

Sompo Smart Delay FAQs

General

1. What is Sompo Smart Delay?

Sompo Smart Delay is an exclusive service offered when you successfully purchase a Travel Insurance policy from Sompo. It gives complimentary airport lounge access when your flight is delayed for at least 60 minutes. [Click here](#) for the Sompo Smart Delay Terms and Conditions. Travel insurance policyholders will receive details on how to register from Sompo via email.

2. Who is eligible for Sompo Smart Delay?

Sompo Smart Delay is offered to customers who successfully purchase Sompo Single Trip or Annual Travel insurance.

3. If my flight is delayed, can I use the lounge with my friends or family?

Sompo Smart Delay service is only available for those who purchase Sompo Travel insurance and are insured under the policy.

4. How does Sompo Smart Delay keep track of the flight delay time?

Our partner, Collinson, will keep track of the flight delay time once you have successfully registered for Sompo Smart Delay. They will add up the increments of delay based on gate delay reports from airlines and airports to their third-party flight tracking system. Once it reaches the delay criteria, your complimentary lounge voucher will be automatically sent to you via email.

5. When will I receive the vouchers to access the lounge?

You must first complete registration for Sompo Smart Delay. If your flight is delayed for at least 60 minutes, you will automatically be sent an email notification of the delay along with your complimentary lounge vouchers. Do remember to mention LoungeKey to the lounge staff when presenting your voucher for entry.

6. What should I do if I do not receive the complimentary lounge vouchers via email after experiencing a flight delay of 60 minutes or more?

If you do not receive your complimentary lounge vouchers by email, please contact Sompo Contact Centre at +65 6461 4222 or via email cimb-query@sompo-intl.com for further assistance.

Sompo Smart Delay Registration

1. How do I register for Sompo Smart Delay?

You can register for Sompo Smart Delay service [here](#) with the registration code(s) provided to you by Sompo via email. Please note that you will be required to provide your scheduled flight details as part of the registration process.

2. Which flights do I need to register for?

You can choose to register for your departure flight, return flight and any connecting flights, as long as it is an international flight. Sompo Smart Delay does not cover domestic flights at this point in time.

Please note that each registration code will allow you to register for up to 4 flights and you may add up to 3 insured persons for each flight that you register. Hence, the number of flights and insured persons that you may register for would be limited by the number of registration codes that you have received from us.

3. When do I need to register for Sompo Smart Delay?

You can register at any time after receiving the policy and at least 2 hours before the scheduled departure time of the flight, as indicated on the boarding pass or flight itinerary.

If you do not register at least 2 hours before departure time, you will be considered to have waived the right to receive Sompo Smart Delay service.

4. Do I need to register for Sompo Smart Delay for my child?

Child lounge access policies will vary by lounge so please check the lounge's policy at the airport you are flying from to determine if you should register for your child. Lounge information can be found online [here](#).

If the lounge does not allow children, please do not register your child as they will not be able to use the lounge's facilities under the lounge's policies.

If the lounge allows children under the age of two and with no payment required, you do not need to register them.

5. What if I am unable to register for Sompo Smart Delay or do not receive a registration confirmation email?

Please contact Sompo Contact Centre at +65 6461 4222 or via email cimb-query@sompo-intl.com.

6. If I want to change my Sompso Smart Delay registration information, how can I do it?

After you have successfully registered, you will not be able to amend any details. Please contact Sompso Contact Centre to cancel your registration and re-register.

If you re-register less than 2 hours before scheduled flight departure time, the company will consider that you have waived your right to receive Sompso Smart Delay service.

7. If I forget to register for Sompso Smart Delay and my trip has already commenced, can I still register for the return flight?

You can still register for your return flight provided that you complete the registration at least 2 hours before the scheduled departure time of the flight, as indicated on the boarding pass or flight itinerary.

Questions about airport lounge services

1. I have received the complimentary lounge vouchers. How can I use the lounge?

When the airline you have registered for is delayed and it meets the conditions as set out by Sompso, you will receive an SMS notification and your complimentary lounge vouchers by registered email for immediate access to participating lounges.

In case you are unable to access the internet and cannot open your email, you can also show the Smart Delay ID number received via SMS to the lounge staff.

2. At which airports can the Sompso Smart Delay be used?

Sompso Smart Delay service is available at airports with participating lounges in the LoungeKey™ network, which includes more than 1,500 lounges in over 500 airports worldwide. You can refer to the list of lounges [here](#).

3. What services can I use in the lounge?

The lounge offers different services and facilities. In general, you can use the relaxation area, have food and beverages, and use internet Wi-Fi for free. Other services may have additional charges depending on the lounge's policies. You can refer to the details [here](#).

4. What if my lounge vouchers cannot access the lounge?

Please contact Sompso Contact Centre at +65 6461 4222 or via email cimb-query@sompso-intl.com.

5. Can I transfer my lounge access to someone else?

No, the lounge vouchers are not transferable. Before entering the lounge, the officer/receptionist will verify and match the name registered on the lounge voucher with the name on the boarding pass or passport.

6. Can I be denied access to a lounge when using my lounge voucher?

Yes, here are some of the reasons why you may be denied access to a lounge even if the complimentary lounge vouchers you have received are valid:

1. The lounge is not one of our participating lounges. In this case, please choose a participating lounge if it is available.
2. The lounge is closed during your flight's delay. In this case, please choose another participating lounge if it is available.
3. The lounge is full. In this case, please choose another participating lounge if it is available.
4. The name on your boarding pass or passport does not match the name on your lounge voucher.
5. You do not comply with the lounge's terms and conditions (e.g. minimum age or dress code). In this case, please choose another participating lounge if it is available.

If you are denied access to a participating lounge and unable to utilize your lounge voucher, the lounge voucher will be forfeited and there will be no exchange for cash or in kind.

7. How many days is the lounge voucher valid for?

It will be valid for 24 hours. Please utilize the voucher within the specified period.