



HKGSSU 21-049/GI
15 DEC 2021

To: BSP Agents
Subject: Extension 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 has been extended and expanded as follows. New information is shown in red below. This notice is replacement of JAL Sales Notice HKGSSU 21-028/GI dated August 30, 2021.

1. Applicable period: Flights departing on/after 23DEC2020 and on/before ~~10JAN2022~~ **31MAR2022**
(based on the date of the 1st segment flown on a JL international flight).

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.

(*) If your first JAL-operated international flight departs on/after July 01, 2021, isolation costs will also be covered for customers who have been instructed by designated authorities to quarantine in an approved facility for being suspected of having COVID-19. (self-isolation required by countries on arrivals not covered)

(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. Additional information:

JAL Covid-19 Cover service is available as an alternative to comply with requirement of the Government of Thailand for medical insurance and is approved by the public health ministry of Thailand.

The following procedure has been implemented from 29 JUL 2021.

- If passenger wishes to use this service, please contact JAL Covid-19 Cover Assistance at least 7 days prior to departure.
- JAL will issue a certificate and send to passenger by e-mail.
- Passenger presents the JAL certificate when entering Thailand.

9. 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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