

Important information regarding: Australia Cyclone Debbie

Issued: 27th March 2017

Updated: 29th March 2017

This advice applies to customers who are concerned or may be affected by the recent Cyclone Debbie in Australia.

Background

News agencies and meteorologists are reporting that Cyclone Debbie has been forecast to soon hit northern Queensland with locals bracing themselves for impact on the morning of Tuesday, 28th March 2017 that will affect all travel and flights in the region.

The cyclone whilst currently Category 2 has been moving towards the Queensland coast and is expected to rise to Category 3 or 4 before soon making landfall with winds up to 300 kilometres per hour and four-metre storm surge.

<http://www.abc.net.au/news/2017-03-27/bom-warnings-cyclone-debbie-north-queensland-whitsunday-coast/8387962>

This information is current at 3pm on 27th March 2017 and we recommend you regularly check for updates through news agencies and your travel provider.

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. Some words used in this document have a special meaning as defined in the PDS.

The information below outlines the key benefits that may apply. Call us for more information.

For all policies issued before 27th March 2017

- If Your policy contains Amendment or Cancellation cover, there is cover (up to the nominated policy limits) for Your reasonable Amendment or Cancellation costs (whichever is lesser) if Your existing and pre-paid travel plans are directly affected by the event. Please note that the costs to rearrange Your trip must not exceed the costs you would have incurred had you cancelled Your trip outright.
- During Your Journey, there is cover (up to the nominated policy limits) for Your reasonable Additional transport and hotel accommodation expenses incurred as a direct result of this event.
- There is no cover for amendment or cancellation costs or Additional transport or hotel accommodation costs if your existing travel plans are not affected by the events in Australia.
- There is no cover available for any portions of your Journey that have been utilised.

Claims can be submitted through our online claims portal: <https://claims.travelinsurancepartners.com.au/>



You must take all reasonable steps to mitigate your out of pocket expenses. We encourage you to speak with your travel agent or transport provider as soon as possible to minimise your out of pocket expenses.

Policy cover for policies issued on or after 27th March 2017

Travel insurance provides cover for unforeseen events only.

- There is no cover for amendment or cancellation costs for policies issued on or after 27th March 2017 as the events in Australia are 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.

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 5647.

If you have any further enquiries please contact our Customer Service team on 1300 728 015 between 8.00am and 7.00pm Monday to Friday (AEDT).