

Important information regarding: Mount Rinjani Volcanic Ash Cloud - Update

Issued: 11 August 2016

On the 1st August 2016 an Ash cloud from Mount Rinjani, Indonesia caused the cancellation of several flights into and out of Denpasar International Airport. There has been no further disruption caused by these events and the Darwin Volcanic Ash Advisory Centre ('DVAAC') is no longer reporting any visible ash in the area, and has subsequently ceased providing updates.

As such, we now consider this event to have concluded and any new eruptions and ash clouds from Mount Rinjani will be considered a new event and cover may be available on your policy, subject to the terms, conditions, limits and exclusions contained therein. 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 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).