

Group Travel Insurance for Students

The University has arranged a travel insurance policy for all registered students going overseas for activities or internships endorsed by the University outside Hong Kong. Details are as follows:

Eligibility

- a) All registered students, including but not limited to, undergraduates, postgraduates, research students, exchange students etc., going overseas for activities approved/endorsed/arranged by the University.
- b) For non-local students choose to stay in their home country after endorsed project, they will not be covered from the date of completion of the endorsed project.
- c) If both your place of departure and return are outside Hong Kong, you are NOT eligible to join this insurance plan.

Policy Schedule

Insured		The Hong Kong Polytechnic University
Policy No.	:	STG/Z2949076/10/R2AG
Period of Insurance	:	1 July 2024 to 30 June 2025
Max. Duration of a Trip	:	Up to 365 days with trips commencement date fallen within the period from 1 July 2024 to 30 June 2025
Scope of Cover	:	Cover commences while travelling directly from the place of residence or place of regular employment to the immigration counter to commence such trip or within four (4) hours before the scheduled departure time of the carrier to travel (whichever last occurs); and shall continue until returning to the place of residence or place of regular employment or within four (4) hours after the scheduled arrival time of the carrier, (whichever first occurs). Stationed Location: Hong Kong
Insurer	:	AXA General Insurance Hong Kong Limited
Insurance Certificate	:	Please click here
Claim form	:	Please click here
Coverage	:	Leaflet
How to arrange	:	Pre-arranged by blanket cover

Insurance Certificate

- a) If you need an insurance proof for visa application or submission to overseas institution, please provide the following information to the programme leader of the corresponding department.
- Name of the traveler
 - Period of travel
 - Itinerary
- b) Kindly note that the processing time for issuing the travel insurance certificate is around one week upon receipt of the required information by the corresponding department.

Claim Procedure

- a) Student should submit their claim form together with scanned copies/photos of supporting document as listed in page 4 of the claim form, to insurer, AXA General Insurance Hong Kong Limited (“AXA”), via email to (travel.claims@axa.com.hk) not later than 90 days from the date of accident. The supporting documents shall be kept until the claim has been settled. For the details of claim procedure and sample of authorization letter, please click [here](#).
- b) For follow up of the status of your claim, please contact the Claims Department of the insurance company directly.
- AXA General Insurance Hong Kong Limited**
Claims Hotline: +852 3070 5002
Email: travel.claims@axa.com.hk
- c) For trip commencing between 1 July 2023 to 30 June 2024, please submit claim together with scanned copies/photos of supporting document, including the signed authorization letter, to insurers, QBE Hongkong & Shanghai Insurance Limited (“QBE”), via their Online Insurance Claim platform directly (<https://claims.qbe.com/claims/>) not later than 90 days from the date of accident. For the details of claim procedure and sample of authorization letter, please click [here](#).

Important Note:

Although the University has acquired Group Travel Insurance for students participating in activities outside Hong Kong which PolyU recognizes/endorses, students are strongly advised to consider purchasing additional insurance prior to travel.

For details of the insurance coverage, please contact the Finance Office through email at fo.insurance@polyu.edu.hk.