

“30-day free iTravel Plus Travel Insurance” Package Terms and Conditions

1. 30-day free iTravel Plus Travel Insurance is a 24 or 36 months (as applicable) travel insurance protection package (the “Package”) exclusively available to 1010 individual customers who satisfy the Eligibility Criteria (as defined below) (the “Customer”). The Customer can redeem 30-day iTravel Plus (Single Trip) travel insurance protection (“Travel Insurance”) within 24 or 36 months (as applicable) from the date of Club Care sending confirmation SMS to the Customer (“Effective Period”).
2. 1010 is a service brand operated by CSL Mobile Limited (“CSL”). CSL is the policyholder of this Travel Insurance and does not represent HKTIA. CSL is not an insurance company, agency, broker or intermediary and is not carrying on any insurance activities or other regulated activities (as defined in the Insurance Ordinance) in respect of the Travel Insurance or otherwise. CSL has no involvement in the provision, distribution or arrangement of the Travel Insurance.
3. The promotion period of the offer starts from 00:00 on 6 March 2023 to 23:59 on 21 March 2025 (HKT) (both dates inclusive) (“Promotion Period”).
4. The offer is only applicable to eligible 1010 individual customers who satisfy the following conditions (“Eligible Customers”):
 - (i) subscribe to or re-new the designated C-Level Data Roaming Service Plan of 24 or 36 months (as the case may be) (the “Commitment Period”) as designated by 1010 from time to time (the “Designated CxO Plan”);
 - (ii) being aged 18 or above and
 - (iii) being a holder of valid Hong Kong Special Administrative Region (“Hong Kong”) Identity Card (together, the “Eligibility Criteria”).
5. Each mobile phone number can apply for a maximum of one (1) Package at the same time.
6. In the event that:
 - (i) the Customer terminates the Designated CxO Plan before expiry of the contract period of the Designated CxO Plan; or
 - (ii) the Customer ceases to be a customer of 1010 before expiry of the Designated CxO Plan;the Customer is required to pay Club Care the relevant premium at the then prevailing rate for the Travel Insurance which has been redeemed.
7. Each Eligible Customer will receive a confirmation SMS and email from Club Care including a link to a designated online platform and unique activation code (“Activation Code”) within three days after activating the Designated CxO Plan. Please follow the instructions in the SMS and email to activate the Package with the Activation Code within 30 days from the service effective Date of the Designated CxO Plan and select a primary insured person (“Primary Insured Person”) to enjoy the Package.
8. Before travelling, customers are required to register each of their trips and provide the personal details of each accompanying traveler in order to enjoy the Package.
9. The Primary Insured Person cannot be changed during the Effective Period.
10. The number of days covered by travel insurance protection included in the Package can only be redeemed at the designated online platform (<https://www.hktia.com.hk/en/iTravelPlus/csl/login>) during the Effective Period. Each redemption must include the Primary Insured Person in each trip when using the Package. Upon expiration of the Effective Period, any unused balance of travel insurance days will be forfeited and no compensation will be provided.
11. Before travelling, you must register the trip and provide all traveler(s)’ information as stipulated in the designated online platform in order to enjoy the Travel Insurance for that particular trip. You must indicate the first and last dates of the Travel Insurance coverage period, based on the local Hong Kong date and time. Your departure from Hong Kong should be on the first day of the Travel Insurance coverage period. No subsequent change of the Travel Insurance coverage period is allowed. If the remaining balance of travel insurance days is not enough to cover the whole trip, you may purchase an additional travel insurance coverage according to the premium offered at that time.
12. Register Primary Insured Person or redeem the Travel Insurance of this Package, you agree that Club Care/HKTIA will act as your insurance agent to arrange for the Travel Insurance and provide related after sales service in relation to the activation and redemption of the Travel Insurance only.

Disclaimers

13. Travel Insurance is underwritten and provided by MSIG Insurance (Hong Kong) Limited ("MSIG") and is distributed and arranged by HKT Financial Services (IA) Limited ("HKTIA"). HKTIA, being a registered licensed insurance agency under the Insurance Authority of Hong Kong ("IA") (Licensed Insurance Agency License No.: FA2474), acts as an appointed licensed insurance agent for MSIG. HKTIA acts as the insurance intermediary to arrange for the Travel Insurance and provide related services. Club Care is a service brand operated by HKTIA.
14. These promotion Terms and Conditions are not an insurance policy or a contract of insurance. All information in respect of the Travel Insurance is provided by MSIG. Any information in respect of the Travel Insurance given herein is subject to the respective policy provisions of the Travel Insurance, the product brochure, and the related terms and conditions (the "Policy Documents"). In the event of any inconsistencies between these promotion Terms and Conditions and the Policy Documents, the Policy Documents will prevail. Any promotional offer(s) or material(s) should be read in conjunction with the relevant Policy Documents. Customers should not apply for the relevant insurance product(s) solely on the basis of any promotional offer(s) or material(s) which do not contain the full terms and conditions of the relevant insurance plan. For full terms and conditions, details and risk disclosures and exclusions of the Travel Insurance, please refer to relevant Policy Documents or call Club Care Customer Service Hotline 8209 0098 for more details.
15. Club Care/HKTIA and MSIG reserve the right to amend, suspend or terminate the Package and/or Travel Insurance and to amend the relevant terms and conditions at their sole discretion at any time without prior notice. All decisions made by Club Care/HKTIA and/or MSIG shall be final and binding.
16. MSIG reserves the right to make the final decision in approving any applications or claims for the Travel Insurance or the Package and any disputes that may arise from such applications. Any disputes over the terms of the Travel Insurance shall be resolved directly between the insured person and MSIG. Club Care/HKTIA's role is limited to distributing and arranging certain insurance policies of MSIG (including the Travel Insurance) and Club Care/HKTIA shall not be responsible for any matters in relation to the provision of such insurance products. The Travel Insurance is a product and obligations of MSIG and not of Club Care/HKTIA.
17. CSL and all other entities of the HKT Group (other than HKTIA) are not arranging for any contract of insurance or carrying on any insurance activities or other regulated activities (as defined in the Insurance Ordinance) in respect of the Travel Insurance or the Package, and are not the supplier or provider of the Travel Insurance, any insurance related services or the Package, do not represent Club Care/HKTIA or MSIG, make no representations and warranties and accept no liability for any matters arising from, or in relation to, the same. For any enquiries in relation to the Travel Insurance and the Package, please contact Customer Service Hotline of HKTIA at 8209 0098 directly.

Others

18. By signing and submitting the Form to HKTIA, you agree that HKTIA will act as your insurance agent to arrange for the Travel Insurance and Package and provide related after-sales service to you. For enquiries, please call HKT Care Customer Service Hotline at 8209 0098.
19. In the event of any discrepancies between the Chinese and English versions of these terms and conditions, the English version shall prevail.

For enquiries, please contact Club Care Customer Service Hotline at 8209 0098 during the office hours at 9am to 6pm on Monday to Friday (except public holiday) or by email at cs.hktcare@pccw.com.

For a summary of the Travel Insurance and the exclusions of the Travel Insurance, please visit <https://www.hktia.com.hk/en/iTravelPlus/csl/login>

For exact Terms and Conditions and details of the benefits, coverage, exclusions and claim process, please refer to the relevant policy https://www.hktia.com.hk/doc/pdf/ITPCSL_PB_EN_ONL.pdf

For summary of the Travel Insurance, please refer to Product Brochure https://www.hktia.com.hk/doc/pdf/ITPCSL_PB_EN_ONL.pdf