

Important Information Regarding: Singapore Airlines - Grounding of 3 A380 Aircraft

Issued: 11th November 2010

Applies to all Travelsure products

The following advice relates to policies issued before the 11th November 2010.

Singapore Airlines website stated on the 10th November:

“Based on further analysis of inspection findings as the investigation into last week's incident involving another operator's Airbus A380 is progressing, Singapore Airlines will be carrying out precautionary engine changes on three A380s. Passengers on affected flights will be accommodated on alternative flights. Regular updates will be provided.”

TRAVEL DELAY

There is provision to cover reasonable additional accommodation expenses, if your scheduled Singapore Airlines flight has been delayed for more than 6 hours due to the grounding of the A380 aircraft. You must however take all reasonable steps to minimise your claim and keep itemised receipts for additional accommodation expenses. Customers affected by the delay should first seek compensation from Singapore Airlines.

AMENDMENT/ CANCELLATION COSTS OR ADDITIONAL TRAVEL EXPENSES

Please be aware of the following exclusion under the section “Amendment or Cancellation Costs” which states:

“We Will Not Pay For:

Claims caused by:

1. Transport Provider caused cancellations, delays or rescheduling other than when caused by strikes. This exclusion only applies to the costs directly incurred by You to rearrange or cancel (if it cannot be rearranged) the service of the Transport Provider who caused the cancellation, delay or rescheduling.”

As the delays/ cancellations were caused by the airlines' decision to change its engines on 3 aircraft, unfortunately there is no provision to claim for amendment/ cancellation costs under the any Travelsure policy that are charged by Singapore Airlines. There is provision to claim for costs that are incurred by other service providers who charge amendment costs as a direct result of the delay.

In addition there is no provision to claim for additional travel expenses under the Additional Expenses section of the policy as this is not a defined covered event under this section of the policy.

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 the 11th November 2010.

Customers stuck overseas who cannot return home

For customers who hold a Travelsure policy issued prior to the 11th November 2010 and cannot return home on their original return date due to the grounding of their A380 flight, 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.

This advice will be updated if new information comes to hand.

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