

ADDITIONAL LICENSING CONDITION ON TRAVEL INSURANCE

1. With effect from 15 July 2015 , all licensed travel agents are required to comply with an additional licensing condition on travel insurance, pursuant to section 7(4) of the Travel Agents Act (Chapter 334):

(1) The licensee shall inform any client in Singapore, who is not a business entity and who is not acting on behalf of a business entity, to consider purchasing travel insurance in respect of any travel product for travel out of Singapore which has, in respect of any one traveller, a deposit or payment before the departure date equal to or exceeding S\$500 or an aggregate purchase price equal to or exceeding S\$1,000 (including Goods and Services Tax).

In this condition (1), “business entity” means any person registered under the Business Registration Act (Chapter 32) or the Companies Act (Chapter 50).

- (2) The licensee shall inform the client to consider purchasing travel insurance –
 - a. against any failure or disruption in the provision of the travel product arising out of any insolvency on the part of the licensee; and
 - b. in favour of all travellers for whom the payment or deposit is to be made.
- (3) Where the licensee is prohibited under any written law from soliciting any insurance business for any insurer, the licensee shall refer the client under condition (1) to the Board’s list of insurers at the website <https://www.stb.gov.sg/industries/travel-agents/Documents/TInsurers.pdf>.
- (4) The licensee shall record (whether in electronic form or otherwise) in respect of the client under condition (1) the following matters –
 - a. The identity of the client;
 - b. The reference number of the licensee in respect of the travel product;
 - c. The identities of the travellers for whom the payment or deposit is to be made;
 - d. The decision as to whether the client wishes to purchase such travel insurance; and
 - e. Except where the licensee is a trade specific agent and the client decides to purchase travel insurance through the licensee, the particulars of each certificate of insurance from the list of insurers under the condition (3) in respect of the travellers, including the name of the insurer, the name of the policy, the policy reference number and the names of the insured travellers.
- (5) The licensee shall obtain the signature or other unique authentication of the client in respect of the record of the licensee under condition (4).
- (6) The licensee shall inform the client under condition (1), record the matters under condition (4) and obtain the authentication under condition (5), before accepting any payment or deposit from the client.
- (7) The licensee shall retain the records under condition (4) for a period of not less than 12 months from the date the payment or deposit is received by the licensee. Where the licensee is a trade specific agent and the client has purchased travel insurance through the licensee, the licensee shall, in addition, retain the records of the purchase for the same period.