy class airfare + transport cost max USD 1,000	1 economy class airfare + transport cost max USD 500
Compassionate Visit Airfare & Accomodation (Hospitalized and Death) <i>Biaya Tiket & Akomodasi untuk kunjungan duka Keluarga (Rawat Inap dan Kematian)</i>	1 economy class airfare + USD 100/day cost max USD 2,000	1 economy class airfare + USD 75/day cost max USD 1,000	—	1 economy class airfare + USD 35/day cost max USD 500

Benefit	Worldwide Premier Plan	Worldwide Executive Plan	Worldwide Regular Plan (Schengen Basic)	Asia Specialist Plan
Personal Accident (Kecelakaan Diri)				
Accidental Death <i>Meninggal Dunia karena kecelakaan</i>	USD 200,000	USD 100,000	USD 100,000	USD 50,000
Accidental Permanent Disablement <i>Cacat Tetap karena kecelakaan</i>	USD 200,000	USD 100,000	USD 100,000	USD 50,000
Accidental Death & Permanent Disablement (Trip to Airport vice versa in Indonesia) <i>Meninggal Dunia & Cacat Tetap karena Kecelakaan (Perjalanan ke Bandara atau sebaliknya di Indonesia)</i>	IDR 100,000,000	IDR 50,000,000	IDR 50,000,000	IDR 25,000,000
Accidental Medical Expenses (Trip to Airport vice versa in Indonesia) <i>Biaya Medis karena kecelakaan (Perjalanan ke Bandara atau sebaliknya di Indonesia)</i>	IDR 10,000,000	IDR 5,000,000	IDR 5,000,000	IDR 2,500,000
Plus Benefit (Manfaat Tambahan)				
Personal Liability <i>Tanggung Jawab Hukum Pribadi</i>	USD 100,000	USD 50,000	USD50,000	USD 25,000
Loss of Home Content due to Burglary **) <i>Kehilangan Isi Rumah akibat Pencurian **)</i>	IDR 5,000,000/item Max IDR 25,000,000	IDR 2,500,000/item max IDR 15,000,000	—	—

Benefit	Worldwide Premier Plan	Worldwide Executive Plan	Worldwide Regular Plan (Schengen Basic)	Asia Specialist Plan
Travel Inconvenience (Ketidaknyamanan Perjalanan)				
Travel Cancellation <i>Pembatalan Perjalanan</i>	USD 5,000	USD 3,000	—	USD 1,500
Forfeited Trip <i>Perjalanan Terhenti</i>	USD 5,000	USD 3,000	—	USD 1,500
Delay Departure <i>Penundaan Keberangkatan</i>	USD 125/6 hour max USD 500	USD 75/6 hour max USD 300	—	USD 50/6 hour max USD 200
Missed of Connecting Flight <i>Tertinggal Pesawat Lanjutan</i>	USD 125/6 hour max USD 500	USD 75/6 hour max USD 300	—	USD 50/6 hour max USD 200
Aircraft Hijacking <i>Pembajakan Pesawat Udara</i>	USD 1,000	USD 500	—	USD 250
Loss of Baggage <i>Kehilangan Bagasi</i>	USD 300/item max USD 2,500	USD 200/item max USD1,500	—	USD 100/item max USD 500
Delay in Baggage Arrival <i>Keterlambatan Kedatangan Bagasi</i>	USD 500	USD 300	—	USD 200
Loss of Personal Belongings **) <i>Kehilangan Barang Pribadi **)</i>	USD 300/item max USD 2,500	USD 200/item max USD1,500	—	USD 100/item max USD 500
Loss of Money ***) <i>Kehilangan Uang ***)</i>	USD 250	USD 150	—	USD 100
Loss of Pasport <i>Kehilangan Paspor</i>	USD 500	USD 250	—	USD 150
Loss of Credit Card <i>Kehilangan Kartu Kredit</i>	USD 500	USD 250	—	USD 150

Noted

* "Limit of liability is limited maximum 50% (fifty percent) for condition (Batas manfaat dibatasi maksimal sebesar 50% (lima puluh persen) untuk kondisi):

- Insured age start from 60 (sixty) years old at the start date of Insurance (Tertanggung dengan usia mulai dari 60 (enam puluh) tahun pada tanggalmulai periode Asuransi)
- Insured other than Policy Holder in Family Policy (Tertanggung selain Pemegang Polis untuk Polis Keluarga)

** Indemnity value applied based on life usage (Nilai penggantian berlaku berdasarkan umur pakai):

≤ 1 year = 75% of purchase value, ≤ 2 years = 50% of purchase value, and ≤ 3 years = 25% of purchase value (≤ 1 tahun = 75% dari harga beli, ≤ 2 tahun = 50% dari harga beli, dan ≤ 3 tahun = 25% dari harga beli)

Deductible USD 200 any one occurrence (Risiko Sendiri USD 200 untuk setiap kejadian)

*** Subject to occurred at the same time with loss of personal belongings covered under this policy (dengan syarat kehilangan terjadi bersamaan dengan kehilangan barang pribadi yang dijamin oleh Polis ini)"





RISK & COVERAGE

- 1. Loss of Home Content due to Burglary**
Kehilangan Isi Rumah karena Pencurian
- 2. Travel Cancellation**
Pembatalan Perjalanan
- 3. Accidental Death & Permanent Disablement (Trip to Airport vice versa in Indonesia)**
Accidental Medical Expenses (Trip to Airport vice versa in Indonesia)
Kecelakaan saat menuju Bandara
- 4. Delay Departure**
Penundaan Keberangkatan
- 5. Missed of Conneting Flight**
Tertinggal Pesawat lanjutan
- 6. Aircraft Hijacking**
Pembajakan Pesawat Udara
- 7. Loss of Baggage**
Kehilangan bagasi
- 8. Delay in Baggage Arrival**
Keterlambatan kedatangan bagasi
- 9. Loss of Personal Belongings**
Kehilangan barang pribadi
- 10. Loss of Money**
Kehilangan Uang
- 11. Kehilangan Passport**
Loss of Passport
- 12. Loss of Credit Card**
Kehilangan Kartu Kredit
- 13. Inpatient & Outpatient**
Biaya Rawat Inap dan Rawat Jalan
- 14. Automatic Extension Period of Insurance**
Pepanjangan Otomatis Periode Pertanggungan
- 15. Hospital Daily Compensation Benefit**
Santunan Rawat Inap Harian
- 16. Emergency Evacuation & Repatriation**
Evakuasi Darurat & Repatriasi
- 17. Return of Children**
Pemulangan Anak
- 18. Compassionate Visit Airfare & Accomodation (Hospitalized and Death)**
Biaya Tiket & Akomodasi untuk Keluarga
- 19. Follow up Inpatient in Indonesia**
Rawat Inap lanjutan di Indonesia
- 20. Personal Liability**
Tanggung Jawab Pribadi
- 21. Accidental Death**
Meninggal Dunia
- 22. Accidental Permanent Disablement**
Cacat Tetap
- 23. Forfeited Trip**
Perjalanan yang terhenti

TRAVEL INCONVENIENCE

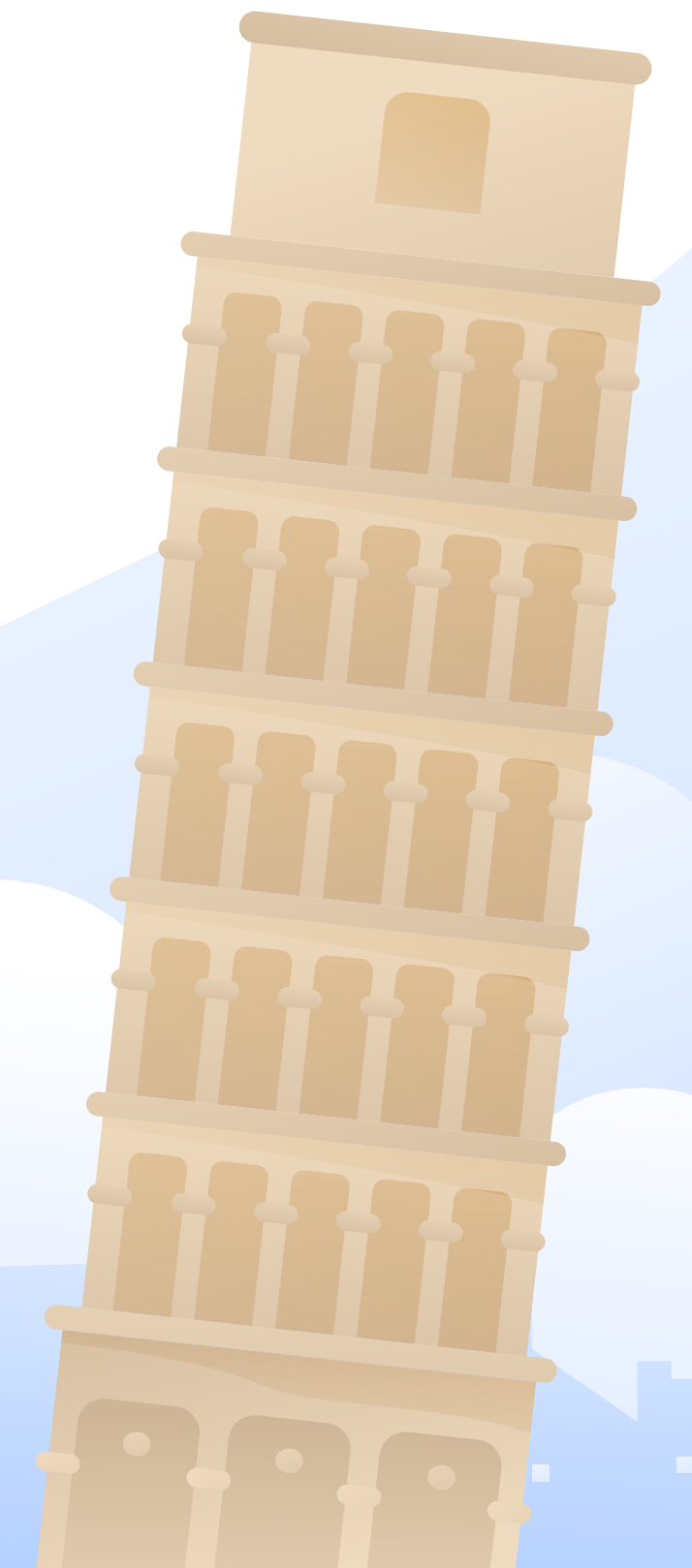
Indemnify Expenses (Biaya yang Dijamin)	Travel Cancellation	Forfeited Trip	Delay of Departure	Missed of Connecting Flight	Loss of Baggage	Delay in Baggage Arrival	Loss of (Kehilangan)	
							Personal Belongings	Passport
	(Pembatalan Perjalanan)	(Perjalanan Terhenti)	(Penundaan Keberangkatan)	(Tertinggal Pesawat Lanajutan)	(Kehilangan Bagasi)	(Keterlambatan Bagasi)	(Barang Pribadi)	(Paspor)
Economy Airfare Ticket (Tiket Penerbangan Kelas Ekonomi)	✓	✓		✓				✓
Hotel Expenses (Biaya Penginapan *)	✓	✓	✓	✓				✓
Document Handling Fees (Biaya Pengurusan Dokumen)	✓ (Visa Only)							✓ (Passport Only)
Purchase of Major Apparel (Pembelian Pakaian Utama **)			✓		✓	✓		
Food & Beverage Expenses (Biaya Konsumsi)			✓	✓				
Purchase of Toiletries Expenses (Pembelian Perlengkapan Mandi)			✓		✓	✓		
Transportation Hotel – Airport vice versa (Biaya Transportasi Hotel – Bandara pp)			✓	✓				
Other Personal Belongings (Barang Pribadi Lain ***)					✓		✓	

Note (Keterangan):

* Benefit Delay of Departure, Missed of Connecting Flight and Loss of Pasport limited maximum 3 (three) star hotel.
Jaminan Penundaan Keberangkatan, Tertinggal Pesawat Lanjutan dan Kehilangan Paspor dibatasi maksimal Hotel bintang 3 (tiga).

** Major apparel limited to underwear, shirt/t-shirt, pants, socks.
Pakaian utama terbatas pada pakaian dalam, baju/kaus, celana dan kaus kaki.

*** Personal belongings which can be proved its ownership by purchase invoice, guarantee card or other legal documents.
Barang pribadi yang dapat dibuktikan kepemilikannya diantaranya dengan kwitansi pembelian, kartu garansi atau bukti tertulis lain yang dapat dipertanggungjawabkan.



CLAIM DOCUMENT (DOKUMEN KLAIM)

Coverage (Jaminan)	Medical & Emergency Fees (Biaya Medis & Darurat)			
	Medical Treatment	Evacuation & Repatriation	Return of Children	Compassionate Visit Airfare & Accommodation
	(Perawatan Medis)	(Evakuasi & Repatriasi)	(Pemulangan anak)	(Tiket & Akomodasi Keluarga)

Mandatory Documents (Dokumen wajib)

Claim Form (Formulir Klaim)	✓
Passport & VISA Copy (Copy Paspor & VISA)	
Boarding Pass Copy & Flight Itinerary (Copy Boarding Pass & Jadwal Penerbangan)	

Mandatory Documents (Dokumen wajib)

Diagnose (Diagnosa)	✓	✓	✓	✓
Medical Resume (Resume Medis)	✓	✓	✓	✓
Medical Treatment Original Receipt (Kuitansi Asli Perawatan Kesehatan)	✓	✓	✓	✓
Treatment Expenses Detail (Rincian biaya perawatan)	✓	✓	✓	✓
Copy of Prescription (Copy resep)	✓	✓	✓	✓



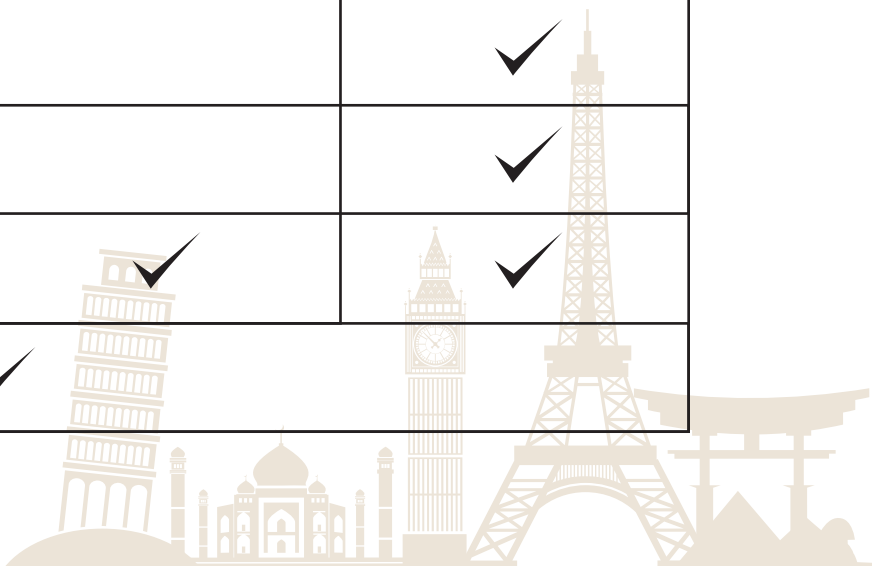
Coverage (Jaminan)	Medical & Emergency Fees (Biaya Medis & Darurat)			
	Medical Treatment	Evacuation & Repatriation	Return of Children	Compassionate Visit Airfare & Accommodation
	(Perawatan Medis)	(Evakuasi & Repatriasi)	(Pemulangan anak)	(Tiket & Akomodasi Keluarga)

Documents Related to Accident, Death, Loss, Legal Liability (Dokumen terkait kecelakaan, kematian, kehilangan, tuntutan hukum)

Police or Other Authority Report (Laporan Polisi atau Pihak Berwenang lainnya)		✓		
Family Card (Kartu Keluarga)			✓	✓
Death Certificate (Surat Keterangan Kematian)		✓		
Purchase Invoice / Guarantee Card / Other Ownership Certificate (Kuitansi pembelian / kartu garansi / bukti kepemilikan lain)				
Third Party Legal (Surat tuntutan pihak ketiga)				

Documents related to Travel Inconvenience (Dokumen terkait Ketidaknyamanan Perjalanan)

Notification Letter from Transport Service Provider (Surat Keterangan dari Jasa Transportasi)				
Original receipt food and beverages (Nota asli pembelian makan minum)				
Original receipt purchase of major apparel (Nota asli pembelian pakaian utama)				
Original Receipt of max 3 star Hotel (Kuitansi asli hotel maksimal bintang 3)				✓
Original receipt transportation fee (Nota asli biaya transportasi)				✓
Original receipt purchase of economy airfare ticket (Kuitansi pembelian tiket pesawat kelas ekonomi)			✓	✓
Other Documents as request by The Insurer (Dokumen lain sesuai keperluan Penanggung)	✓			



CLAIM DOCUMENT (DOKUMEN KLAIM)

Coverage (Jaminan)	Travel Inconvenience (Ketidaknyamanan Perjalanan)						
	Travel Cancellation	Forfeited Trip	Delay of Departure / Missed of Connecting Flight	Aircraft Hijacking	Loss of Baggage	Delay in Baggage Arrival	Loss of Personal Effect / Money / Passport / Credit Card
	(Perawatan Perjalanan)	(Perjalanan Terhenti)	(Penundaan Keberangkatan / Tertinggal Pesawat Lanjutan)	(Pembajakan Pesawat Udara)	(Kehilangan Bagasi)	(Keterlambatan bagasi)	(Kehilangan barang pribadi / uang / Paspor/kartu kredit)

Mandatory Documents (Dokumen wajib)

Claim Form (Formulir Klaim)	✓
Passport & VISA Copy (Copy Paspor & VISA)	
Boarding Pass Copy & Flight Itinerary (Copy Boarding Pass & Jadwal Penerbangan)	

Mandatory Documents (Dokumen wajib)

Diagnose (Diagnosa)	✓						
Medical Resume (Resume Medis)	✓						
Medical Treatment Original Receipt (Kuitansi Asli Perawatan Kesehatan)							
Treatment Expenses Detail (Rincian biaya perawatan)							
Copy of Prescription (Copy resep)							



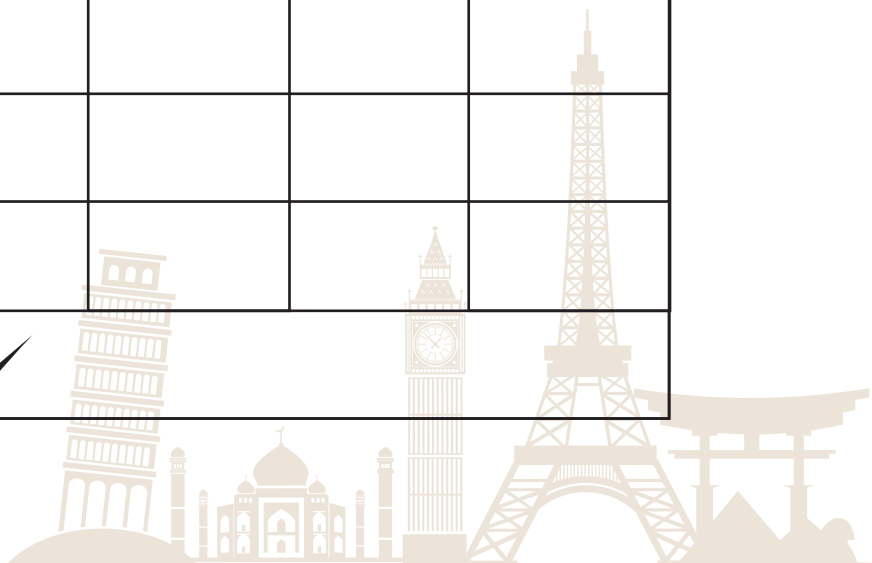
Coverage (Jaminan)	Travel Inconvenience (Ketidaknyamanan Perjalanan)						
	Travel Cancellation	Forfeited Trip	Delay of Departure / Missed of Connecting Flight	Aircraft Hijacking	Loss of Baggage	Delay in Baggage Arrival	Loss of Personal Effect / Money / Passport / Credit Card
	(Perawatan Perjalanan)	(Perjalanan Terhenti)	(Penundaan Keberangkatan / Tertinggal Pesawat Lanjutan)	(Pembajakan Pesawat Udara)	(Kehilangan Bagasi)	(Keterlambatan bagasi)	(Kehilangan barang pribadi / uang / Paspor/kartu kredit)

Documents Related to Accident, Death, Loss, Legal Liability (Dokumen terkait kecelakaan, kematian, kehilangan, tuntutan hukum)

Police or Other Authority Report (Laporan Polisi atau Pihak Berwenang lainnya)	✓	✓		✓			✓
Family Card (Kartu Keluarga)	✓	✓					
Death Certificate (Surat Keterangan Kematian)	✓	✓					
Purchase Invoice / Guarantee Card / Other Ownership Certificate (Kuitansi pembelian / kartu garansi / bukti kepemilikan lain)					✓		✓
Third Party Legal (Surat tuntutan pihak ketiga)							

Documents related to Travel Inconvenience (Dokumen terkait Ketidaknyamanan Perjalanan)

Notification Letter from Transport Service Provider (Surat Keterangan dari Jasa Transportasi)			✓	✓	✓	✓	
Original receipt food and beverages (Nota asli pembelian makan minum)			✓				
Original receipt purchase of major apparel (Nota asli pembelian pakaian utama)			✓			✓	
Original Receipt of max 3 star Hotel (Kuitansi asli hotel maksimal bintang 3)			✓				
Original receipt transportation fee (Nota asli biaya transportasi)			✓				
Original receipt purchase of economy airfare ticket (Kuitansi pembelian tiket pesawat kelas ekonomi)		✓					
Other Documents as request by The Insurer (Dokumen lain sesuai keperluan Penanggung)	✓						



CLAIM DOCUMENT (DOKUMEN KLAIM)

Coverage (Jaminan)	Personal Accident (Kecelakaan Diri)	Plus Benefit (Manfaat Plus)	
		Personal Liability	Loss of Home Content due to Burglary
		(Tanggung Jawab Hukum Pribadi)	(Kehilangan Isi Rumah karena Pencurian)

Mandatory Documents (Dokumen wajib)

Claim Form (Formulir Klaim)	✓		
Passport & VISA Copy (Copy Paspor & VISA)			
Boarding Pass Copy & Flight Itinerary (Copy Boarding Pass & Jadwal Penerbangan)			

Mandatory Documents (Dokumen wajib)

Diagnose (Diagnosa)	✓		
Medical Resume (Resume Medis)	✓		
Medical Treatment Original Receipt (Kuitansi Asli Perawatan Kesehatan)	✓		
Treatment Expenses Detail (Rincian biaya perawatan)	✓		
Copy of Prescription (Copy resep)	✓		



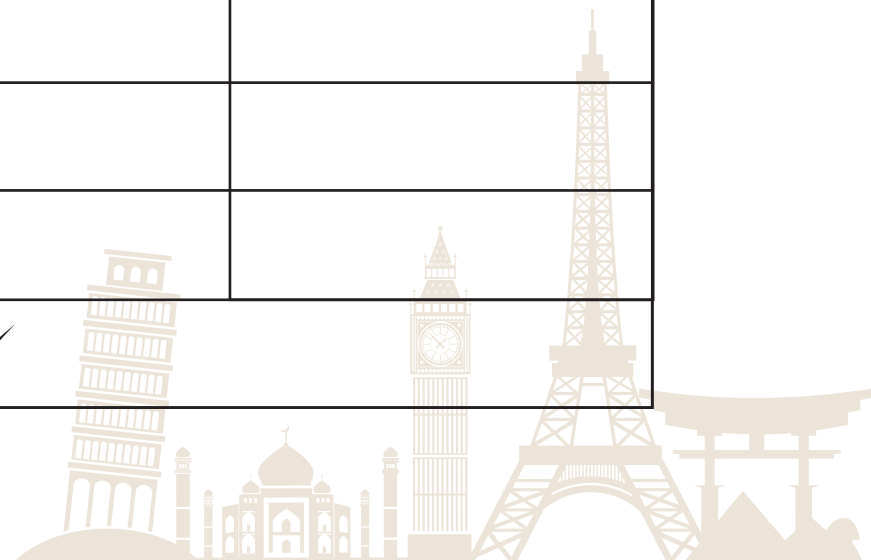
Coverage (Jaminan)	Personal Accident (Kecelakaan Diri)	Plus Benefit (Manfaat Plus)	
		Personal Liability	Loss of Home Content due to Burglary
		(Tanggung Jawab Hukum Pribadi)	(Kehilangan Isi Rumah karena Pencurian)

Documents Related to Accident, Death, Loss, Legal Liability (Dokumen terkait kecelakaan, kematian, kehilangan, tuntutan hukum)

Police or Other Authority Report (Laporan Polisi atau Pihak Berwenang lainnya)	✓	✓	✓
Family Card (Kartu Keluarga)	✓		
Death Certificate (Surat Keterangan Kematian)	✓		
Purchase Invoice / Guarantee Card / Other Ownership Certificate (Kuitansi pembelian / kartu garansi / bukti kepemilikan lain)			✓
Third Party Legal (Surat tuntutan pihak ketiga)		✓	

Documents related to Travel Inconvenience (Dokumen terkait Ketidaknyamanan Perjalanan)

Notification Letter from Transport Service Provider (Surat Keterangan dari Jasa Transportasi)			
Original receipt food and beverages (Nota asli pembelian makan minum)			
Original receipt purchase of major apparel (Nota asli pembelian pakaian utama)			
Original Receipt of max 3 star Hotel (Kuitansi asli hotel maksimal bintang 3)			
Original receipt transportation fee (Nota asli biaya transportasi)			
Original receipt purchase of economy airfare ticket (Kuitansi pembelian tiket pesawat kelas ekonomi)			
Other Documents as request by The Insurer (Dokumen lain sesuai keperluan Penanggung)	✓		



PRODUCT ADVANTAGE



**Cashless for
hospitalization**



24 hours Assistance
Contact Center +6221 2927 9640
Whatsapp +62 811 808 3895



**Personal Accident
in Indonesia**



Personal Liability



Medical Expenses
due to accident
in Indonesia



Easy to purchase
myprotection.id



Group Policy
(≥ 5 insured)

AAI'S ASSISTANCE DURING TRAVELING OVERSEAS

PT. AA International



+6221 2927 9640 (*international call*)



+62 811 808 3895



ops-jakarta@aa-international.co.id



International Medical Assistance
Pelayanan Bantuan Medis Internasional



Medical Referral Services
Pelayanan Referensi Medis



Medically Supervised Repatriation
Pemulangan di bawah pengawasan medis



Flight Information
Informasi Penerbangan



24 hours Call Center
Call Center 24 jam



Emergency Travel Assistance
Bantuan Darurat dalam Perjalanan



Hospital Admission Guarantee
Jaminan pembiayaan Rumah Sakit



Legal Referral
Referensi Bantuan Hukum



Emergency Medical Evacuation
Evakuasi Darurat Medis



Embassy or Consulat Referral
Referensi Kedutaan atau Konsulat



Monitoring of Medical Condition
Pemantauan Medis



Referral to Translator
Referensi Penterjemah

FREQUENTLY ASKED QUESTION

When and where I can purchase MyTravel?

Kapan dan dimana saya dapat membeli polis MyTravel?

Any time before departing Indonesia, through Travel Agent or LGI officer

Kapanpun sebelum meninggalkan Indonesia, melalui Travel Agent atau Staf Marketing LGI

How can I report the claim?

Bagaimana saya melaporkan klaim?

Contact our 24 Hour Call Center 1500563, we are pleased to provide assistance

Hubungi call center 24 jam 1500563, dengan senang hati kami memberikan asistensi

Is there a list of hospitals with cashless facilities?

Adakah terdapat daftar rumah sakit dengan fasilitas cashless?

Please contact 24hours assistance to get information on the nearest medical provider with cashless facility

Silahkan hubungi asistensi 24 jam untuk mendapatkan informasi rumah sakit terdekat dengan fasilitas cashless

Can the policy be canceled?

Apakah polis dapat dibatalkan ?

Yes only in below condition :

- The Insured has no VISA approval
- The Insured is not permitted due to medical reasons

Ya hanya dalam kondisi berikut:

- Tertanggung tidak mendapatkan VISA
- Tertanggung tidak diijinkan karena alasan medis

Which Country is excluded by MyTravel?

Negara mana yang dikecualikan di MyTravel?

There is no country excluded, however Asia Specialist package is limited for some countries specified in the brochure.

Tidak ada Negara yang dikecualikan, namun khusus Asia Specialis hanya berlaku pada Negara tertentu sebagaimana tercantum pada brosur.

How long maximum period of Insurance for MyTravel?

Berapa lama maksimal masa periode Asuransi untuk polis MyTravel?

Maximum for 90 (ninety) consecutive days for each Trip.

Maksimal selama 90 (Sembilan puluh) hari berturut-turut untuk setiap perjalanan.

Does MyTravel have a family or group package?

Apakah MyTravel Protection International memiliki paket keluarga atau group?

Yes. Family : maximum 2 (two) adults and maximum 2 (two) children have direct family relationship. Group : minimum 5 (five) Insured on 1 (one) policy

Ya. Keluarga : maksimal 2 (dua) dewasa dan maksimal 2 (dua) anak berhubungan keluarga langsung Grup : minimal 5 (lima) orang dalam 1 (satu) Polis

How can I have assistance during travelling overseas?

Bagaimana cara saya mendapatkan asistensi selama perjalanan di luar negeri?

Contact center 24 jam : +6221 29279640 (international call)

Whatsap (chat only) : +628118083895

Pusat informasi 24 jam : +6221 29279640 (panggilan internasional)

Whatsap (chat only) : +628118083895

Is there any medical treatment excluded by MyTravel?

Adakah perawatan medis yang dikecualikan oleh MyTravel?

Yes treatment caused by :

- Congenital diseases
- Pre existing diseases

And expenses which include in category :

- Prostheses
- Therapy
- Pregnancy, fertility, hormonal
- Non medical expenses
- Medical check up

Ada yaitu perawatan yang disebabkan oleh :

- Penyakit bawaan
- Penyakit yang ada sebelum perjalanan

Dan biaya yang termasuk dalam kategori :

- Alat bantu
- Terapi
- Kehamilan, kesuburan, hormonal
- Biaya non medis
- Pemeriksaan kesehatan rutin

What are the minimum documents for purchasing MyTravel?

Apa saja dokumen minimum yang menjadi syarat pembelian polis MyTravel?

Passport only

Hanya Paspor

Does MyTravel approved as insurance in Schengen country?

Apakah MyTravel termasuk Asuransi yang disetujui di Negara Schengen?

Yes

ya

Awards & Achievements (2021-2023)

Premium Indonesia Public Company



Marketeers

CEDANT TERBAIK 2023
Kategori Modal > 500 M - 1 T



MAIPARK AWARD 2023

Indonesia Best Insurance Awards 2023



Warta Ekonomi.co.id

GENERAL INSURANCE Market Leaders Award 2023



Media Asuransi

Indonesia Digital Customer Engagement Champion in Services Industry 2023



SWA Indonesia 2023

Best Corporate Secretary in General Insurance Industry 2022



The Iconomics

CEDANT TERBAIK 2022
Pemenang I Kategori B



MAIPARK AWARD 2022

Best General Insurance 2022
Ekuitas Rp500 Miliar - Rp1 Triliun



Media Asuransi

Best Customer Experience Team 2022



SWA Indonesia 2022

GENERAL INSURANCE Market Leaders Award 2022



Media Asuransi

Excellent Financial Performance 2022



Infobank Award 2022

Best Insurance 2021 with Great Financial Performance and Digital Platform Innovation



Warta Ekonomi.co.id

MARKET LEADER General Insurance 2021



Media Asuransi

FINANCIAL PERFORMANCES Full Year 2020 with Predicate "EXCELLENT"



Infobank Award 2021

MOST INNOVATIVE Insurance Companies Awards 2021



The Iconomics

ISO Certifications

Operation of Non-Health Services 2023-2026



ISO 9001 : 2015

Operation of Health Service 2022-2025



ISO 9001 : 2015

Information Security Management System 2024-2027



ISO 27001:2022

*Brosur ini bukan polis. Syarat, ketentuan, dan informasi detail mengacu pada polis yang diterbitkan.

PT LIPPO GENERAL INSURANCE Tbk

Head Office: Lippo Kuningan Building 27th floor unit A & F
Jl. H.R. Rasuna Said Kav. B-12, Jakarta Selatan 12940 - Indonesia

BRANCH / MARKETING OFFICE

JAKARTA

Lippo Kuningan Building, 27th floor unit A & F
Jl. H.R. Rasuna Said Kav. B-12
Jakarta Selatan 12940 - Indonesia

KARAWACI

Karawaci Office Park, block A unit 29
Tangerang 15139 - Indonesia

CIKARANG

Ruko Robson Square
Jl. M.H. Thamrin block C unit 18
Lippo Cikarang, Bekasi 17530 - Indonesia

BANDUNG

Jl. Sunda No. 27 C
Bandung 40112 - Indonesia

SEMARANG

Ruko Siliwangi Square
Jl. Jenderal Sudirman Kav. 7 No. 322
Semarang 50143 - Indonesia

SOLO

Ruko Manahan, block A
Jl. Adisucipto No. 8
Solo 57139 - Indonesia

SURABAYA

Jl. Panglima Sudirman No. 95
Surabaya 60271 - Indonesia

BALI

Lippo Plaza Sunset, 1st floor GF 07A
Jl. Sunset Road No. 818
Kuta, Bali 80361 - Indonesia

MAKASSAR

Wisma Kalla Office Building, 05th floor unit 504
Jl. Dr. Ratulangi No. 8-10
Kelurahan Kunjungmae, Kecamatan Mariso
Makassar 90125 - Indonesia

BALIKPAPAN

BRI Building, 7th floor Suite 708 B
Jl. Jenderal Sudirman RT 26 No. 40
Balikpapan 76112 - Indonesia

PALEMBANG

Komplek Palembang Square Mall
Jl. POM IX Kanto R 121
Palembang 30137 - Indonesia

PEKANBARU

Surya Dumai Building, 3rd floor
Jl. Jenderal Sudirman No. 395
Pekanbaru 28116 - Indonesia

MEDAN

Grand Palladium Mall, ground floor unit GE-1 No. 9-10
Jl. Kapten Maulana Lubis No. 8
Medan 20112 - Indonesia

CONTACT CENTER: contactcenter@lgi.co.id



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