

# Chubb Travel Insurance Claims Response

## Hokkaido Earthquake

CHUBB®

Hokkaido was jolted by a powerful 6.6-magnitude earthquake early on Thursday, 6 September 2018. There were no immediate reports of critical infrastructure damage and no tsunami warnings.

This means that Chubb will treat any claims relating to this incident, that arise from policies purchased after 7 September 2018, as 'foreseen' and therefore not covered.

### Policy Response

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Chubb will assess all claims in accordance with the facts of each case, the Policy Wordings and the applicable Certificate of Insurance. Your cover will depend on the type of plan you purchased and your particular circumstances.

Chubb leisure travel insurance policies may have provisions (dependent on the policy you are covered under, level of cover and plan) to cover travel cancellation or disruption losses associated with earthquakes.

If you are an insured person and you require emergency assistance, please contact Chubb Assistance on +62 21 5785 3296 (reverse charge via an operator is available).

If a travel cancellation or disruption loss does occur then please first contact your travel agent or the airline (before submitting a claim) to seek a refund or make alternate travel arrangements based on existing tickets. After this, if you still have a loss then you may wish to submit a claim along with the original and amended itineraries and relevant documents to substantiate your remaining loss.

Chubb leisure travel claims can be lodged [here](#).