



Liberty
Insurance



MA-T00-BR-001-11-E

TravelCare

Enjoy your international travel to the fullest



TRAVELCARE

Bảo hiểm Du lịch



Appealing insurance benefits, covering all customers' needs with premium fee from 23,000 VND per day

Liberty travel insurance comprehensively protects customers when traveling abroad with 33 benefits for many types of risks. Traveling during the epidemic season is more secure with the coverage of oversea medical treatment including Covid-19 treatment and unplanned risks such as flight cancellation or lost luggage.

Benefits at a glance



Cover the medical expense for Covid 19 treatment

Cover medical expenses for the treatment of Covid 19 with an amount of up to 3,600,000,000 VND



Cover during the trip and on returning to Vietnam

Cover personal accidents and medical expenses incurred during the overseas trip and the follow-up treatment on returning to Vietnam



24/7 Medical assistance and Emergency medical evacuation

Support customers with medical issues 24/24 during your overseas trip on the basis of consultation or arrangement and cover for emergency medical transportation



Travel cancellation and delay

Cover for unforeseen events such as trip cancellation, delay, or shortening, Cover for meals, accommodation, travel, and essential personal items, 2,400,000 VND for every 6 consecutive hours of delayed arrival



Cover for loss or damage

Cover for loss of money due to theft, robbery or natural disaster; Cover the cost of re-doing travel documents; Cover for loss and damage to luggage, personal property



Other extended benefits

Cover in case of hijacking and auto-renewal up to 7 days in case of trip delay

WE'VE GOT YOUR NEEDS COVERED

Compare our plans in details, you'll definitely find something that suits you.

| Maximum Coverage (Unit: 1,000 VND) | Classic | | Executive | | Premier | |
|---|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| | Individual | Family | Individual | Family | Individual | Family |
| PERSONAL ACCIDENT | | | | | | |
| Accidental death or permanent disablement As per the Contingency Percentage attached to the policy wording | 1,000,000 /Adult | 1,000,000 /Adult | 2,000,000 /Adult | 2,000,000 /Adult | 3,000,000 /Adult | 3,000,000 /Adult |
| | 500,000 /Child | 500,000 /Child | 1,000,000 /Child | 1,000,000 /Child | 1,500,000 /Child | 1,500,000 /Child |
| MEDICAL EXPENSES | | | | | | |
| Overseas medical expenses Medical and hospital expenses incurred while abroad as a result of illness or injury | 1,000,000 | 1,700,000 | 1,600,000 | 2,400,000 | 2,400,000 | 3,600,000 |
| Medical expenses incurred upon return to Vietnam Follow-up treatment within 31 days from return date (following discharge from overseas hospital) | 100,000 | 200,000 | 200,000 | 400,000 | 300,000 | 600,000 |
| Overseas hospital visit Transportation cost of one relative or friend if the Insured is hospitalised for more than 5 days while overseas | 60,000 | 60,000 | 90,000 | 90,000 | 120,000 | 120,000 |
| Additional accommodation expenses Hotel accommodation incurred by one relative or friend if the Insured is hospitalised for more than 5 days while overseas | | | | | | |
| Aggregate limit | 20,000 | 20,000 | 24,000 | 24,000 | 40,000 | 40,000 |
| Daily limit | 5,000 | 5,000 | 6,000 | 6,000 | 10,000 | 10,000 |

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| Maximum Coverage (Unit: 1,000 VND) | Classic | | Executive | | Premier | |
|--|--------------------------|--------|------------|--------|------------|---------|
| | Individual | Family | Individual | Family | Individual | Family |
| MEDICAL EXPENSES | | | | | | |
| Overseas compassionate visit Transportation cost of one relative or friend to assist in the preparation of the mortal remains | 40,000 | 40,000 | 60,000 | 60,000 | 100,000 | 100,000 |
| Returning children to home country or country of residence Cost of returning unattended children to their home country or country of residence | 60,000 | 60,000 | 80,000 | 80,000 | 120,000 | 120,000 |
| Hospital income benefit (overseas) Daily cash benefit of 1,000,000 VND while hospitalised overseas | 16,000 | 16,000 | 20,000 | 20,000 | 50,000 | 50,000 |
| Hospital income benefit (Vietnam) Daily cash benefit of 500,000 VND while hospitalised in Vietnam immediately upon return | 5,000 | 5,000 | 6,000 | 6,000 | 10,000 | 10,000 |
| Medical expenses for pregnancy related sickness As incurred | 24,000 | 24,000 | 30,000 | 30,000 | 60,000 | 60,000 |
| 24-hour medical assistance On referral or arrangement basis | EUROP Assistance Hotline | | | | | |

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Compare our plans in details, you'll definitely find something that suits you

| Maximum Coverage (Unit: 1,000 VND) | Classic | | Executive | | Premier | |
|--|--------------------------|--------|------------|--------|------------|--------|
| | Individual | Family | Individual | Family | Individual | Family |
| INCONVENIENCES | | | | | | |
| Travel overbooking Allowance for accommodation, meal and travel expenses if the Insured is unable to board the scheduled flight due to overbooking | 1,600 | 3,200 | 2,000 | 4,000 | 10,000 | 20,000 |
| Emergency purchases Funds for purchase of essential personal items if the Insured's baggage is stolen or permanently lost | 2,000 | 5,000 | 2,400 | 6,000 | 6,000 | 10,000 |
| Baggage delay Pays up to 2,400,000 VND for every 6 consecutive hours that the Insured's baggage is delayed while overseas | 6,000 | 6,000 | 10,000 | 10,000 | 16,000 | 16,000 |
| 24-hour travel assistance On referral or arrangement basis | EUROP Assistance Hotline | | | | | |
| LOSSES | | | | | | |
| Loss of personal money Loss of money due to robbery, burglary, theft or natural disasters while overseas | 2,000 | 5,000 | 3,000 | 6,000 | 6,000 | 12,000 |
| Loss of or damage to baggage & personal effects Up to 5,000,000 VND for each item or set or pair of items and up to 20,000,000 VND for a laptop computer | 30,000 | 30,000 | 40,000 | 40,000 | 60,000 | 60,000 |

WE'VE GOT YOUR NEEDS COVERED

Compare our plans in details, you'll definitely find something that suits you

| Maximum Coverage (Unit: 1,000 VND) | Classic | | Executive | | Premier | |
|---|------------|--------|------------|--------|------------|--------|
| | Individual | Family | Individual | Family | Individual | Family |
| LOSSES | | | | | | |
| Loss of travel documents Pays for the cost of obtaining replacement travel documents lost as well as additional travel and hotel accommodation expenses incurred while overseas | 24,000 | 24,000 | 24,000 | 24,000 | 24,000 | 24,000 |
| Rental vehicle excess cover Covers for any excess or deductible which the Insured may be required to pay for accidental loss or damage to their rental vehicle | 10,000 | 10,000 | 12,000 | 12,000 | 24,000 | 24,000 |
| Closure of travel agent Pays for loss of travel related expenses paid in advance as a result of financial collapse or default of the travel agent in Vietnam | 30,000 | 40,000 | 50,000 | 60,000 | 70,000 | 80,000 |
| Home guard Covers for loss or damage to the household contents in the Vietnam residence due to fire when left vacant during the trip | 20,000 | 20,000 | 30,000 | 30,000 | 60,000 | 60,000 |



PREMIUM TABLES

Individual (VND)

| Length of single trip | Classic | | | Executive | | | Premier | | |
|-----------------------|---------|--------------|-----------|-----------|--------------|-----------|-----------|--------------|-----------|
| | ASEAN | Asia Pacific | Worldwide | ASEAN | Asia Pacific | Worldwide | ASEAN | Asia Pacific | Worldwide |
| 1 - 3 days | 105,000 | 147,000 | 168,000 | 168,000 | 210,000 | 315,000 | 231,000 | 294,000 | 420,000 |
| 4 - 6 days | 168,000 | 210,000 | 231,000 | 252,000 | 315,000 | 378,000 | 336,000 | 420,000 | 504,000 |
| 7 - 10 days | 231,000 | 273,000 | 357,000 | 336,000 | 420,000 | 504,000 | 483,000 | 609,000 | 735,000 |
| 11 - 14 days | 336,000 | 378,000 | 441,000 | 441,000 | 546,000 | 672,000 | 630,000 | 777,000 | 882,000 |
| 15 - 18 days | 399,000 | 462,000 | 483,000 | 567,000 | 672,000 | 756,000 | 756,000 | 924,000 | 1,050,000 |
| 19 - 22 days | 441,000 | 504,000 | 546,000 | 672,000 | 756,000 | 840,000 | 882,000 | 1,008,000 | 1,155,000 |
| 23 - 27 days | 483,000 | 567,000 | 588,000 | 735,000 | 861,000 | 987,000 | 945,000 | 1,155,000 | 1,281,000 |
| 28 - 31 days | 546,000 | 588,000 | 630,000 | 777,000 | 945,000 | 1,029,000 | 1,050,000 | 1,218,000 | 1,407,000 |
| 32 - 38 days | 609,000 | 672,000 | 735,000 | 924,000 | 1,113,000 | 1,218,000 | 1,218,000 | 1,449,000 | 1,680,000 |

PREMIUM TABLES

Individual (VND)

| Length of single trip | Classic | | | Executive | | | Premier | | |
|-----------------------|-----------|--------------|-----------|-----------|--------------|-----------|-----------|--------------|-----------|
| | ASEAN | Asia Pacific | Worldwide | ASEAN | Asia Pacific | Worldwide | ASEAN | Asia Pacific | Worldwide |
| 39 - 45 days | 672,000 | 756,000 | 840,000 | 1,071,000 | 1,281,000 | 1,407,000 | 1,386,000 | 1,680,000 | 1,953,000 |
| 46 - 52 days | 735,000 | 840,000 | 945,000 | 1,218,000 | 1,449,000 | 1,596,000 | 1,554,000 | 1,911,000 | 2,226,000 |
| 53 - 59 days | 798,000 | 924,000 | 1,050,000 | 1,365,000 | 1,617,000 | 1,785,000 | 1,722,000 | 2,142,000 | 2,499,000 |
| 60 - 66 days | 861,000 | 1,008,000 | 1,155,000 | 1,512,000 | 1,785,000 | 1,974,000 | 1,890,000 | 2,373,000 | 2,772,000 |
| 67 - 73 days | 924,000 | 1,092,000 | 1,260,000 | 1,659,000 | 1,953,000 | 2,163,000 | 2,058,000 | 2,604,000 | 3,045,000 |
| 74 - 80 days | 987,000 | 1,176,000 | 1,365,000 | 1,806,000 | 2,121,000 | 2,352,000 | 2,226,000 | 2,835,000 | 3,318,000 |
| 81 - 87 days | 1,050,000 | 1,260,000 | 1,470,000 | 1,953,000 | 2,289,000 | 2,541,000 | 2,394,000 | 3,066,000 | 3,591,000 |
| 88 - 94 days | 1,113,000 | 1,344,000 | 1,575,000 | 2,100,000 | 2,457,000 | 2,730,000 | 2,562,000 | 3,297,000 | 3,864,000 |
| 95 - 101 days | 1,176,000 | 1,428,000 | 1,680,000 | 2,247,000 | 2,625,000 | 2,919,000 | 2,730,000 | 3,528,000 | 4,137,000 |
| 102 - 108 days | 1,239,000 | 1,512,000 | 1,785,000 | 2,394,000 | 2,793,000 | 3,108,000 | 2,898,000 | 3,759,000 | 4,410,000 |
| 109 - 115 days | 1,302,000 | 1,596,000 | 1,890,000 | 2,541,000 | 2,961,000 | 3,297,000 | 3,066,000 | 3,990,000 | 4,683,000 |
| 116 - 122 days | 1,365,000 | 1,680,000 | 1,995,000 | 2,688,000 | 3,129,000 | 3,486,000 | 3,234,000 | 4,221,000 | 4,956,000 |
| 123 - 129 days | 1,428,000 | 1,764,000 | 2,100,000 | 2,835,000 | 3,297,000 | 3,675,000 | 3,402,000 | 4,452,000 | 5,229,000 |
| 130 - 136 days | 1,491,000 | 1,848,000 | 2,205,000 | 2,982,000 | 3,465,000 | 3,864,000 | 3,570,000 | 4,683,000 | 5,502,000 |
| 137 - 143 days | 1,554,000 | 1,932,000 | 2,310,000 | 3,129,000 | 3,633,000 | 4,053,000 | 3,738,000 | 4,914,000 | 5,775,000 |
| 144 - 150 days | 1,617,000 | 2,016,000 | 2,415,000 | 3,276,000 | 3,801,000 | 4,242,000 | 3,906,000 | 5,145,000 | 6,048,000 |
| 151 - 157 days | 1,680,000 | 2,100,000 | 2,520,000 | 3,423,000 | 3,969,000 | 4,431,000 | 4,074,000 | 5,376,000 | 6,321,000 |
| 158 - 164 days | 1,743,000 | 2,184,000 | 2,625,000 | 3,570,000 | 4,137,000 | 4,620,000 | 4,242,000 | 5,607,000 | 6,594,000 |
| 165 - 171 days | 1,806,000 | 2,268,000 | 2,730,000 | 3,717,000 | 4,305,000 | 4,809,000 | 4,410,000 | 5,838,000 | 6,867,000 |
| 172 - 178 days | 1,869,000 | 2,352,000 | 2,835,000 | 3,864,000 | 4,473,000 | 4,998,000 | 4,578,000 | 6,069,000 | 7,140,000 |
| 179 - 180 days | 1,932,000 | 2,436,000 | 2,940,000 | 4,011,000 | 4,641,000 | 5,187,000 | 4,746,000 | 6,300,000 | 7,413,000 |
| 181 - 186 days | 2,100,000 | 2,646,000 | 3,171,000 | 4,263,000 | 4,956,000 | 5,565,000 | 5,082,000 | 6,720,000 | 7,917,000 |
| Annual Plan | N.A. | N.A. | N.A. | N.A. | 2,835,000 | 5,628,000 | N.A. | 3,549,000 | 7,350,000 |

PREMIUM TABLE

Family Plans (VND)

| Length of single trip | Classic | | | Executive | | | Premier | | |
|-----------------------|-----------|--------------|-----------|-----------|--------------|-----------|-----------|--------------|------------|
| | ASEAN | Asia Pacific | Worldwide | ASEAN | Asia Pacific | Worldwide | ASEAN | Asia Pacific | Worldwide |
| 1 - 3 days | 210,000 | 294,000 | 336,000 | 336,000 | 420,000 | 630,000 | 462,000 | 588,000 | 840,000 |
| 4 - 6 days | 336,000 | 420,000 | 462,000 | 504,000 | 630,000 | 756,000 | 672,000 | 840,000 | 1,008,000 |
| 7 - 10 days | 462,000 | 546,000 | 714,000 | 672,000 | 840,000 | 1,008,000 | 966,000 | 1,218,000 | 1,470,000 |
| 11 - 14 days | 672,000 | 756,000 | 882,000 | 882,000 | 1,092,000 | 1,344,000 | 1,260,000 | 1,554,000 | 1,764,000 |
| 15 - 18 days | 798,000 | 924,000 | 966,000 | 1,134,000 | 1,344,000 | 1,512,000 | 1,512,000 | 1,848,000 | 2,100,000 |
| 19 - 22 days | 882,000 | 1,008,000 | 1,092,000 | 1,344,000 | 1,512,000 | 1,680,000 | 1,764,000 | 2,016,000 | 2,310,000 |
| 23 - 27 days | 966,000 | 1,134,000 | 1,120,000 | 1,470,000 | 1,722,000 | 1,974,000 | 1,890,000 | 2,310,000 | 2,562,000 |
| 28 - 31 days | 1,092,000 | 1,176,000 | 1,260,000 | 1,554,000 | 1,890,000 | 2,058,000 | 2,100,000 | 2,436,000 | 2,814,000 |
| 32 - 38 days | 1,218,000 | 1,344,000 | 1,470,000 | 1,848,000 | 2,226,000 | 2,436,000 | 2,436,000 | 2,898,000 | 3,360,000 |
| 39 - 45 days | 1,344,000 | 1,512,000 | 1,680,000 | 2,142,000 | 2,562,000 | 2,814,000 | 2,772,000 | 3,360,000 | 3,906,000 |
| 46 - 52 days | 1,470,000 | 1,680,000 | 1,890,000 | 2,436,000 | 2,898,000 | 3,192,000 | 3,108,000 | 3,822,000 | 4,452,000 |
| 53 - 59 days | 1,596,000 | 1,848,000 | 2,100,000 | 2,730,000 | 3,234,000 | 3,570,000 | 3,444,000 | 4,284,000 | 4,998,000 |
| 60 - 66 days | 1,722,000 | 2,016,000 | 2,310,000 | 3,024,000 | 3,570,000 | 3,948,000 | 3,780,000 | 4,746,000 | 5,544,000 |
| 67 - 73 days | 1,848,000 | 2,184,000 | 2,520,000 | 3,318,000 | 3,906,000 | 4,326,000 | 4,116,000 | 5,208,000 | 6,090,000 |
| 74 - 80 days | 1,974,000 | 2,352,000 | 2,730,000 | 3,612,000 | 4,242,000 | 4,704,000 | 4,452,000 | 5,670,000 | 6,636,000 |
| 81 - 87 days | 2,100,000 | 2,520,000 | 2,940,000 | 3,906,000 | 4,578,000 | 5,082,000 | 4,788,000 | 6,132,000 | 7,182,000 |
| 88 - 94 days | 2,226,000 | 2,688,000 | 3,150,000 | 4,200,000 | 4,914,000 | 5,460,000 | 5,124,000 | 6,594,000 | 7,728,000 |
| 95 - 101 days | 2,352,000 | 2,856,000 | 3,360,000 | 4,494,000 | 5,250,000 | 5,838,000 | 5,460,000 | 7,056,000 | 8,274,000 |
| 102 - 108 days | 2,478,000 | 3,024,000 | 3,570,000 | 4,788,000 | 5,586,000 | 6,216,000 | 5,796,000 | 7,518,000 | 8,820,000 |
| 109 - 115 days | 2,604,000 | 3,192,000 | 3,780,000 | 5,082,000 | 5,922,000 | 6,594,000 | 6,132,000 | 7,980,000 | 9,366,000 |
| 116 - 122 days | 2,730,000 | 3,360,000 | 3,990,000 | 5,376,000 | 6,258,000 | 6,972,000 | 6,468,000 | 8,442,000 | 9,912,000 |
| 123 - 129 days | 2,856,000 | 3,528,000 | 4,200,000 | 5,670,000 | 6,594,000 | 7,350,000 | 6,468,000 | 8,904,000 | 10,458,000 |
| 130 - 136 days | 2,982,000 | 3,696,000 | 4,410,000 | 5,964,000 | 6,930,000 | 7,728,000 | 7,140,000 | 9,366,000 | 11,004,000 |
| 137 - 143 days | 3,108,000 | 3,864,000 | 4,620,000 | 6,258,000 | 7,266,000 | 8,106,000 | 7,476,000 | 9,828,000 | 11,550,000 |

PREMIUM TABLES

Family Plans (VND)

| Length of single trip | Classic | | | Executive | | | Premier | | |
|-----------------------|-----------|--------------|-----------|-----------|--------------|------------|------------|--------------|------------|
| | ASEAN | Asia Pacific | Worldwide | ASEAN | Asia Pacific | Worldwide | ASEAN | Asia Pacific | Worldwide |
| 144 - 150 days | 3,234,000 | 4,032,000 | 4,830,000 | 6,552,000 | 7,602,000 | 8,484,000 | 7,812,000 | 10,290,000 | 12,096,000 |
| 151 - 157 days | 3,360,000 | 4,200,000 | 5,040,000 | 6,846,000 | 7,938,000 | 8,862,000 | 8,148,000 | 10,752,000 | 12,642,000 |
| 158 - 164 days | 3,486,000 | 4,368,000 | 5,250,000 | 7,140,000 | 8,274,000 | 9,240,000 | 8,484,000 | 11,214,000 | 13,188,000 |
| 165 - 171 days | 3,612,000 | 4,536,000 | 5,460,000 | 7,434,000 | 8,610,000 | 9,618,000 | 8,820,000 | 11,676,000 | 13,734,000 |
| 172 - 178 days | 3,738,000 | 4,704,000 | 5,670,000 | 7,728,000 | 8,946,000 | 9,996,000 | 9,156,000 | 12,138,000 | 14,280,000 |
| 179 - 180 days | 3,864,000 | 4,872,000 | 5,880,000 | 8,022,000 | 9,282,000 | 10,374,000 | 9,492,000 | 12,600,000 | 14,826,000 |
| 181 - 186 days | 4,200,000 | 5,292,000 | 6,342,000 | 8,526,000 | 9,912,000 | 11,130,000 | 10,164,000 | 13,440,000 | 15,834,000 |
| Annual Plan | N.A. | N.A. | N.A. | N.A. | 5,670,000 | 9,471,000 | N.A. | 6,720,000 | 11,760,000 |

TRAVEL REGIONS

| | |
|---------------------|---|
| ASEAN | Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore and Thailand |
| Asia Pacific | ASEAN, China, Hongkong, Taiwan, Korea, Japan, India, Sri Lanka, Pakistan, Australia and New Zealand |
| Worldwide | All countries except those under sanctions or embargoes by the United Nations, the United States of America, the European Union, and the United Kingdom |

ELIGIBILITY CRITERIA

| Contract | Conditions |
|-----------------------------|--|
| Single trip policies | <p>Up to 2 adults and any number of children departing from and returning to Vietnam at the same time</p> <p>The child(ren) must be related to either of the insured adults</p> |
| Annual policies | <p>Up to 2 adults who are legal spouses and any number of children</p> <p>The child(ren) must be accompanied by either of the insured adults in any trip during the Period of Insurance</p> |
| Children | Maximum 17 years old |
| Adults | <p>Below 70 years old:</p> <ul style="list-style-type: none"> - Covid-19 treatment expenses including emergency evacuation and repatriation: fully covered subject to fully vaccinated (2 doses) on the issuance date. No coverage of covid-19 and related expenses if the Insured has not fully vaccinated yet (2 doses) on the issuance date. - Non-covid-19 medical treatment expenses: fully covered. - PA/Liabilities/Inconveniences/Losses/Extensions: covered up to sub-limit, no-copayment/deductible. <p>From 70 years old up to 80 years old:</p> <ul style="list-style-type: none"> - The evacuation and repatriation will NOT be covered because our benefit is not applied for people from 70 years old and above. - The medical expenses/PA/Liabilities/Inconveniences/Losses/Extensions will be covered subject to: The Insured Person(s) fully Covid-19 vaccinated (02 doses) on the issuance date and has not infected Covid1-19 before the inception date of the Policy; and The 50% co-payment will be applied for all medical expenses. - This Policy will not cover for any expenses if the Overseas Trip or the activities carried out during the Overseas Trip are undertaken against medical advice of Your Doctor in Vietnam. |
| The unvaccinated child(ren) | The unvaccinated child(ren) will be covered when traveling with fully Covid-19 vaccinated relatives/father/mother on the issuance date. |

ANOTHER ATTENTION

| | |
|------------------------|---|
| Age limit at inception | Maximum 80 years old |
| Citizenship | This policy is only available to Vietnamese citizens and permanent residents of Vietnam |
| Length of trip | <p>For single trip travel insurance policies, the length of a trip shall not exceed 186 days</p> <p>For annual travel insurance policies, there is no limit on the number of trips during the Period of Insurance, However, the length of a trip shall not exceed 90 days</p> |

MAJOR EXCLUSIONS

| No. | MAJOR EXCLUSIONS |
|-----|--|
| 1 | Any pre-existing condition or excluded illness |
| 2 | Treatment of stress, anxiety, depression, panic, anxiety, emotion, psychological and spiritual diseases or disorder |
| 3 | Intentional self-injury, suicide or attempted suicide or insanity |
| 4 | Any professional sport, racing and competitions of any kind, rock or mountain climbing involving the use of ropes or equipment, hang gliding, skydiving or parachuting |
| 5 | The use of alcohol or drugs not prescribed by a medical practitioner |
| 6 | HIV (Human Immunodeficiency Virus) or any HIV related illness including AIDS (Acquired Immune Deficiency Syndrome) or any mutant derivative or variations or their complications |
| 7 | Sexually transmitted diseases |
| 8 | Contraception, miscarriage, childbirth, pregnancy, abortion, or their complications |
| 9 | Any expenses in respect of treatment or operation undertaken as a preventive measure, e.g; vaccination, circumcision, inoculation and the like |
| 10 | Dental treatment (except necessitated by an accidental injury to sound and natural teeth) |

EMERGENCY ASSISTANCE



Emergency Assistance



Please call **+84 28 3512 2324** for immediate assistance by EUROP Assistance. Emergency medical evacuation and repatriation will also be organized by EUROP Assistance. Covered expenses will be paid directly to EUROP Assistance by Liberty, subject to the policy terms and conditions.

Claims procedure



All claims notification/documents must be sent to Liberty within 30 days after the occurrence of any event which may give rise to a claim. Please call our 24/7 Customer Service Center One-Call 1800 599 998 for further assistance.

Liberty Mutual Insurance

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Fotune Ranking
Base on 2022 revenue

5

Largest Property and
Casualty insurer globally
2022 gross written premium

50,000 +

Estimated employees
worldwide

A

Financial Ratings
A.M. Best Co. – 'A'(Excellent)
Moody's – 'A2' 9(Good)
Standard & Poor's – 'A' (Strong)

Liberty Insurance Limited

Liberty Insurance Limited is a member of Liberty Mutual Group. In Vietnam, Liberty Insurance positions with a unique proposition in the non-life insurance market with advanced technology, an easy and safe online insurance purchasing platform, and a fast and efficient claim process.

Every Liberty's insurance product has been developed from thorough studies and diligently designed for the Vietnamese people. Liberty Insurance is highly recognized for its service quality. It is the first choice for customers to seek practical insurance solutions to protect against unexpected risks and the joy of life.

Embrace today, confidently pursue tomorrow

Liberty Insurance Limited is proud to be one of the leading non-life insurance companies, was one of the first foreign insurers to come to Vietnam in 2003 with prestigious awards:

- The only 100% foreign-owned enterprise achieving "Top 10 Most Reputable Non-Life Insurance Companies in Vietnam" accolades in 2018, 2019, and 2020
- The first non-life insurer in Vietnam to achieve four Financial Services Awards by IDG Vietnam in three consecutive years from 2021 to 2023: Non-life Insurance Company with Outstanding Innovative Products and Services - Comprehensive Car Insurance Package (2021), Non-life Insurance Company with The Best Customer Digital Experience (2021), Non-life Insurance Company with Outstanding Innovative Products and Services (2022 - 2023)
- Four awards from the Insurance Asia Awards in 2022 and 2023: International General Insurer of the Year – Vietnam and Auto Insurance Initiative of the Year – Vietnam

Liberty nationwide network

Head Office

18th floor, Vincom Office Building
45A Ly Tu Trong, District 1, Ho Chi Minh City
Tel: (84-28) 38.125.125
Fax: (84-28) 38.125.018

Hanoi Branch

Floor 10, East Tower, Hanoi Lotte Center Building,
No 54 Lieu Giai Street, Ba Dinh District, Hanoi
Tel: (84-24) 3.7557.111
Fax: (84-24) 3.7557.066

Other offices

Hai Phong Office

F3, Seabank Tower, No 17 Block 7B, Le Hong Phong St,
Ngo Quyen District, Hai Phong City
Tel: (84-0225) 3 999.366.225
Fax: (84-0225) 3 999.368.225

Thai Nguyen Office

F3, Dong A Plaza Tower,
No 668 Phan Dinh Phung St, Thai Nguyen City
Tel: (84-28) 38 125 125

Nghe An Office

F3, Nha Viet Tower,
No 8 Le Nin St, Vinh City, Nghe An
Tel: (84-28) 38 125 125

Danang Office

2nd Floor, SAVICO Building, 66 Vo Van Tan, Da Nang
Tel: (84-236) 3 749 999; (84-236) 3 749 998;
(84-236) 3 749 997
Fax: (84-236) 3 749 996

Can Tho Office

C36, No 1 St, Hung Thanh Ward,
Cai Rang District, Can Tho City
Tel: (84-28) 38 125 125

Bien Hoa Office

101 Vu Hong Pho, Block 2,
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