

Important Information Regarding: Christchurch Earthquake

Issued: 23rd February 2011 2nd update

Applies to all Cover-More policies

The following advice relates to policies issued on or before the 22nd February 2011.

A large earthquake struck Christchurch, New Zealand at 12:51 pm (New Zealand time) on Tuesday 22nd February causing widespread damage and loss of life.

ADDITIONAL ACCOMMODATION AND TRANSPORT EXPENSES

In the event your travel arrangements are directly affected by the earthquake, there is provision to claim reasonable additional accommodation and transport expenses incurred on your journey. You must however take all reasonable steps to minimise your claim and keep itemised receipts for additional accommodation and transport expenses.

Please ensure that a letter from the transport provider is obtained stating that the insured's arrangements have been affected and what the transport provider's course of action has been / will be.

FOR CUSTOMERS TRAVELLING ON OR PRIOR TO 28th FEBRUARY 2011

AMENDMENT OR CANCELLATION COSTS FOR CUSTOMERS WHO HAVE NOT YET COMMENCED THEIR JOURNEY

If prior to you leaving your home to begin your Journey your travel plans have been directly affected by the earthquake (e.g. your house or a family member's house has been destroyed or the place in which you booked pre-paid arrangements is no longer accessible due to the earthquake) then there is provision to claim for Amendment or Cancellation costs.

If you are currently on your journey and need to return home because the earthquake has damaged your home in Christchurch there is provision to claim for the pre-paid unused and non-refundable portion of the remaining part of your journey. Please note that many travel providers, including airlines are waiving normal fees that apply to amendments and cancellation, so please check with your relevant travel provider first.

You must take all reasonable steps to minimise your claim and keep documentation showing what your original planned pre-paid arrangements were, along with receipts and documentation showing what your new arrangements are. The policy provides cover for amendment or cancellation (whichever is less).

No cover will be provided for the utilised portion of prepaid travel arrangements. If you are claiming additional accommodation or transport expenses there is no provision to also claim for the cancellation cost of pre-paid travel arrangements for the same period.

If your home has not been destroyed by the earthquake and your pre-paid arrangements are operating normally and are fully accessible there is no provision to claim for amendment or cancellation costs. The policy also excludes cover for loss of enjoyment.

Please check our website for the latest advice (which will be updated regularly) or please contact your travel agent or travel provider regarding the best option for you regarding your trip.

You must take all reasonable steps to minimise your claim.

All claims will be assessed on a case by case basis on their individual merits.

CORPORATE AND ANNUAL MULTI-TRIP POLICIES

The above advice also applies to Corporate and Annual Multi-Trip policies, however please note there is an additional requirement that your original travel arrangements must have been booked on or before the 22nd February 2011.

IMPORTANT - GENERAL ADVICE

This information must be read in conjunction with the Travelsure Policy Wordings as certain restrictions and exclusions apply. These exclusions and restrictions are detailed in the Travelsure Policy Wordings and in particular we draw your attention to "The Benefits" and "We Will Not Under Any Section Pay For" sections of the Policy Wording.

Should you have any further enquiries please contact our Customer Service Team on 0800 500 225.