



HKGSSU 20-032/GI  
14 December 2020

To: BSP Agents  
Subject: Introduction of JAL Covid-19 Cover

Thank you for your continued support for Japan Airlines.

We have pleasure in announcing that we will provide passengers traveling on JAL international flights with "JAL Covid-19 Cover". JAL has teamed up with Allianz to provide complimentary cover for medical, testing and quarantine costs in the event that our customers test positive for Covid-19 during their travel. In addition, we have set up a 24-hour support line that customers can contact from anywhere in the world if they suspect they have been infected with the coronavirus that causes Covid-19. Cover applies for a limited time from December 23, 2020. Please see below for further details.

**1. Applicable period:** Flights departing on/after December 23, 2020 and on/before June 30, 2021.

**2. Applicable flights:** JAL international flights (operated by JAL with JL flight numbers)

\*codeshare flights operated by other airlines are not applicable.

**3. Service Detail:**

(1) Compensation for expenses incurred for Covid-19 testing, medical expenses and quarantine costs if a passenger test positive to Covid-19 during travel.

Expenses covered:

- Medical expenses: up to 150,000 euros per applicable travel period.  
(Covers hospital expenses incurred during treatment.)
- Quarantine accommodation costs: Up to 100 euros per person per day for up to 14 days.
- Medical evacuation: Up to 1,500 euros per person.  
(Covers medical evacuation to the passenger's country of residence if deemed necessary by a medical practitioner.)
- Repatriation of body: Up to 1,500 euros per person.

(2) 24-hour consultation service available from anywhere in the world

**4. Registration fee:** Free of charge

This service is provided automatically when you purchase a JAL ticket and no separate registration is required.

**5. Condition of cover:** Once a positive test result has been confirmed. If a test result is positive, related medical expenses incurred before that time are also covered.**6. Period of cover:** Valid for 31 days from the date of boarding an eligible JAL international flight. There is no restriction on the date of purchase of the ticket.

- Cover is based on the date of departure of the first JAL-operated international flight with a JL flight number, which must be within the applicable period of cover.
- However, cover is not available in the passenger's country of residence, and ends once the passenger returns to their country of residence.

**7. Other points to bear in mind:**

- The passenger needs to contact the JAL Covid-19 Cover Assistance line in advance for apply claim.
- If passenger pays for expenses themselves, they cannot request reimbursement later.
- If the passenger experiences any Covid-19 related symptoms they should immediately contact the JAL Covid-19 Cover Assistance line.

**8. Further details and enquiries:**

For further information about this service, please check the following website:

<https://www.jal.co.jp/hk/en/info/travelalerts/flysafe/jalcoronacover/index.html> (ENG)

<https://www.jal.co.jp/hk/ja/info/travelalerts/flysafe/jalcoronacover/index.html> (JPN)

Should you have any enquiries, please contact our JAL sale representative for details.

Thank you for your kind attention.

Passenger Sales & Marketing

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