

Important Information Regarding: Vanuatu Earthquake & Tsunami

Issued: 8th October 2009

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

The following advice relates to policies issued before the 8th October 2009.

An Associated Press article date 8/10/2009 reported as follows:

"A powerful magnitude 7.8 earthquake rocked the South Pacific near the Vanuatu archipelago Thursday morning, the U.S. Geological Survey reported, triggering a regional tsunami alert.

The quake struck 183 miles (294 kilometers) northwest of the Vanuatu island of Santo, and 354 miles (596 kilometers) northwest of the capital of Port Vila, at a depth of 21 miles (35 kilometers).

The Pacific Tsunami Warning Center immediately issued a regional tsunami warning for 11 nations and territories, including Vanuatu, the Solomon Islands, Papua New Guinea, Nauru, Fiji and Kiribati. A tsunami watch, a lower level of alert, was in effect as far away as Australia and New Zealand."

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.

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 prepaid 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