

Important Information Regarding:
Christchurch Earthquake
Issued: 22nd February 2011

Applies to all Travelsure policies

The following advice relates to policies issued before 12.51pm on the 22nd of February 2011.

The New Zealand Herald has stated in part:

There are unconfirmed reports of serious injuries after a 6.3 magnitude earthquake in Christchurch this afternoon caused buildings to collapse and streets to crack and flood.

[GNS Science](#) said the quake was centred at Lyttelton at a depth of 5km at 12.51pm.

GNS said the earthquake would have caused more damage than the original 7.1 earthquake on September 4 because of its shallow depth.

ADDITIONAL ACCOMMODATION AND TRANSPORT EXPENSES

There is provision to cover reasonable additional accommodation and transport expenses incurred on your journey resulting from a natural disaster, including where:

- i. your pre-paid accommodation or transport arrangements have been directly affected by the earthquake
- ii. you have been forced to evacuate an area by local authorities due to the damages caused by earthquake.

You must 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.

AMENDMENT OR CANCELLATION COSTS

If prior to you leaving your home to begin your Journey your travel plans have been directly affected by the earthquake, there is provision to claim for Amendment or Cancellation costs.

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 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. The policy also excludes cover for loss of enjoyment.

When submitting your claim you will need to provide written confirmation from the travel arrangements provider (transport, accommodation or tour provider) indicating the prepaid arrangement that has been affected along with itemised receipts and advice of the non-refundable unused component.

ADDITIONAL EXPENSES

There is provision to cover reasonable Additional transport expenses for your early return to Your home in New Zealand if it has been totally destroyed by the Earthquake.

Irrespective of the above advice, all claims will be assessed on a case by case basis.

When submitting your claim under this benefit you will need to provide confirmation of the damage and keep itemised receipts.

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 prior to 12.51pm 22nd of February 2011.

CUSTOMERS STUCK OVERSEAS WHO CANNOT RETURN HOME

For customers who hold a Travelsure policy issued prior to the 22nd of February 2011 and cannot return home on their original return date due to airport closure or other disruption to transport, their policy will automatically extend free of charge to allow them to return by the quickest and most direct route.

As this extension is automatic, customers and agents do not need to do anything.

IMPORTANT - GENERAL ADVICE

This information must be read in conjunction with the Travelsure policy wording as certain restrictions and exclusions apply.

These exclusions and restrictions are detailed in the Travelsure policy wording 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