

Important information regarding: Mount Rinjani Volcanic Ash Cloud

Issued: 26/11/2015

We note flights have resumed into and out of Denpasar airport, Bali. The Darwin Volcanic Ash Advisory Centre, part of the Australian Bureau of Meteorology has still coded the event as Orange: 'Volcano exhibiting heightened unrest with increased likelihood of eruption.' This information is accurate as of 26th November 2015. As such we have concluded that the volcanic ash event and subsequent flight disruptions beginning on 3rd November to be ongoing. This means that any policies issued on or after 3rd November 2015 are not eligible for coverage for any costs relating to this event as it is not unforeseen after this date. We will continue to monitor this event and will release a statement once we deem the event to be over.

Your policy provides a number of benefits, conditions, limits and exclusions that may be relevant to your travel plans. You should read the Product Disclosure Statement (PDS) which outlines the extent of your travel insurance cover.

Contact us

If you are overseas and require travel or medical assistance, please contact our 24 hour Emergency Assistance team on +61 (2) 8907 5584.

If you have any further enquiries please contact our Customer Service team on 1300 135 640 between 8.00am and 7.00pm Monday to Friday (AEDT).