

USERGUIDE FOR PURCHASING TRAVEL EASY ONLINE INSURANCE

Step 1: Access the link below

<https://tructuyen.msig.com.vn/direct/bao-hiem-du-lich-quoc-te-traveleasy>

MSIG ASSIST

Need assistance? Talk to us!

During the trip
☎ +84 28 3535 9505
24/7 Worldwide Travel Assistance

Before & After the trip
☎ 0888 176 198
Monday to Friday (office hours)
Excluding Public Holidays

DOCUMENTS

- Policy Wording (comprehensive)
- Policy Wording (single benefit)
- Claim Guidelines
- Claim Form

FREQUENTLY ASKED QUESTIONS

Step 1 Get a Quote 2. Policy Details 3. Confirmation 4. Payment

Coverage Comprehensive Single benefit

Destination Worldwide Asia South East Asia

Excluded countries: countries embargoed by resolutions of the United States, United Nations, the European Union and the United Kingdom.

Travel dates From To

Please purchase the policy before the departure date or at least 2 hours before your departure from Vietnam and select the departure date and arrival date to cover your entire travel period (since departure from Vietnam until return to Vietnam).

Policy type Individual Family Group

Promotion code

GET A QUOTE

Step 2: Fill in necessary information and click GET A QUOTE



The screenshot shows a web form for getting a quote. At the top, there are four tabs: 'Step 1 Get a Quote' (active), '2. Policy Details', '3. Confirmation', and '4. Payment'. Below the tabs, there are several sections:

- Coverage:** Two radio buttons: 'Comprehensive' (selected) and 'Single benefit'.
- Destination:** Three radio buttons: 'Worldwide' (selected), 'Asia', and 'South East Asia'. A red question mark icon is next to the label.
- Travel dates:** Two date pickers: 'From' (07/03/2024) and 'To' (12/03/2024). A red information icon is next to the label.
- Policy type:** Three radio buttons: 'Individual' (selected), 'Family', and 'Group'. A red question mark icon is next to the label.
- Promotion code:** A text input field with the placeholder 'Type in a promo code'.

At the bottom center, there is a red button labeled 'GET A QUOTE'. There are also two red information boxes with icons:

- One box under 'Destination' with the text: 'Excluded countries: countries embargoed by resolutions of the United States, United Nations, the European Union and the United Kingdom.'
- Another box under 'Travel dates' with the text: 'Please purchase the policy before the departure date or at least 2 hours before your departure from Vietnam and select the departure date and arrival date to cover your entire travel period (since departure from Vietnam until return to Vietnam).'

(*) Notes:

- Coverage:
"Single Benefit" only covers single benefits (flight delay, lost luggage, etc.), not medical expenses.
Therefore, MSIG encourages customers to buy the "Comprehensive" type to be covered full benefits.
- Destination:
Please hover over the mark  next to "Destination" to see which region the destination country belongs to.
- Policy type:
Please hover over the mark  next to "Policy type" to choose the suitable type.

Step 3: Select the suitable insurance plan and click CONTINUE

Step 1 Get a Quote
2. Policy Details
3. Confirmation
4. Payment

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Please select your desired plan

	<input type="radio"/> Easy 1 VND 220.000 <input type="button" value="Buy Now!"/>	<input checked="" type="radio"/> Easy 2 Most popular! ★ VND 360.000 <input type="button" value="Buy Now!"/>	<input type="radio"/> Easy 3 VND 479.000 <input type="button" value="Buy Now!"/>	<input type="radio"/> Easy Visa For Visa Application VND 172.000 <input type="button" value="Buy Now!"/>
Insurance Benefits Currency : VND				
Travel Assistance				
1. 24/7 Worldwide Travel Assistance Service	✓	✓	✓	✓
Journey				
2. Flight Delay				
2.1 Substitute flight is available				
- Every six (6) consecutive hours	2.400.000	2.600.000	2.800.000	Not covered
- Maximum payable	12.000.000	18.000.000	22.000.000	Not covered
- Maximum payable (for trips involving Japan from July to December)	7.200.000	7.800.000	8.400.000	Not covered
2.2 Substitute flight is not available (flight is cancelled)				
- Maximum payable	12.000.000	18.000.000	22.000.000	Not covered
- Maximum payable (for trips involving Japan from				

(* Notes:

- The premium includes tax (if any)
- All insurance premiums and insurance liability limits are displayed in VND

Step 4: Fill in Policy Holder

POLICY HOLDER

Full name

Email Confirm Email

Date of birth Gender

Nationality ID/Passport

Address

Province/City Mobile phone

(*) Notes:

- The policyholder is the person/company that is owner of insurance contract and is the party paying the insurance premium.
- If the company is the Policy Holder, the information is filled in as below:
 - Name of the Company
 - Email address of person in charge of insurance registration
 - Date of Birth: Corporate anniversary or employee's date of birth.
 - Gender: Gender of Insured person
 - ID/Passport: Tax code
 - Address and Phone Number of the Company
- The email address will be the email to receive the insurance certificate and invoice, please input the correct email to avoid errors.

Step 5: Fill in the Insured Person's information and press CONTINUE

INSURED INFORMATION


To input/edit information, please click on any cell within a row with corresponding ordinal number ("No"), or on the icon in the "Action" column (the last column on the right).

No	Full name	Date of birth	Age	ID/Passport	Gender	Nationality	Relationship with policy holder	Action
1	Edit	Edit		Edit	Edit	Vietnamese	Edit	

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Continue

(*) Notes:

- The insured person is the person who be in the travel/business trip.
- When the policyholder's information is different from the insured person: click on each line, or click on the icon  to edit information for each person individually.

Step 6: Check/Edit information and click Payment

✓ 1. Get a Quote ✓ 2. Policy Details **Step 3 Confirmation** 4. Payment

TRIP INFORMATION [Edit](#)

Coverage Comprehensive
Destination Worldwide
Travel dates 07/03/2024 To 12/03/2024
No. of Day(s) 6
Policy type Individual
Number of traveller(s) 1

POLICY HOLDER [Edit](#)

Full name John Martin
Date of birth 02/05/1985
Gender Male
Nationality Uruguayan
ID/Passport PA03663
Address ABC Viet Nam
Province/City Hà Nội
Email Johnabc@gmail.com
Mobile phone 0942416322

INSURED PERSONS [Edit](#)

No	Full name	Date of birth	ID/Passport	Gender	Nationality	Relationship with policy holder
1	John Martin	02/05/1985	PA025333	Male	Vietnamese	Self

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POLICY SUMMARY

Proposal number
TVL-PP-03000936-24

Premium VND **360.000**
Selected plan Easy 2

Step 7: Select/tick 4 items to process payment

1. Select a payment method

SELECT A PAYMENT METHOD

Scan QR code

International cards (Visa, Master, JCB)

Local ATM cards / Internet Banking

Bank transfer

2. Invoice Information

INVOICE INFORMATION

Change invoice information

Name on invoice: John Martin

Tax code:

Address on invoice: ABC Viet Nam

3. Additional information (if any)

ADDITIONAL INFORMATION

Provide additional information of Policy Holder

National ID/Passport date of issuance:

National ID/Passport place of issuance:

Occupation:

Position:

Visa number:

Permanent residence address:

4. Tick ACKNOWLEDGEMENT and click Buy

ACKNOWLEDGEMENT

Send me marketing communications on MSIG Vietnam's Products, Services, Promotions and Events.

I have read, understand and accept the **Terms of Use** and the **Security and Privacy Policy** of the website and the Terms & Conditions of the **Policy Wording**.

I hereby acknowledge that the insurance liability of MSIG VN shall only arise after I have fully paid the premium(s) prescribed in the insurance contract entered into between I and MSIG Vietnam.

I ensure and confirm that all the information provided is truthful, sufficient and accurate. I shall take full responsibility before the law for all the information provided and understand that MSIG Vietnam shall not be liable for any loss or damage, whether being direct or indirect, caused by insufficient provision of information and/or inaccurate information.

Note: You will be redirected to payment gateway's website after clicking on "Buy" for secured payment.

(* Notes:


- Additional information is often needed where the Embassy/Consulate requests it to issue a visa
- Insurance certificate and invoice will only be sent to the customer's email after the customer has completed payment
- In case you need to issue a VAT invoice, please input the exact name/tax code/invoice address

Note when choosing bank transfer method

Bank transfer


Please remit insurance premium to the following account:


Cong ty TNHH Bao hiem phi nhan tho MSIG Viet Nam

9630630000292899  Copy


BIDV - Ngân hàng TMCP Đầu tư và Phát triển Việt Nam

OR Scan QR code below:


OnePay 



Total:

360,000  Copy

Payment details (Optional):

John Martin TVL PP 03000936 24  Copy

[Change payment method](#) [Complete](#)

- Client can:
 - Copy the Account Number and Transfer Amount by pressing [Copy]
 - Scan the QR Code with the E-Banking application, all necessary information for transfer will be entered.
- Each quote will have a separate identification account. Please note DO NOT use this Bank Account to pay for another quote.
- Customers can also change another payment method by clicking [Change payment method]
- When the Customer transfers the **correct amount to the correct account number**, the Insurance Policy will be issued automatically.
- Note that when you click the COMPLETE button after payment, the screen needs to display as below for the system to record insurance :

INSURANCE REQUEST RECEIVED

Thank you for sending your insurance request to MSIG Vietnam!

Your information has been submitted and your insurance policy is currently pending for payment verification.

MSIG Vietnam wish you a joyful day
and we hope to be at your service again in the near future.

[Explore](#) [Buy another](#)

CONTACT INFORMATION

If you need more detailed information, please contact MSIG Insurance (Vietnam) at the address below:

Digital Business Development

MSIG Insurance (Vietnam) Co., Ltd.

10th Floor, Corner Stone Building, No. 16, Phan Chu Trinh Street, Phan Chu Trinh Ward, Hoan Kiem District, Hanoi, Vietnam.

Hotline: 0888 176 198 - Ext 1

Website: msig.com.vn

Thank you!