

Important Updates on Citi Credit Cards Complimentary Travel Insurance

Effective 1 Jan 2023 the complimentary travel insurance for the following Citibank credit cards will be underwritten by HL Assurance Pte Ltd instead of AXA Insurance Pte Ltd¹ Further, the complimentary travel insurance will be enhanced to include COVID-19 related medical expense and hospital allowance.

- Citi ULTIMA Card
- Citi PremierMiles Card
- Citi Corporate Card
- Citi Business Card
- Citi Purchasing Card
- Citi Travel Lodge Card
- Citi Travel Account

For claims under the complimentary travel insurance in respect of a Covered Trip starting on or before 31 Dec 2022, such claims should be filed with AXA Insurance Pte Ltd[^]. For claims under the complimentary travel insurance in respect of a Covered Trip starting after 31 Dec 2022, such claims should be filed with HL Assurance Pte Ltd.

Scenario	Covered Trip Start Date	Covered Trip End Date	Claim to be submitted to AXA Insurance Pte Ltd [^]
1	On or before 31 Dec 2022	On or before 31 Dec 2022	Yes
*2	On or before 31 Dec 2022	Ending after 31 Dec 2022	Yes
3	After 31 Dec 2022	Ending after 31 Dec 2022	No. The Claim should be submitted to HL Assurance Pte Ltd

[^]From 1 Feb 2023, AXA Insurance Pte Ltd will be rebranded as HSBC Life.

*For example: if you have charged your Full Fare to your Citi ULTIMA Card and your Trip started on 28 Dec 2022 and ended on 5 Jan 2023.

For the eligibility criteria to get the complimentary travel insurance coverage and for full policy terms, definitions and conditions of coverage of the new policy, please refer to the respective Citi Credit Card webpages which will be updated by 31 Dec 2022:

- Citi ULTIMA Card: www.citibank.com.sg/citiultima
- Citi PremierMiles Card: www.citibank.com.sg/premiermiles
- Citi Corporate Card: https://www.citibank.com.sg/gcb/business/commercial_cards/citi-business-gold.htm
- Citi Business Card: https://www.citibank.com.sg/gcb/business/commercial_cards/citi-business.htm
- Citi Purchasing Card / Citi Travel Lodge Card: https://www.citibank.com.sg/gcb/business/commercial_cards/purchasing.htm
- Citi Travel Account: https://www.citibank.com.sg/gcb/business/commercial_cards/citibanktravel.htm

¹ AXA Insurance Pte Ltd will cease to be the underwriter of such complimentary travel insurance on 31 Dec 2022.