

News Release

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MYAirline appoints Zurich Malaysia as official travel insurance provider

KUALA LUMPUR, MALAYSIA, 7 March 2023 – MYAirline announced today that it has appointed Zurich Malaysia as its exclusive travel insurance provider to ease the process of obtaining travel protection for its passengers. The arrangement covers all existing and future routes from MYAirline.

MYAirline passengers can obtain MYAirline Travel Insurance (initially introduced as MY Travel Shield in February*) to safeguard their journey against inconveniences and mishaps. The opt-in for this protection is seamless as it has been embedded as part of the flight ticket purchase journey for a hassle-free, simple and straightforward process.

MYAirline Travel Insurance is a customised travel insurance that covers delayed flights or cancelled trips; lost, damaged, or delayed luggage; emergency medical treatment during travel; and COVID-19 benefits. This is particularly useful when COVID-19 infections continue to exist after travel borders have opened.

It is a timely introduction as there is a renewed surge of demand in domestic travel for both business and leisure. The pent-up travel and resumption of air travel recorded by Malaysian airports augurs well for travel protection. In December 2022 alone, there were 6.8 million passenger movements, contributing to a substantial annual growth in the travel industry for year 2022. Now, MYAirline passengers can opt to be protected starting from an additional RM25 for either one-way or return flights up to an insured sum of RM100,000 in case of accidental death or permanent disablement.

MYAirline's current route network comprises of eight domestic destinations, undertaking 30 flights per day. The airline receives continuous support from its community by flying approximately 5000 daily passengers in the second month of operations.

MYAirline Chief Executive Officer Rayner Teo, said "We strive to deliver a product and service that is not 'just as good' but that is better. One area which we focus on is customer service experience and reliability, which includes safety. Zurich Malaysia understands our requirements and has the global expertise to provide the best-suited solutions for our passengers. I have confidence that their strategic solutions can propel us forward in our mission to be the preferred and trusted airline, providing safe, reliable, and affordable air travel."

Zurich Malaysia Country Head, Junior Cho, said "This is another milestone for us in our effort to create brighter future together with and for Malaysians. We are firm believers of embracing collaboration to widen our touchpoints and provide solutions that meet the needs of Malaysians and offer peace of mind. This is a great opportunity for us to put into action our care for what matters, with a like-minded organisation. We are thrilled to be appointed by MYAirline and look forward to embarking on this exciting journey together."

In addition to travel insurance, Zurich also provides a comprehensive range of insurance and takaful propositions for Malaysians, covering both Life and General solutions. Zurich is the only international insurer in Malaysia to hold all four insurance and takaful licences from Bank Negara Malaysia.

*MYAirline Travel Insurance was initially named MYTravel Shield. This name change will be reflected on all material by end March 2023. The product's specifications and coverage however remain unchanged.

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MYAirline Travel Insurance (Domestic)

This product provides compensation in the event of injuries, disability or death caused by accident, medical expenses incurred as a result of accident or illness, travel inconvenience and travel assistance for your domestic journey in Malaysia. This product also provides compensations in the event you are infected with COVID-19.

Benefit	Benefit Description	Sum Insured (RM)
Section 1 – Personal Accident Covers		
1	Accidental Death and Permanent Disablement (i) 2 years old to 75 years old (ii) Infant, and age 76 years old and above	100,000 50,000
2	Accidental Medical Expenses (up to)	10,000
3	Evacuation and Repatriation	Unlimited
Section 2 – Travel Inconvenience Covers		
4	Travel Cancellation	Up to original cost
5	Travel Interruption	2,000
6	Travel Curtailment	2,000
7	Flight Delay (By Flight only) - More than 6 consecutive hours (RM150 for every 6 consecutive hours)	1,500
8	Baggage Delay (By Flight only) - More than 6 consecutive hours (RM200 for every 6 consecutive hours)	600
9	Baggage Loss/Damage Sub-limit for Benefit 9: Maximum limit per baggage up to	500 250
10	Personal Effects and Travel Documents Sub-limit for Benefit 10: i) Anyone (1) items of Pair of Sets of Items ii) Travel Documents	500 100 500
11	Hijack – more than 6 consecutive hours (RM500 for every 6 consecutive hours)	2,000
12	Sports Equipment (up to) Excess of 10% claims is applied	1,000
13	Personal Liability	500,000
Section 3 – Travel Assistance Benefits		
14	Travel Assist	Included
Section 4 – COVID-19 Benefits		
15	Travel Cancellation due to COVID-19	2,000



16	Travel Alteration due to COVID-19	2,000
17	Medical Expenses due to COVID-19	2,000
18	Hospital Allowance due to COVID-19 (RM150 per day)	3,000
19	Death due to COVID-19	10,000

MYAirline Sdn Bhd (“MYAirline”), formerly known as Z9 Elite Sdn Bhd, is Malaysia's latest airline established in January 2021. MYAirline operates a fleet consisting of Airbus A320-200 aircraft with flights from Kuala Lumpur to Langkawi, Kuching, Kota Kinabalu, Kota Bharu, Penang, Sibul, Tawau and Miri. MYAirline is expanding its network within Malaysia, and by Q2 2023 to the ASEAN region by providing affordable travel with class-leading services. The airline applies innovative and green technology within its products and services to ensure a straightforward and seamless engagement for passengers. For more information about MYAirline, please visit our website, www.myairline.my, or our social media accounts @flymyairline on [LinkedIn](#), [Facebook](#), [Instagram](#), [TikTok](#), [Twitter](#) and [YouTube](#).

Zurich Malaysia is a collective reference term for the Zurich Insurance Group (Zurich) business subsidiaries operating in Malaysia: Zurich General Insurance Malaysia Berhad, Zurich Life Insurance Malaysia Berhad, Zurich General Takaful Malaysia Berhad and Zurich Takaful Malaysia Berhad. Zurich Malaysia offers a broad range of comprehensive insurance and takaful solutions; helping individuals as well as business owners understand and protect themselves, their businesses and their assets from risk. Zurich Malaysia has an integrated branch network in major cities nationwide as well as dedicated agency and distribution channels nationwide to serve the needs of its customers. For further information on Zurich Malaysia, visit www.zurich.com.my.