

## Important Information Regarding:

### Policy coverage due to Volcanic Ash Clouds

This advice is current as of 13th July 2010. Applies to all **Travelsure products**.

Travelsure Travel Insurance will be treating any new volcanic activity in relation to the Eyjafhallaokull and Katla (Icelandic) volcanoes which occurs AFTER 13th July 2010 as a new and separate event.

#### **Important information for agents:**

As a result there will be provision to make a claim for additional, amendment or cancellation expenses if your travel arrangements are directly affected by any volcanic activity which occurs after 13/07/2010. Please note that your policy will need to be purchased prior to any new Icelandic volcanic activity occurring in order for a claim to be successful.

### Frequently asked questions

**Q: If a client purchased a policy on 9th July 2010 (i.e. before 14/07/2010) and there is an Icelandic Volcano eruption on 20th July 2010 and the client's flight to Paris is cancelled, are they covered?**

**A: Yes.** The volcanic activity has occurred after 13/07/2010 and as such, this would be considered a new and separate event.

**Q: If there is new volcanic activity on the 20th July and I purchase my policy on 21st July, am I covered?**

**A: No.** You purchased your policy after the new volcanic activity occurred so it could no longer be described as an unexpected or unforeseen event.

If new volcanic activity occurs, Travelsure Travel Insurance will issue new advice regarding that specific event.

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