

Ethiopian Airlines Covid-19 Sheba Comfort Cover

FAQs

How do I get Ethiopian Airlines Covid-19 Sheba Comfort Cover? Do I need to fill out any application forms before I fly?

Cover is automatically included with every Ethiopian Airlines booked ticket for international flights operated and booked from October 01st 2020 till March 31st 2021. This is effective following the first flight outside of your *home country and is valid for 31 days for one way trips / 92 days for (round trips)** , or upon your return to your home country, if earlier.

If you are diagnosed with COVID-19 during your travels, outside your home country, and would like to receive assistance, you will need to contact our Assistance Company as soon as possible.

Emergency Assistance Line: +44 2 073 057 472

Medical services which have not been authorized by Ethiopian Airlines Covid-19 Sheba Comfort cover, which is managed by our Assistance Company, will not be reimbursed.

**Home country: the country where you reside more than 180 days per tax year.*

*** Round trip: a trip which both initial departure country and final arriving country are the same, and all flight legs are booked with Ethiopian Airlines.*

How long am I covered for?

The insurance is automatically effective following the first flight outside of your *home country and is valid for 31 days for one-way trip / 92 for return trip, or upon your return to your home country if earlier. You are not obligated to use this insurance but it's there for you if you need it.

The Insurance is valid, when outside your home country, for 31 days from the first flight of your journey from the date of departure for one-way ticket, or for 92 days if you have book a round trip with Ethiopian Airlines. A second ticket will be treated as a new booking, with a new 31(one-way trip) or 92 (round trip) days period of coverage outside your home country. Your coverage will finish upon return to home country.

If you are diagnosed with COVID-19 during the coverage period, then insurance will continue to be provided up to the actual duration of medical treatment or quarantine (subject to applicable limits and exclusions) until your return to your home country, even if it continues after the end of the 31-day period (one-way trip) or 92-day period (round trip) .

**Home country: the country where you reside more than 180 days per tax year.*

***Round trip: a trip which both initial departure country and final arriving country are the same , and all flight legs are booked with Ethiopian Airlines*

What is covered?

If you're diagnosed with COVID-19 whilst you're away your home country, we'll take care of your medical expenses, quarantine costs and repatriation or evacuation if medically necessary. Please note you will not

be covered for the cost of mandatory PCR tests. Only if you are diagnosed with Covid 19 that the cost of PCR test will be covered.

Does the insurance cover infants and children?

Yes it does.

Do I need to obtain pre-approval before incurring any cost for medical treatment or quarantine charges when tested COVID-19 positive?

Yes. You must obtain pre-approval from Ethiopian COVID-19 Sheba Comfort Insurance Cover by calling the Assistance Company for any expenses on the numbers provided bellow. Failure to do this will void any assistance.

Emergency Assistance Line : +44 2 073 057 472

Am I covered for any case within my Home Country?

No. You are covered wherever you travel, outside your home country – which is the country where you reside more than 180 days per tax year.

Am I covered for the cost of COVID-19 test?

Please note you will not be covered for the cost of mandatory PCR tests. Only if you are diagnosed with Covid 19 that the cost of PCR test will be covered.

I am planning to continue my trip by car, train or flight to another country. Am I still covered?

Yes, you will be covered according to the T&Cs if you continue your journey by car, train or flight to another country outside your home country. Your coverage is valid for traveling outside your home country with a ticket booked with Ethiopian Airlines.

Your coverage will finish after 31 days (one-way trip) / 92 days (round trip) of your departure with any Ethiopian Airlines ticket, or upon return to your *home country.

Home country: the country where you reside more than 180 Days per fiscal year.

Round trip: a trip which both initial departure country and final arriving country are the same, and all flight legs are booked with Ethiopian Airlines

What information or documents do I need once I have tested positive for COVID-19?

It is mandatory to contact ASSISTANCE COMPANY as soon as possible in case you are tested positive for COVID-19. Failure to comply with this will void any assistance.

The following documents are required when you contact ASSISTANCE COMPANY:

- Flight ticket e-mail confirmation.
- Boarding pass.
- Passport, including residency visa page, if applicable.
- COVID-19 positive test result that should be dated on or after the first day of travel.
- Provide an email address and contact number where you can be reached and the details of those assisting you.
- Or any other document requested by ASSISTANCE COMPANY for processing your request

You will also need to allow ASSISTANCE COMPANY to have access to your medical data in order to arrange assistance.

I have been tested positive while traveling abroad and requested to quarantine for 14 days. Am I covered?

Yes, we will provide 150 euros per insured person for each full day you have to spend in quarantine, up to a maximum of 14 days. If you need medical treatment for COVID-19, this will also be covered up to 100,000 euros.

The authorities of the country I am traveling to, announced 14 days quarantine upon arrival for travellers from my departure country. Am I covered for quarantine expenses?

No. You would not be covered as you have not been diagnosed with COVID-19 in this case.

My ticket includes another airline, am I covered?

You will be covered if you bought your ticket from Ethiopian Airlines - whether on ethiopianairlines.com or via a travel agent. You will qualify for Insurance whether your flight was operated by Ethiopian or by one of our codeshare partners. If you purchased your ticket from another airline or a codeshare partner airline, you will not be covered, even if one or more flights of your journey is on an Ethiopian aircraft.

Will I need to share my personal information to Ethiopian COVID-19 Sheba Comfort insurance to get assistance?

Yes. In order get assistance, you will have to share details to ASSISTANCE COMPANY who will be arranging assistance and handling your claims. Ethiopian Airlines may also share some of your details to ASSISTANCE COMPANY in order to verify your identity and dates of travel.

Do I qualify for insurance if I bought my Ethiopian Airlines ticket via a travel agent or an online travel agent?

Yes, as long as you hold an Ethiopian Airlines ticket and have flown on Ethiopian.

Does it matter when my ticket was booked/issued?

Yes. All tickets booked as from 01st october 2020 to 31st March 2021 will be entitled to the Sheba Comfort Cover. The Covid-19 Sheba Comfort Insurance Cover is automatically effective following your booking your first completed flight of your journey on Ethiopian Airlines from the date of departure and is valid, outside of your home country, for 31 days (one-way trip) or 92 days (round trip)

Home country: the country where you reside more than 180 Days per fiscal year.

Round trip: a trip which both initial departure country and final arriving country are the same , and all flight legs are booked with Ethiopian Airlines

Am I covered if I use my miles, or cash plus miles, to purchase the ticket?

Yes, you are covered as long as you have a valid Ethiopian ticket booked to travel on an Ethiopian Airlines flight or a flight operated by one of our codeshare partners.

What if my journey is longer than 31 days (one-way trip) or 92 days (round trip)? Can I pay to extend my coverage?

No. Coverage ends after 31 days (one-way trip) or 92 days (round trip) and extension is not possible under this policy.

How can I contact Ethiopian to obtain more information regarding this Insurance?

If you have further questions not covered here, please call ASSISTANCE COMPANY, the provider of Ethiopian Airlines COVID 19 Sheba Comfort Insurance Cover, on the numbers below.

Emergency Assistance Line : +44 2 073 057 472

If my home country government or destination country government advise against travel to that country will I still be covered for Covid 19 claims under the policy?

Yes, you will still be covered irrespective of any such travel advice, as long as you were allowed to travel.