

Frequently asked questions

Cancellation Assistance

Application

- 1. What is Cancellation Protect Plan – Specially designed for Go First Passengers?**
 Domestic Cancellation Protect Plan – Specially designed for Go First Passengers while booking your flight/s on www.flygofirst.com and is available on the purchase path while booking.
- 2. Who can purchase Cancellation Protect Plan?**
 Any Indian domestic passenger aged 3 months to 70 years traveling within India can purchase Cancellation Protect Plan, while booking flights on www.flygofirst.com .
- 3. Is there an age limit to be covered under Cancellation Protect Plan?**
 Yes, the passenger must be at least 3 months old on the date of travel. The Maximum age is 70 years of age as on date of travel.

Coverage

- 1. Who would be the beneficiary under this policy?**
 Benefits will be paid to the bona fide legal heir in the event of loss of life under the accident death Benefit. All other benefits will be payable to the ticket holder
- 2. What kind of benefits do I get with Cancellation Protect Plan?**
 For more detailed information about the benefits available under Cancellation Protect Plan, please visit our Product Description and Policy wording section.

Below is a quick summary of what these benefits mean:

The Cancellation Product powered by liberty, below are the Product benefits:

Assistance Services	Smart Cancellation
Lifestyle Assistance in India	Covered
Cancellation Assistance	Covered
INSURANCE BENEFITS	
Coverage (In INR)	Smart Cancellation
Accidental Death	5,00,000
Trip Cancellation extension	Up to 5,000
Permanent Total Disablement	5,00,000

*All benefits are subject to the terms and conditions of the Cancellation Assistance – Specially designed for the passengers of Go First.

- **Accident Death**

This benefit compensates the legal heir of the person in case of the death of the insured. For details, please read the Policy wording section.

- **Trip Cancellation Extension**

The Company will reimburse you the cost of ticket booked to travel by a common carrier for the trip, up to the limit specified in the policy schedule and deductible as applicable, which are unrecoverable from any other sources, if your trip needs to be cancelled prior to commencement. For details, please read the Policy wording section.

- **24-hour Assistance Service**

This benefit extends a 24-hour emergency assistance such as Lifestyle Assistance in India and Cancellation Assistance. For details, please refer to the description available on booking path.

Claims

1. How do I file a claim?

You have to call the numbers listed below when you have a claim. The assistance team will guide you further and assist you in intimating the claim.

- **For Claim Assistance –**
Call on + 91 22 6787 2037 and intimate the claim.
- The assistance center will share the check list of documents that are required for filing a claim.

Check list consists of documents listed below.

- a. Copy of cancelled ticket with PNR number and ticket charges.
- b. Details of refund received from Go First.
- c. Copy of insured's cheque leaf.

The assistance center will also share the link which is given below where the insured can upload claim document.

<https://www.libertyinsurance.in/products/claim-intimation/claimintimation>

2. How long is the claim processing time?

Claims will be processed within 15 working days after you've submitted all required documentation.

3. What is the time limit for filing a claim?

All claims must be intimated and submitted within 15 days from the expiry of the policy.

Procedures

What do I do if I encounter an accident while covered?

You will have to call and intimate the claim at the earliest possible convenience within 15 days after expiry of the policy.

Contact: Segura Services Private Limited

Tel: Emergency Assistance 24 X 7

+91 22 6787 2037

customercare@asego.in

E: claims@asego.in

1. Can I cancel my Cancellation Protect Plan?
Cancellation Protect Plan is non-cancelable.
2. Is Cancellation Protect Plan refundable?
Cancellation Protect Plan Charges is non-refundable.
3. Once I purchase the policy can I change the date of my travel?
Cancellation Protect Plan cannot be changed once issued even if you are postponing or extending your trip.
4. Do I have to carry a copy of my Certificate of Insurance with me when traveling?
We encourage you to carry a copy of your Certificate of Insurance.
5. What do I do if I did not receive or lost my Certificate of Insurance?
Your Domestic Cancellation Protect plan was successfully processed if it is reflected on the Confirmation Page and in your Go First Itinerary

To get a copy, simply call at our call center OR email at – flygofirst@asego.in along with your Certificate Number (if available), Full Name, Flight Booking Number, Travel Dates, and Date of Purchase. The policy will be emailed to the email address provided by you.
6. Where can I get the full terms and condition of my Cancellation Protect Plan?
The Full Terms and Condition of your Cancellation Protect Plan is available in our Policy wording section