



A Japanese First: Japan Airlines to Offer Complimentary COVID-19 Coverage for International Passengers

TOKYO, December 11, 2020 – Japan Airlines (JAL) today announced that the carrier will provide a new service called JAL Covid-19 Cover, as part of its JAL FlySafe program to provide reassurance and support to passengers with essential travel needs during the global pandemic. The new service provided by Allianz Travel—the first of its kind for a Japanese carrier—includes coverage of up to €150,000 in total medical costs resulting from the initial COVID-19 testing fee and subsequent medical treatment for those that test positive during their travels.



Additional coverage for isolation costs and repatriation is also included for those requiring such after a positive diagnosis. A global 24-hour support line in English and Japanese will also be available to assist customers exhibiting symptoms, providing further peace of mind throughout their journey. Services related to the coverage will be offered from December 23, 2020.

“As international flights gradually return to service, the JAL Group has implemented key measures against COVID-19 to provide customers a safe and secure travel experience. While it may take time to welcome back customers on a global scale, we hope this coverage with Allianz Travel will provide reassurance to those that need to travel today,” said Hideo Ninomiya, Managing Executive Officer of Passenger Sales, Japan Airlines.

“AWP Japan is very proud to support JAL in this service. Our assistance teams will help provide peace of mind to JAL’s passengers in these challenging times. Allianz Travel is the specialized travel-related insurance and services brand from Allianz Partners, and we will leverage our vast experience in emergency assistance to travelers and our global medical network to support passengers affected by COVID-19,” said Patricia Moon, CEO of AWP Japan Co., Ltd., member of the Allianz Partners Group.

The JAL Group has implemented key measures against COVID-19 at the airport and throughout the travel experience. For details on the JAL FlySafe initiative, [click here](#).

【Outline of Service】

Subject	Content
Eligibility	Passengers traveling on an international flight operated and marketed by JAL
Coverage	Medical Fees resulting from a COVID-19 Positive Test, up to EUR 150,000 (Testing Fee, Medical treatment) Additional coverage provided for isolation costs and repatriation (see website for details).
Requisite	Positive Test Result for COVID-19
Period	For travels between December 23, 2020 - June 30, 2021 (Boarding Date)
Validity	1) Valid 31 days from the first leg of an international flight OR 2) Expires upon return to country of residence, whichever is earlier.
Contact	JAL Covid-19 Cover Assistance (from Dec. 23 – 0:00 Japan Standard Time) 0120-429-256

For full details: <https://www.jal.co.jp/jp/en/inter/jalcoronacover/index.html>

For media queries, contact mediarelations.hdq@jal.com

About Allianz Travel

Allianz Travel provides travel-related insurance products and services, including trip cancellation and emergency medical assistance. We partner with airlines, travel agents, banks and other intermediaries around the world to offer travel insurance plans that offer peace of mind to customers. Constantly pushing technological and geographical boundaries, our global travel protection solutions combine assistance and technology to support customers 24/7, before, during and after their trip. Allianz Travel is the travel insurance brand of Allianz Partners.

For more information, please visit www.allianz-partners.com