

Hong Kong Update



Paul Cusition,
CEO and Director, UMAL

Events in Hong Kong have escalated in the last few days, particularly in and around local University campuses, resulting in a number of local institutions where our Members have students placed, closing. There is no FCO advice to visitors to evacuate or leave Hong Kong which would be the trigger for our Travel cover to respond to the costs associated with getting back to the UK.

Whilst any decision to advise students to return home in these circumstances is one for individual Members to take in conjunction with students, I am pleased to say that we have this morning taken a policy decision to provide discretionary cover under the "curtailment" section of the travel cover to consider any claim in relation to early trips back to the UK. This will, subject to individual circumstances, provide cover for the reimbursement of additional travel costs associated with students returning to the UK earlier than planned or scheduled. Claims should be submitted to claims@umal.co.uk

Our advice is that students and Members should use their usual travel providers to make these arrangements, but if help is needed advice can be sought from Drum Cussac, who can be accessed via our main emergency contact details, administered by Global response:-

Tel: +44 (0)2920 662425

E-mail: UMAL@global-response.co.uk

Or details can be found on our website, via this link:-

www.umal.co.uk/travel/emergency-assistance/

Additionally if students are going to remain in Hong Kong to continue their studies, we can provide a daily welfare call or check in service for individuals. We will set this up via Drum Cussac where calls will be made each day to individuals to check on their situation over the next couple of weeks. To do this we will need individual mobile numbers and agreement from individual students to provide this information to us and to the implementation of the calls.

If you need and other help or advice, please get in touch with us as follows:-

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