



flydubai COVID-19 Cover Assistance FAQs

For how long is COVID-19 cover assistance being provided?

Assistance will be provided for travel between 01 September 2020 and 30 November 2020.

What assistance is covered? Do exclusions apply?

You can find what assistance is covered [here](#). Yes, exclusions apply and can be found [here](#).

How do I get assistance? Do I need to fill in any application forms or submit any documents before I fly?

You do not have to submit any documents in advance of your flight. Assistance is automatically effective from the first flown flight of your journey and is valid for 31 days. You are not obligated to use this assistance.

However, if you test positive for COVID-19 during your travels and would like to receive assistance, you must contact flydubai COVID-19 Cover Assistance as soon as possible:

Phone: +971 4 270 8577

WhatsApp: +971 56 358 9937

Email: flydubai@nextcarehealth.com

Medical services which have not been organised by flydubai COVID-19 Cover Assistance, which is managed by NEXtCARE Claims Management LLC (NEXtCARE), will not be reimbursed.

Can I pay first and then reclaim my expenses?

No. You are required to contact the flydubai COVID-19 Cover Assistance team who will arrange the medical assistance that is required by you.

What is the duration of my assistance? What if I have a one-way ticket?

The assistance is valid for 31 days from the first flown flight of your journey (date of departure) regardless of whether it is a one-way ticket or return ticket. A second one-way ticket will be treated as a new booking with a new 31-day period of assistance.

If you are diagnosed with COVID-19 during the 31-day period, then assistance will continue to be provided up to the actual duration of medical treatment or quarantine (subject to applicable limits and exclusions) until your return to your country of residence, even if it continues after the end of the 31-day period.

If you are diagnosed with COVID-19 before the first flown flight of your journey, you will not receive assistance.



Am I covered for any assistance within my country of residence?

No.

Am I covered for the cost of a COVID-19 test?

No.

What if I continued my journey by car, train or flight to another city or country after arriving at the flydubai destination?

The assistance is valid for 31 days from the first flown flight of your journey (date of departure) even if you continue onwards to another city using another mode of transport.

Do I need to obtain pre-approval before incurring any costs for medical treatment or quarantine charges having tested positive for COVID-19?

Yes. You must obtain pre-approval from flydubai COVID-19 Cover Assistance (using the contact details provided) before incurring any expenses. Failure to comply with this will void any assistance.

What information or documents do I need once I have tested positive for COVID-19?

It is mandatory to contact flydubai COVID-19 Cover Assistance as soon as possible in the event you test positive for COVID-19. Failure to comply with this will void any assistance.

The following are required when you contact flydubai COVID-19 Cover Assistance:

- a) flydubai flight ticket
- b) Boarding pass
- c) Passport, including residency visa page if applicable
- d) COVID-19 positive test result that should be dated after the first day of travel
- e) Email address and contact number where you can be reached and the details of those assisting you

You will also need to allow NEXtCARE access to your medical data so assistance can be arranged.

Will I need to share my personal information with flydubai COVID-19 Cover Assistance to get assistance?

Yes. In order to get assistance, you will have to share details with NEXtCARE who will be arranging assistance and handling your claim. flydubai may also share some of your details with NEXtCARE in order to verify your identity and dates of travel.

Am I covered if I'm flying with flydubai on a ticket that involves a flight on another airline?

You will be covered if you bought your ticket from flydubai (through flydubai.com, through our mobile app, Customer Centre or Travel Shops, or through your travel agent). You will qualify for assistance whether your first flight was operated by flydubai or by one of flydubai's codeshare partners.

If you purchased your ticket from another airline, even if it is a codeshare partner of flydubai, you will not be covered, even if one or more flights of your journey is on a flydubai aircraft.



Do I qualify for assistance if I bought my flydubai ticket via a travel agent or an online travel agent?

Yes, as long as you hold a flydubai ticket and have flown on flydubai.

Does it matter when my ticket was booked/issued?

No. The assistance is automatically effective from the first flown flight of your journey (date of departure) on flydubai or one of its codeshare partners and is valid for 31 days.

Does it cover infants/children?

Yes.

Am I covered if I use Skywards Miles or Cash+Miles to purchase the ticket?

Yes, you are covered as long as you have a valid flydubai ticket and you have flown the first flight of your journey on flydubai or one of its codeshare partners.

What if my journey is longer than 31 days? Can I pay to extend assistance?

No. Assistance ends after 31 days. Extension is not possible.

Does it cover residents returning to their home country?

The assistance is valid for 31 days from the first flown flight of your journey (date of departure). It ends when you return to your country of residence.

Does the assistance cover the cost of mandatory quarantine without a positive COVID-19 test?

No.

Can I use the information provided by flydubai as proof of insurance in countries that require insurance?

You will need to follow local guidelines regarding COVID-19 requirements (including proof of insurance).

How can I contact flydubai to obtain more information regarding this assistance?

You'll need to contact flydubai COVID-19 Cover Assistance:

Phone: +971 4 270 8577

WhatsApp: +971 56 358 9937

Email: flydubai@nextcarehealth.com

Can I contact the flydubai Customer Centre for any information relating to the cover?

No. Information or assistance relating to flydubai COVID-19 Cover Assistance is not available through the flydubai Customer Centre or any other flydubai customer service channel. You must contact the flydubai COVID-19 Cover Assistance team using the contact details below:

Phone: +971 4 270 8577

WhatsApp: +971 56 358 9937

Email: flydubai@nextcarehealth.com