



NEWS RELEASE

For immediate release

Singlife Covers Customers for Jetstar Asia Disruption

Eligible policyholders may submit claims for air ticket reimbursement and non-refundable travel-related expenses

SINGAPORE, 17 June 2025 – Leading homegrown financial services company [Singlife](#) has announced its support for customers affected by the sudden closure of Jetstar Asia's operations.

Alvino Kor, Senior Vice President, General Insurance, Singlife said: "We understand the stress and uncertainty caused by the sudden halt of Jetstar Asia's services. While the shutdown of an airline is not usually covered under our standard travel insurance policies, we believe it is important to step up and support our customers through this disruption. This gesture of goodwill is an extension of Singlife's continued commitment to travellers' peace of mind, from our flexible trip cancellation for any reason to our most recent first-in-market coverage for air turbulence injury. We've got our customers covered."

Subject to terms and conditions, Singlife will reimburse the full cost of Jetstar Asia air tickets if no refund is provided by the airline. Eligible Singlife travel insurance policyholders may also submit claims for non-refundable costs tied to pre-booked accommodation, transport, and entertainment activities, in accordance with applicable policy limits and conditions. This applies to customers who have purchased Singlife's single trip and annual travel insurance plans prior to 11 June 2025, 8:00 a.m.

Affected customers can contact Singlife's Customer Service at +65 6827 9933 or submit an [enquiry](#) for further assistance.

All claims will be assessed in accordance with applicable policy limits, supporting documentation, as well as prevailing terms and conditions.

More information on Singlife's travel insurance plans can also be found here: <https://singlife.com/en/travel-insurance>.

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About Singlife

[Singlife](#) is a leading homegrown financial services company that offers consumers a better way to financial freedom. We are headquartered in Singapore with a presence in the Philippines.

Singlife meets diverse customer needs by offering a comprehensive suite of insurance products, including life and health, general insurance and investments, employee benefits and financial advisory solutions.

We achieve this through a differentiated, open-architecture distribution model and Singapore's largest network of financial advisers.

A pioneer in the digital insurtech space, we offer digital solutions accessible through the Singlife App and [GROW with Singlife](#), an investment platform.

We are a key player in the employee benefits solutions space and are the exclusive insurance provider for the Ministry of Defence, Ministry of Home Affairs and Public Officers Group Insurance Scheme. We're also one of three government-approved long-term care insurance providers in Singapore.

We take our commitment to achieving Net Zero seriously and are an official signatory of the United Nations Principles for Sustainable Insurance and the United Nations-supported Principles for Responsible Investment.

Singlife was formed from the merger of Aviva Singapore and Singlife, originally an insurtech start up, in January 2022. Singlife is now a wholly owned subsidiary of Sumitomo Life, who acquired Singlife in 2024. We have over S\$14 billion in assets as of 31 December 2023 and are rated "A" and "Baa1" by Fitch and Moody's respectively.

Sumitomo Life was established in 1907 and is one of Japan's largest life insurance companies, with over US\$300 billion in assets as of 31 March 2024.