

# REX Trip Protect - Frequently Asked Questions

## 1. Who can buy REX Trip Protect?

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Any person purchasing a REX airline ticket from this website who is over the age of eighteen (18). REX Trip Protect can be purchased for those under the age of eighteen (18).

## 2. What benefits does REX Trip Protect offer?

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Benefits are\*:

- Cancellation/Amendment of REX Ticket
- REX Checked Luggage and/or Personal Effects
- REX Checked Luggage and Personal Effects Delay Expenses
- Travel Delay
- Missed Connection.

## 3. What cover does 'Cancellation/Amendment of REX Ticket' provide?

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If Your Journey is cancelled, curtailed or unable to be completed because of unforeseen circumstances outside your control, we will pay you the non-refundable unused portion of Your domestic REX travel ticket or the reasonable costs of rescheduling your REX travel ticket, if You are unable to travel on Your original departure date\*.

If Your ticket is purchased using REX Reward Points and You cannot recover those points from another source, We will pay You \$150 for that ticket. \*

Not all circumstances are covered, for example there is no cover for Transport Provider delays including REX flight delays or rescheduling.

Please read the PDS for full terms, conditions and exclusions.

## 4. What is the maximum amount that I may be able to claim for 'Cancellation/Amendment of REX Ticket'?

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The maximum amount claimable for this benefit is \$1,500, or \$150 if the airline ticket is purchased using REX Reward Points. \*

## 5. What cover does 'REX Checked Luggage and/or Personal Effects' provide?

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You may be entitled to cover if Your Rex Checked Luggage or Personal Effects, are lost, stolen or accidentally damaged and this is reported to REX or the police within 24 hours. We may, at our sole discretion pay the value of those Personal Effects (after allowing for reasonable depreciation) or repair or replace the Personal Effects. Certain items must be carried as hand luggage.\*

## 6. What is the maximum amount that I may be able to claim for 'REX Checked Luggage and/or Personal Effects'?

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The maximum amount claimable for this benefit is \$1,000, however sub limits apply\*.

## 7. What cover does 'REX Checked Luggage and Personal Effects Delay Expenses' provide?

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If Your REX Checked Luggage and Personal Effects are delayed, misdirected or temporarily mislaid by REX for more than twelve (12) consecutive hours, We will reimburse You any reasonable expenses incurred by You in purchasing essential replacement clothing and toiletries\*.

## 8. What is the maximum amount that I may be able to claim for 'REX Checked Luggage and Personal Effects Delay Expenses'?

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The maximum amount claimable for this benefit is \$500\*.

## 9. What does Travel Delay provide cover for?

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This provides up to a maximum of \$250 for pre-paid hotel accommodation expenses forfeited due to Your REX flight being cancelled or delayed and no alternative REX flight is made available within the following two (2) hours\*.

## 10. Can I purchase additional benefits or cover?

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If You would like to purchase travel insurance with additional benefits, please visit <https://retravel.chubbtravelinsurance.com> to view other travel insurance products which are available for You to purchase.

## 11. Do I have to pay an excess if I make a claim under my policy?

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REX Trip Protect does not require you to pay an excess.

## 12. Who is Chubb?

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Chubb is the insurer of REX Trip Protect travel insurance. Chubb is the world's largest publicly traded property and casualty insurance company. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients.

## 13. Will I receive documents to confirm that I have purchased REX Trip Protect?

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Yes, once Chubb has successfully processed Your credit or debit card payment, Chubb will issue Your documents to the email address that You provided to REX when booking Your flight. Your documents will include, an email confirmation, Certificate of Insurance, Combined Financial Services Guide, Policy Wording and Product Disclosure Statement and tax invoice.

## 14. Can I cancel REX Trip Protect?

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You may cancel Your policy within the 14 day cooling off period. If You do this Chubb will refund any premiums You have paid. You will not receive a refund if You have commenced Your Journey or made a claim or You are entitled to make a claim during this cooling off period.

You will not be able to cancel Your policy after the 14 day cooling off period and receive a refund but you should still advise Chubb if You cancel Your REX flight for reasons other than unforeseen circumstances.

If You decide to cancel Your policy within the 14 day cooling off period, You can do this by replying to the fulfilment email received from Chubb and changing the subject line to 'REX Travel Insurance cancellation'. You do not need to contact REX to cancel REX Trip Protect.

## 15. How do I make a claim on my Policy?

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To make a claim please visit <https://rextravel.chubbtravelinsurance.com/Claims> and submit a claim online, or by calling Chubb on 1800 766 950

## 16. How do I contact Chubb about REX Trip Protect?

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To discuss your REX Trip Protect travel insurance or to request a claim form, You can contact Chubb by calling 1800 766 950 (Monday to Friday 8:30am - 5:00pm EST). Alternatively, You can email Chubb at [travel.au@Chubb.com](mailto:travel.au@Chubb.com)

\*Cover is subject to full terms, conditions, limitations and exclusions, contained within the Combined Financial Services Guide, Policy Wording and Product Disclosure Statement available at this website.

Regional Express Holdings Limited ABN 18 099 547 270 AR 320136 promotes this product and Chubb Insurance Australia Limited ABN 23 001 642 020 AFSL No. 239687 (Chubb) insures this product. REX and Chubb provide general advice only and do not consider your objectives, financial situation or needs. To decide if this product is right for you, please read the [Rex Trip Protect Combined Financial Services Guide, Policy Wording & Product Disclosure Statement PDS](#)