

Update regarding Mount Agung volcano in Indonesia

Issue date: 26 November 2017

Mt Agung has erupted for a second time in a week, with the latest eruption occurring at approximately 5:30pm local time on 25 November 2017. The latest eruption has resulted in a number of flight disruptions at Denpasar airport and local authorities advise that an evacuation zone of up to 7.5km remains in place.

Please note that in accordance with our original notification dated 18 September (copy below), there is cover available for policies issued prior to 2:00pm on 18 September. For policies issued after this time, there is no cover available as the event is not considered unforeseen.

(Original release dated 18 September) - Important information regarding: Indonesian volcanic activity - Mount Agung

This advice applies to customers who are concerned by the raised alert for Mount Agung volcano following an increase in volcanic earthquakes.

This information is current at 2pm 18th September 2017 and we recommend you regularly check for updates through news agencies and your travel provider.

Background

The National Disaster Mitigation Agency said that the alert has been raised from normal to vigilance. It warned against panic, saying there would be further increases in volcanic activity and changes to the alert level before an eruption. As of today no flights have been reported cancelled or diverted. However in the future the airlines may cancel or divert flights into and out of Denpasar

For all policies issued before 2pm 18th September 2017

If you have been affected by this event there may be provision for you to claim for benefits provided by your travel insurance policy. Claims will be assessed in accordance with your Product Disclosure Statement and may vary depending on the type of policy you purchased.

If you have already departed

- If your transport is directly affected because of the Mt Agung volcanic activity there is cover (up to the nominated policy sub limits) for reasonable Additional transport and accommodation expenses.
- There is no cover if your existing travel plans are not directly affected by volcanic activity.
- There is no cover available for any portions of your Journey that have been utilised.

If you have not yet departed

- If your pre-booked travel arrangements are cancelled, delayed or rescheduled as a result of the Mt Agung volcanic ash cloud you may be able to claim for cancellation or amendment of your journey. Please note that the costs to rearrange Your trip must not exceed the costs you would have incurred had you cancelled Your trip outright.
- You must take all reasonable steps to mitigate your out of pocket expenses and we encourage you to speak with your travel agent or transport provider as soon as possible to minimise your out of pocket expenses.

For all policies issued after 2pm 18th September 2017

Travel insurance provides cover for unforeseen events only.

- There is no cover for policies issued after 2pm on 18th September 2017 as the event in Indonesia is no longer deemed an unforeseen event.
- If you decide to change your travel plans, we encourage you to speak with your travel agent or transport provider as soon as possible to minimise your out of pocket expenses.

Claims can be submitted through our online claims portal: [Online Claims Link](#)

Important general advice

This information must be read in conjunction with the PDS as certain terms, conditions, limits and exclusions apply. These terms, conditions, limits and exclusions are detailed in the PDS and in particular we draw your attention to 'The Benefits' and 'General Exclusions' sections of the PDS.

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).

