

TRUST MY TRAVEL FAQ



QUESTION: Trust My Travel (TMT) insures my payments in the event of what exactly?

ANSWER: Your payments to inCruises® are covered (your out-of-pocket amount, not the Reward Points value) if in the unlikely event inCruises were to stop doing business.

QUESTION: Will I receive any kind of confirmation/proof that my payment is covered?

ANSWER: You will receive an email from TMT confirming your insurance shortly after each successful Membership payment.

QUESTION: Is my payment covered even if I did not receive an email from TMT?

ANSWER: Yes all payments are covered even if you did not receive an email from TMT. Sometimes these get lost in delivery or sent to spam. Your inCruises receipt is sufficient proof of coverage should it ever be required.

QUESTION: Are all of my Membership payments insured?

ANSWER: Yes. If in the unlikely event inCruises were to stop doing business, you are covered for all unused Membership payments.

QUESTION: Is the one time Membership Activation Fee covered by TMT?

ANSWER: No. One time Membership Activation Fee is not covered.

QUESTION: Are Partner activation or renewal fees covered by TMT?

ANSWER: Partner activation and renewal fees are not covered.

QUESTION: I currently have paid my Membership fees using funds in my inCruises Wallet. Is that covered by TMT?

ANSWER: Yes, you are covered.

QUESTION: I currently have paid my Membership fees using an alternative payment method, is that covered by TMT?

ANSWER: Yes, you are covered.

QUESTION: My Membership is Free. Is that free payment covered by TMT?

ANSWER: Yes, your Free Membership payment is covered.

QUESTION: When is this latest TMT coverage effective?

ANSWER: All Membership payments made from 01 January 2021 are covered.

QUESTION: Please confirm that my recurring and TMT processed payments previously announced as “being covered” are in fact still covered.

ANSWER: Confirmed. All payments processed via TMT for which the customer received an email from TMT saying they had protection, are in fact protected. That has never been in question. What the new agreement with TMT does is that it further protects ALL payments, effective January 01, 2021, even those not processed via TMT.