

Important Information Regarding: Samoa Earthquake & Tsunami

Issued: 1st October 2009

Applies for the **Options, Business, Essentials, Save-More and Corporate products.**

The following advice relates to policies issued before the 30th September 2009.

An Associated Press article date 30/09/2009 reported as follows:

"PAGO PAGO, American Samoa - Officials on Samoa say an undetermined number of people have been killed or injured after a tsunami swept ashore in the South Pacific country after a powerful earthquake hit nearby.

A member of the National Disaster Management committee says the casualties occurred in the village of Talamoa.

At least one other village was flattened after a powerful earthquake with a magnitude of up to 8.3 struck between Samoa and American Samoa around dawn Tuesday, sending terrified residents fleeing for higher ground as tsunami waves swept ashore."

overseas medical expenses

There is provision to cover emergency medical expenses if you have been injured as a result of the earthquake or the subsequent tsunami. If you or your travelling companion has been injured please contact our 24hr Emergency Assistance Network:

Reverse charge via the operator on +61 2 8907 5240

additional accommodation and transport expenses

There is provision to cover reasonable additional accommodation and transport expenses if your travel arrangements have been affected by the earthquake or the tsunami or if you have been forced to evacuate an area by local authorities due to the threat of the earthquake or the tsunami. You must however take all reasonable steps to minimise your claim and keep itemised receipts for additional accommodation and transport expenses.

amendment or cancellation costs

There is provision to claim Amendment costs if your travel plans have been directly affected by the earthquake or the tsunami prior to you leaving your home to begin your Journey. There is also provision to claim for cancellation costs for the parts of your Journey which have been directly affected by the earthquake or the tsunami due to either having to evacuate an area because of the earthquake or the tsunami or no longer being able to continue with your planned arrangements due to the earthquake or the tsunami.

As the department of foreign affairs has released advice to tourists indicating they should consider postponing travel to Samoa in the short term, there is provision to claim the cost of amending your trip to alternate dates, if you are due to depart on your journey prior to 10th October 2009.

If the cost to amend the journey exceeds the cost to cancel outright, we advise that the policy only extends to cover the cost of cancellation.

Please contact your travel agent or travel provider regarding the best option for you in altering 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.

You must take all reasonable steps to minimise your claim. 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