

Section 3 – Frequently Asked Questions

1. **What is Chartis Insurance or Chartis Turkey?**

Commercial name of AIG Sigorta A.Ş. has been changed to CHARTIS Sigorta A.Ş. as of 1 October 2009.

CHARTIS Sigorta has been giving service to more than 40 million customers in 160 countries and jurisdictions with its 90 years of history, extended product line, service quality, expertise and strong financial structure.

2. **In how many regions does Chartis Insurance operate in Turkey?**

Chartis Insurance operates as 6 individual regional directorates in Turkey, except its Head Office. Those are Istanbul, Ankara, İzmir, Adana, Samsun and Bursa Regional Directorates.

3. **What is Travel Guard?**

Travel Guard is the global name of travel insurances which Chartis Insurance underwrites and sells in Turkey.

4. **What is Travel Insurance?**

Those are the insurance products and options which cover the persons who travel abroad or within the country against individual accident and treatment indemnities.

5. **How can I purchase travel insurance via internet site of Pegasus Airlines?**

You may purchase travel insurance in two different ways through your Travel Agency website.

- a- With your airline ticket or hotel
- b- By purchasing the insurance product which you deem that it is good for you from the section which is designed specific to travel insurance

6. **Is it possible to cancel the Travel Insurance?**

Travel Insurance which you purchase along with your airline ticket or hotel is non cancellable and non refundable. Regarding cancellation or endorsement inquiries of your standalone insurance products, please contact our Customer Services for more detail.

7. **I purchase the travel insurance along with my airline ticket. However I have changed my travel dates. Do I also have to change the dates of my travel insurance?**

No. Your travel insurance is the integral part of your ticket. In case where you change your flight date, your travel insurance will be valid for 15 days as of your new flight date.

8. What is the maximum age limit for purchasing Travel Insurance?

The minimum age for purchase of travel insurance is 6 months. There is no maximum age limit for the travel insurance policies purchased either with airline ticket or hotel. However certain excesses apply for passengers over 64 years of age.

In the optional travel insurance, Schengen Visa Health Insurance is limited with 80 years-old, Travel Guard Annual Travel Insurance with 65 years-old and other insurance options with 75 years-old.

9. What is the Geographical coverage of the policy?

European Plans:	All Schengen and Europeans countries
Worldwide Plans:	Valid worldwide except for Cuba, Congo and Afghanistan
Domestic Plans:	Within Turkey

10. What guarantees will I have with Travel Guard policy?

For detailed information about the products and guarantees, please visit the sections "[Product Description](#)" or "[Terms & Conditions](#)".

11. Do the policies of Travel Insurance include Assistance Service?

Yes, assistance is included on all the policies that are purchased. For details on the assistance on medical emergency and claims please [click here](#) or go to the "[Assistance and Claims](#)" section.

You may reach to Travel Guard Assist at the below number abroad.

Travel Guard Assistance & Services
675 Bering Drive Houston, TX 77057
Within USA : + 1 800 626 2427
Outside USA : + 1 713 267 2525

12. To whom should I notify my claim for indemnification?

After the event, which causes the indemnification, occurs, please call us at +90 212 310 4939 and notify the event.

13. In which cases may I get benefit from the Emergency Medical Transport Indemnification?

In order to obtain the emergency medical transport indemnification, firstly the verification must be obtained from Travel Guard Assist at +1 713 267 2525 or this contact should be established through Chartis Insurance Turkey.

14. Which documents should I deliver in order to claim for indemnification?

You may obtain the detailed information as clicking to the link, "[Claims](#)".

15. How long does evaluation about claims for indemnification take?

Your claim for indemnification will be evaluated within 2 days, following your documents are placed into the file under the General and Special Conditions of your policy.