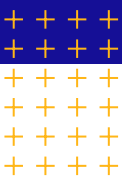


# Going further to *meet personal needs*



## Meet Justin, and his agent Jayden

Jayden gained Justin's trust by going the extra mile where his previous agents hadn't.

### Existing Travel client

Justin is an owner of a technology start-up in Singapore and prior to the pandemic, despite his busy schedule, he often carves out time to make overseas trips with his young family of three. When the travel restrictions eased recently, he took the opportunity to book a flight to Bangkok for a weekend getaway.

Unfortunately, the day before his scheduled return to Singapore, his wife and son were hit with bad food poisoning and required immediate medical assistance. He immediately contacted his agent Jayden, whom he had engaged recently for the purchase of his travel insurance plan, for claim assistance.

Justin was concerned if his travel insurance was able to cover the related expenses, including travel curtailment, and was also unsure about where he could go to seek medical treatment. Upon being alerted of the situation, Jayden immediately provided the address of a reputable hospital near Justin's accommodation. He also kept in close contact with Justin, via WhatsApp, to provide him with the assurance he needed in relation to claims, so he can focus on attending to his wife and son's health first. Knowing that Justin may need additional support given the language barrier, Jayden also went above and beyond to enlist the help of his friend who lived in Bangkok to make a trip down to the hospital to render assistance.

During this period, Justin also provided Jayden with screenshots of the doctor's diagnoses and related medical and flight amendment expenses incurred so he could submit the claim online, on Justin's behalf. Upon return to Singapore a couple of days later, Justin received a notification that the claim has been confirmed and the amount credited to his account.

Justin was grateful to have met an agent who went the extra mile and provided relief during a time of distress and thus decided to engage Jayden to conduct a portfolio review on his business insurance needs as well.

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