



Baggage Loss Insurance

Product Disclosure Sheet



IMPORTANT NOTE

This Product Disclosure Sheet explains your FREE Baggage Loss Insurance by Super Strap Operations Sdn Bhd and/or Zavieyash Operations Sdn Bhd (hereinafter referred to as "Super Strap"). Be sure to also read the general terms and conditions stated in the policy.

1) What is this product about?

This product provides you coverage for Loss of your Checked-in Baggage when you purchase eligible items provided that these items must travel together with you during the Scheduled Flight. The items purchased that are eligible for this FREE cover will be Baggage Wrap, Cling Film Security, Spandex Baggage Covers or Security Lock (hereinafter referred to as "Eligible Items")

2) How long is the coverage period?

Coverage starts when you check-in your baggage at your departure airport and ceases when you collect your checked-in baggage at your arrival airport.

3) Who can apply for cover under this policy?

Super Strap provides this FREE insurance cover to all customers who wrap their baggage and/or purchase eligible items at the counter where Super Strap operates and thereafter checks-in their baggage at the same airport. This FREE insurance protects you against physical loss of baggage.

4) How much premium and fees and charges do I have to pay?

You need not pay anything for the insurance cover. This is provided for FREE when you wrap your baggage and/or purchase any eligible Items with Super Strap.

5) What are some of the key terms and conditions that I should be aware of?

- You must wrap and/or purchase any eligible items and check-in your baggage within 24 hours at the same departure airport in order to be eligible for this FREE insurance cover. If you wrap your baggage and/or purchase any eligible items in KL Sentral, your departure airport must be from KLIA, KLIA2 or Subang Airport. If you do not check-in your baggage, the insurance cover is automatically invalidated
- **Claims**
 - This FREE insurance is underwritten by Tune Insurance Malaysia Berhad and The Company will pay you in accordance to the limits as stated in the Schedule of Benefit for Loss of Checked-In Baggage.
 - Theft must be reported to the Airline at the place of incident within 24 hours.
- **Limit of Liability** – RM 300.00 per wrapped baggage.

6) What are the exclusions under this Policy?

There are no exclusions. As long as your baggage is accepted for check-in and does not include items prohibited and dangerous goods under law and/or under any Airlines standard terms and conditions of shipment, if this bag is lost, we will pay you according to the schedule of benefit.

7) Can I cancel my policy?

This insurance is provided to you for FREE. There is no cancellation conditions provided in the Policy.

8) What information do I need to provide in order to obtain the free insurance?

PNR Number.

9) Is there a limit to the number of FREE Insurance cover I can obtain?

There is no limitation to the number of FREE Insurance cover you can obtain. Each bag you wrap or protect with the eligible items with Super Strap will automatically be covered by the FREE insurance.

10) Is the Baggage Loss Insurance / Cling Film Security applicable for all destinations as long as the flight is originating from the airports where I get my baggage wrapped or purchase any eligible items?

Yes, the plan covers all one-way trips via any commercial Airline.

11) Can transit passengers obtain the free Baggage Loss Insurance?

Yes, as long as you do not collect the checked-in baggage during your transit. The checked-in baggage must only be collected at the arrival airport as stated on the flight itinerary.

12) How do I make a customer claim and what are the documents required to submit a claim?

Download claim form at www.tuneprotect.com/products/baggage-wrap. Thereafter, email the completed form and its supporting documents as an attachment to baggagewrap@tuneprotect.com.

Documents required for claim submission:

- Duly completed claim form
- Flight Itinerary
- Super Strap Official Receipt
- Property Irregularity Report (PIR) issued by the Airline
- Airline authority's confirmation letter stating the compensation amount paid by the airline to you
- Boarding Pass

13) How many days does it take for a claim to be approved?

Once the complete documentations are received by the Claims Department, the claim will be processed within 30 working days.

(Note: You must notify us on possible claim at baggagewrap@tuneprotect.com within 7 days from the loss date and submit the complete documentations within 30 days)

14) How will I receive my claim?

All claims will be banked in directly into your personal bank account. You will need to cover any cost, charges and/or fees in relation to any overseas bank remittance and/ or issuance of bank draft in respect of the settlement of your claim.

15) If my airline and/or travel insurance policy has compensated my lost baggage, am I still covered?

Yes. Even if the compensation is paid by your airline and/or travel insurance policy, you will receive your claim for loss of baggage under this FREE policy in full.

16) If I do not have an email, can I claim manually?

Yes, you can file a claim via post. Submit your documents to Tune Insurance Malaysia Berhad, Non-Motor Claims Department, Level 7, Wisma Tune, No.19, Lorong Dungun, Damansara Heights, 50490 Kuala Lumpur, Malaysia.

17) Where can I get further information?

Please visit our website www.tuneprotect.com/my or please contact us at:

Tune Insurance Malaysia Berhad
Non-Motor Claims Department
Level 9, Wisma Tune N0. 19 Lorong Dungun
Damansara Heights 50490 Kuala Lumpur

Tel: +60 3 2087 9000
Fax: +60 3 2094 1366
Email: baggagewrap@tuneprotect.com
Working Hours: 8:30am to 5:30pm (Monday to Friday)

IMPORTANT NOTE

YOU MUST ENSURE THAT YOUR PROPERTY IS INSURED AT THE APPROPRIATE AMOUNT. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY OR CONTACT THE INSURANCE COMPANY DIRECTLY FOR MORE INFORMATION.



The information provided in this disclosure sheet is a brief summary for quick and easy reference. The exact terms and conditions that apply are stated in the policy contract.