

14 Aug 2024

TravelSurance Service Arrangements for Japan's Nankai Trough earthquake

As Japan's Nankai Trough earthquake alert has been widely reported by the media, the event is considered as a known circumstance, and any claims under the following Single Trip or Annual Travel Insurance policies due to the event for areas to be affected will not be covered. The coverage of the other benefits remains in force.*

- Single Trip Travel Insurance policies with successful application at or after 16:40 pm, 8 August 2024
- Annual Travel Insurance policies with successful application or travel arrangement is made whichever is the later at or after 16:40 pm, 8 August 2024

Areas to be affected:

1. Shikoku – Kagawa prefecture, Tokushima prefecture, Kouchi prefecture, Ehime prefecture
2. Wakayama prefecture
3. South of Nara prefecture
4. Mie prefecture
5. Aichi prefecture
6. Shizuoka prefecture (including any trip to Mount Fuji)
7. Miyazaki prefecture

**Subject to policy terms and conditions.*

For any enquiries, please contact customer service hotline at (853) 8599 2888 from Monday to Sunday at 9am - 11pm.