

Japan Airlines partners with Zurich Insurance to Offer Convenient Overseas Travel Insurance for Customers

TOKYO, JAPAN, 20 April 2023 – Zurich Insurance Company Ltd, Japan (Zurich Insurance Japan) announced a strategic partnership with Japan's largest and flagship airline carrier, Japan Airlines (JAL), to launch 'JAL Overseas Travel Insurance', the embedded overseas travel accident insurance offering by the airline.

As the global travel industry rebounds and the desire to create memorable experiences abroad increases following the pandemic, travelers are seeking ways to address uncertainties during their overseas journeys – including concerns regarding Covid-related infections and restrictions. In response to these needs, Zurich Insurance Japan and JAL have come together to offer a convenient and streamlined overseas travel accident insurance solution, providing peace of mind and a seamless experience for travellers.

This collaboration allows customers to effortlessly purchase travel insurance as an add-on feature during the flight booking process. The seamless integration of insurance opt-in within the ticket purchase journey ensures travellers a hassle-free and convenient experience. The newly introduced travel insurance will cover all existing and future routes operated by JAL internationally, providing comprehensive protection for passengers on their international journeys.

[サービス概要](#)[お申し込み方法について](#)[変更・払い戻し](#)[旅行中にトラブルが起こったとき](#)[ご利用条件・注意事項](#)[よくあるご質問](#)

Yasushi Omori, Executive Officer, Senior VP - Mileage, Lifestyle Business of JAL said: " We are constantly challenging ourselves to make travel safer and more convenient for our customers. We believe that offering embedded travel insurance during the booking process with Zurich Insurance Japan is the optimal solution to meet our customers' needs for travelling with peace of mind, especially after the experience of the pandemic. This initiative is also consistent with our mid-term corporate strategy to strengthen our non-airline business. We will continue to expand the same solution to Japan domestic routes to provide a more secure and convenient customer experience."

Masachika Nishiura, Chief Executive Officer (CEO) of Zurich Insurance Japan said: "We are pleased to be appointed by JAL to launch embedded insurance to its customers. Embedded insurance is a game-changer and an essential feature for travellers who want peace of mind and protection during their journey. By incorporating insurance directly into the booking process, we are providing a personalised experience for travellers, ensuring they have comprehensive coverage that meets their needs at where they are. This strategic partnership further reiterates Zurich's commitment in always putting customers at the heart of their business. We are proud to have partnered with a like-minded international airline carrier to be at the forefront of this exciting new development in the insurance industry."

Looking forward, JAL and Zurich Insurance Japan plan to extend this offering to domestic routes and expand the number of touchpoints where customers can access additional insurance services seamlessly. Both companies are dedicated to enhancing their collaboration, continuously looking to innovate and improve offerings for customers, as well as and provide comprehensive insurance solutions that meet the evolving needs of JAL travellers worldwide – allowing them to travel with peace of mind.

Started as a small mutual insurance company in Switzerland 150 years ago, Zurich Insurance Group now deals in protecting various entities including people, properties, assets and more, establishing itself as the world's leader for insurance with a presence in almost every nation. Zurich continues to innovate, building on its institutional knowledge and strong understanding of local market needs to create products that meet the changing and future insurance needs of its target audiences.

ABOUT JAPAN AIRLINES

Japan Airlines (JAL) was founded in 1951 and became the first international airline in Japan. A member of the oneworld® Alliance, the airline now reaches 349 airports in 52 countries and regions together with its codeshare partners with a modern fleet of 230 aircraft. JAL Mileage Bank (JMB), the airline's loyalty program, is one of the largest mileage programs in Asia. Awarded as one of the most punctual major international airlines and a certified 5-Star Airline by Skytrax, JAL is committed to providing customers with the highest levels of flight safety and quality in every aspect of its service, and to becoming one of the most preferred airlines in the world.

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

ABOUT ZURICH INSURANCE GROUP

Zurich Insurance Group is a leading multi-line insurer serving people and businesses in more than 200 countries and territories. Founded 150 years ago, Zurich is transforming insurance. In addition to providing insurance protection, Zurich is increasingly offering prevention services such as those that promote wellbeing and enhance climate resilience.

Reflecting its purpose to 'create a brighter future together', Zurich aspires to be one of the most responsible and impactful businesses in the world. It is targeting net-zero emissions by 2050 and has the highest-possible ESG rating from MSCI. In 2020, Zurich launched the Zurich Forest project to support reforestation and biodiversity restoration in Brazil.

The Group has about 60,000 employees and is headquartered in Zurich, Switzerland. Zurich Insurance Group Ltd (ZURN), is listed on the SIX Swiss Exchange and has a level I American Depositary Receipt (ZURVY) program, which is traded over-the-counter on OTCQX. Further information is available at www.zurich.com.