

Travel Insurance Solutions - Frequently Asked Questions (FAQs)

FAQs

1. Can I issue travel insurance for anyone other than myself?

You may issue a travel insurance for yourself or up to second degree family member, whether they are traveling with you or not.

2. Who are considered First & Second Degree Family Members?

Spouse

Son / Daughter

Father / Mother

Sister / Brother

Grand Parent

Grand Daughter / Grand Son

Father / Mother in Law

Brother / Sister in Law

Grand Parent in Law

2. Can I request to amend my Policy?

No, in that case you will need to cancel and re-issue a new policy

3. What if payment fees are deducted and I haven't received my policy

You should receive your certificate & policy wording instantly after payment fees are deducted. Please check your junk mail and if you haven't received your policy in 15 minutes OR contact our customer care center for assistance.

4. Does policy cover more than one trip?

Travel insurance issued for less than a year will cover only one trip per policy. Traveling to multiple countries within covered zone is considered one trip as long as you haven't returned to country of residence (Jordan).

You may be covered for unlimited number of trips if you issue a one year policy subject that any one trip does not exceed 90 consecutive days

5. What is the maximum covered trip duration?

For any covered trip, duration must not exceed 90 consecutive days. Duration from depart / return to country of residence.

6. What should I do if I encounter any of the risks covered in the Policy?

At any time, you face any risks, please urgently contact the emergency number to be guided on what actions you need to take and to obtain a claim number. Certain claims shall not be covered unless a notification is filed first.

7. What if I lost my Insurance Certificate?

All active insurance certificates shall be available to you on the “My Policies” option available on the Arabi mobile app – Travel Insurance.

We shall also store your expired policies up till six months after expiry in case you need to refer to any policy.

8. How can I file a claim?

To file a claim, please call +971 4270 8705 or send a WhatsApp message to no. +971 56 216 4563

9. Covered countries under each region

Worldwide:

Worldwide including USA, Canada and the Caribbean

Worldwide excluding USA, Canada and the Caribbean:

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Europe & Middle East:

Europe - Albania, Andorra, Austria, Belgium, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Iceland,

Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Spain, United Kingdom, Serbia and Montenegro, Slovenia, Sweden, Switzerland and Ukraine.

The Middle East - Bahrain, Cyprus, Egypt, Iraq, Saudi Arabia, Kuwait, Lebanon, Qatar, Oman, Syria, Turkey and United Arab Emirates

10. Does my policy cover an existing medical condition?

No, travel insurance policy does not cover any claim resulting directly or indirectly from a pre-existing medical condition. Pregnancy cases are not covered.

11. What should I do if I need urgent assistance?

In cases of Emergency, please contact Nextcare Claims Management on the phone number +971 427 08 705, WhatsApp no +971 562 164 563 , Nextcare agents will be available 24/7 to assist you. You only need to provide the policy number, your full name, the issue you are facing, and your phone number.