

Important Information Regarding: Attacks on Ukraine

Issued: 02 March 2022

Background

Since Thursday 24 February, it has been widely reported in the media that Russian Military began to advance towards Ukraine which has progressed into a military offensive in several cities in Ukraine and continues at the time of this advice.

Several countries have imposed sanctions against Russia due to this ongoing event. These sanctions may make it unsafe or impossible to travel to or from certain locations. Medical care may also be difficult to obtain in certain locations.

If you have been directly affected by this event and need medical assistance, please call our 24 hour emergency assistance team immediately on +61 2 8907 5584. We further urge you to pay close attention to the local media and emergency services, including the DFAT smart traveller website.

DFAT advice as at 01/03/2022:

- As at 24/01/2022, DFAT has listed travel advice for Ukraine as 'Do not travel'
- As at 27/02/2022, DFAT has listed travel advice for Russia as 'Do not travel'
- As at 20/02/2022, DFAT has listed travel advice for Belarus as 'Do not travel'

Policy coverage:

Costs that are not covered by your policy

- There is no cover for claims arising as a result of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power
- There is no cover for claims arising from any government intervention, prohibition, sanction, regulation or restriction or court order

Free Extension of Insurance

If the relevant time of your current trip pre-dates this travel advice and your travel is disrupted due to this event, impacting your ability to return home on your policy end date, your policy will freely extend until you are physically able to return home as soon as it becomes possible.

Important general advice

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

Contact us

If you are travelling and require travel or medical assistance, please contact our 24 hour emergency assistance team on +61 2 8907 5584.

For any general enquiries regarding the event please contact our Customer Service team on 1300 135 640 between 8am and 7pm Monday to Friday, 9am to 4pm Saturday and 10am to 3pm Sunday.