



SUCCESS BEYOND NUMBERS

MCB TRAVEL INSURANCE FAQ

October 2024

1. Who is eligible for the insurance cover?

- The primary Cardholder who has been issued with an MCB Credit Card.
- The supplementary Cardholder(s) to whom an MCB Credit Card has been issued for use on the same account as the primary Cardholder; and
- The Cardholder's spouse and dependent children* when they are accompanying the Cardholder on the same trip, provided the full cost of the spouse's and dependent child's trip was charged to the Cardholder's card before boarding the transportation.

*Dependent children should be under 18 years, or under 25 years and on full time education.

2. Who is covered under the “without usage of card” to purchase the air tickets?

The Cardholders only.

3. How do I benefit from the maximum coverage?

By paying for all your air tickets/cruise and any other travel arrangements with your card.

4. What is the age limit?

- No age limit applicable for Cardholder and spouse.
- Dependent children should be under 18 years, or under 25 years and on full time education.

5. Is there any limit on the length of cover for an overseas journey?

The maximum period of cover is 90 consecutive days from the time you leave your usual place of residence / country of residence.

6. Does the coverage apply to all destinations?

Coverage is applicable worldwide, except in countries where there are travel restrictions due to war and spread of diseases.

7. Is there the Epidemic and Pandemic coverage under the MCB Premium cards?

Yes, you are covered for a positive diagnosis of coronavirus or any Epidemic and Pandemic related disease, illness or virus. Please refer to your policy schedule of benefits under PART 4 for the sub-limits.

8. In which benefits does the Epidemic and Pandemic cover applies?

- Cancellation of Trip (Before Departure).
- Curtailment of Trip (After Departure).
- Emergency Medical and Other Expenses.

9. What if I cancel my trip due to the Epidemic and Pandemic?

You will be covered if you, your travel companion(s) or any person you have arranged to stay with during your trip receives a positive diagnosis of coronavirus or any epidemic or pandemic related disease, illness or virus within 14 days of the start of the trip.

10. What if I was tested positive for Epidemic and Pandemic before the 14 days of the start of the trip?

You will be covered if you, your travel companion(s) or any person you have arranged to stay with during your trip is admitted to hospital due to coronavirus or any epidemic or pandemic related disease, illness or virus within 28 days of the start of the trip.

11. What if I book my trip 1 day before departure?

The cancellation benefit is only applicable if your trip is booked more than 14 days prior your departure date.

12. What if I curtail my trip due to the Epidemic and Pandemic?

You can only curtail your trip if your booked accommodation being required to close after you checked in at your booked accommodation because of coronavirus or any epidemic or pandemic related disease, illness, or virus.

13. What if I am being denied for boarding?

You are covered if you or your travel companion(s) being denied boarding following either a positive coronavirus or any epidemic or pandemic related disease, illness or virus diagnosis or receives a temperature or other medical test reading which falls outside of the transport provider's terms of travel.

14. What if I am tested positive for coronavirus/COVID-19?

We will pay you up to the limit shown in the Schedule of Benefits for the following expenses which are necessarily incurred, during a trip as a result of you suffering from coronavirus or any epidemic or pandemic related disease, illness or virus: Emergency medical, surgical, hospital, ambulance and nursing fees and charges incurred outside of your Country of Residence.

15. Special conditions

We will only consider claims relating to coronavirus or any epidemic or pandemic related disease, illness or virus that are supported with a positive result from a government certified test in the country of departure prior to departure or from the country of destination prior to your return journey.

16. Procedures and Assistance

- **Coverage Advisory** – Please contact AXA Assistance Morocco.
- **Assistance Overseas** – Please call AXA Assistance Morocco.
- **Claims** – Please Contact AXA Assistance Morocco.
- **Complaints** – Please write to AXA Assistance Morocco. If unresolved, please write to MUA as per Terms and Conditions

17. What if I need more information on my Travel insurance policy?

For any information on your MCB Travel insurance policy, please contact AXA Assistance Morocco Services on:

- Emergency Calls: +33 1 70 95 70 37
- Toll-Free Number (for Mauritius only): 86 150
- WhatsApp (text message only): +212 708 089 188
- Email address for all medical related claims and assistance: medical-services-mcb@axa-assistance.ma
- Email address for all travel inconveniences claim: travel-inconveniences-mcb@axa-assistance.ma

18. What if I need emergency assistance when overseas?

AXA Assistance Morocco provide 24-hour emergency and medical assistance services outside your Country of Residence. In an emergency you can:

**Contact the Assistance service provider on +33 1 70 95 70 37
LINES ARE OPEN 24 HOURS A DAY, 365 DAYS A YEAR.**

19. How do I make a claim under the policy?

For any claims under the MCB insurance policy, please contact AXA Assistance Morocco on:

- Emergency Calls: +33 1 70 95 70 37
- Toll-Free Number (for Mauritius only): 86 150
- WhatsApp (text message only): +212 708 089 188
- Email address for all medical related claims and assistance: medical-services-mcb@axa-assistance.ma
- Email address for all travel inconveniences claim: travel-inconveniences-mcb@axa-assistance.ma

20. How do I make a complaint?

Please write to MUA on:

Customer Care
The Mauritius Union Assurance Cy Ltd
4 Léoville L'Homme Street
Port Louis
Mauritius
OR email us on complaints@mua.mu

21. How long will it take to get reimbursed if my claim is approved?

The Insurance Service Provider has 15 working days to settle your claim provided all the relevant documents have been received.

22. How many days do I have to make a claim to the Insurance Service Provider?

31 days to submit your claim, as from the day you are back to your country of residence.

23. What does Home/Home country stand for?

Your normal place of residence is your country of residence.

24. What does country of residence mean?

- Where you currently live and have a permanent residence;
- The country where you live and have a work permit;
- The country to which you will be repatriated to in the event of a medical emergency.

25. Journey/Trip

A holiday or business trip, of not more than 90 days, that takes place during the period of insurance, which begins when you leave your home or business address (whichever is the latest), and ends when you get back home or a hospital or nursing home in your country of residence.

26. Exclusions and Limitations

Please refer to the Terms and Conditions of the policy.

N.B.: Important conditions relating to health.

This policy only covers unforeseen emergency medical treatment that occurs while you are on a trip and for conditions that you were unaware of prior to travel (refer to detailed terms and conditions on page 2 of the policy).

27. When and How to collect my Travel Insurance Certificate?

- Prior to your travel, please collect your travel insurance certificate from any MCB branch.
- You may request your soft copy travel insurance certificate by email from your Relationship Manager.
- Travel insurance certificate is mandatory while traveling to Schengen countries and Reunion Island.

SCHEDULE OF BENEFITS

Visa / MasterCard Corporate

BENEFITS	Without Usage	With Usage
	Cardholder Only	Cardholder Only
Overseas Emergency Medical Insurance	✓	higher Limit
Trip Cancellation before traveling and cutting short your trip	N/A	✓
Travel Delay exceeding 4 hours outside country of residence for additional costs incurred	N/A	✓
Damage and Loss of personal possession (Baggage)	N/A	✓
Travel Accident – in case of death and disability	✓	higher Limit
Missed Connection	N/A	✓
Missed Event	N/A	✓

N.B.: No dependents are eligible for coverage with or without usage of card on Corporate cards.

Visa / MasterCard Gold

BENEFITS	Without Usage	With Usage
	Cardholder Only	Cardholder / Spouse and Children*
Overseas Emergency Medical Insurance	✓	higher Limit
Trip Cancellation before traveling and cutting short your trip	N/A	✓
Travel Delay exceeding 4 hours outside country of residence for additional costs incurred	N/A	✓
Damage and Loss of personal possession (Baggage)	N/A	✓
Travel Accident – in case of death and disability	✓	higher Limit
Missed Connection	N/A	✓
Missed Event	N/A	✓

American Express Green / MCB Select Package / Platinum Credit Card

BENEFITS	Without Usage	With Usage
	Cardholder Only	Cardholder / Spouse and Children*
Overseas Emergency Medical Insurance	✓	higher Limit
Trip Cancellation before traveling and cutting short your trip	N/A	✓
Travel Delay exceeding 4 hours outside country of residence for additional costs incurred	N/A	✓
Damage and Loss of personal possession (Baggage)	N/A	✓
Travel Accident – in case of death and disability	✓	higher Limit
Missed Connection	N/A	✓
Missed Event	N/A	✓
Purchase Protection	N/A	✓

American Express Gold and MCB Exception Package

BENEFITS	Without Usage	With Usage
	Cardholder Only	Cardholder / Spouse and Children*
Overseas Emergency Medical Insurance	✓	higher Limit
Trip Cancellation before traveling and cutting short your trip	N/A	✓
Travel Delay exceeding 4 hours outside country of residence for additional costs incurred	N/A	✓
Damage and Loss of personal possession (Baggage)	N/A	✓
Travel Accident – in case of death and disability	✓	higher Limit
Missed Connection	N/A	✓
Missed Event	N/A	✓
Purchase Protection	N/A	✓
Collision Damage Waiver	N/A	✓

*Dependent children should be under 18 years, or under 25 years and on full time education.

N.B. The above is only a summary of the main benefits, more benefits and detailed information are available on the Terms and Conditions on the MCB website.

Special Note:

The plans are subject to benefit limits, exclusions and excesses as detailed in the Policy Terms and Conditions.