

## Important information regarding: Lombok Earthquake

**Issued: 6th August 2018**

This advice applies to customers who are concerned or may be affected by the recent Earthquake in Lombok.

### Background

A strong earthquake has struck the Indonesian tourist island of Lombok, killing at least 82 people and shaking neighbouring Bali, one week after another quake on Lombok killed more than a dozen.

The magnitude-7 quake struck at a depth of 15 kilometres early on Sunday evening in the northern part of Lombok, triggering a brief tsunami warning and damaging buildings as far away as Denpasar in Bali. It was followed by aftershocks as strong as magnitude-5.4.

On Lombok, thousands fled from their homes to gather for safety in open spaces, but a tsunami warning was lifted after waves just 15 centimetres high were recorded in three villages.

The Bali and Lombok airports continued operating on Sunday night, according to the director general of civil aviation.

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 5th August 2018

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 Lombok earthquake 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 earthquake 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 Lombok earthquake 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 5<sup>th</sup> August 2018**

- There is no cover for claims arising as a result of the earthquake in Lombok, Bali, Indonesia as this 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: <https://claims.travelinsurancepartners.com.au/>

### **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).