

## Update regarding Mount Agung volcano in Indonesia

### Update Issued: 30 July 2020

We are happy to report that as of 16 July 2020 the official Indonesian government agency 'Volcanological Survey of Indonesia' under their Ministry of Energy and Mineral Resources downgraded the threat level for Mount Agung from a rating of 3 to 2.

As such, in the event that Mount Agung were to erupt again, any new such activity that may cause travel disruptions in the future would be considered an unforeseeable circumstance for policies/trips with a Relevant Time after 16 July 2020.

### Update Issued: 27 May 2019

As the Mount Agung volcano erupted again over the weekend, it has been confirmed that at least three flights are known to have been affected due to the ash from the eruption. Flights now appears to be resuming as normal, however, some customers may have been affected from the delays experienced.

Please note that in accordance with our original notification dated 18 September 2017 (copy below), there is cover available for policies issued prior to 2:00pm on 18 September 2017. For policies issued after this time, there is no cover available as the event is not considered unforeseen, where the threat level has never been downgraded and the tremors have been constant since this date.

### Update Issued: 29 June 2018

With the Mount Agung volcano erupting once again this week, numerous airlines have cancelled or delayed flights even whilst Ngurah Rai International Airport in Denpasar remains open, where ash has reached around 1,500 metres above the peak with winds currently blowing the cloud towards the western side of Bali.

Please note that in accordance with our original notification dated 18 September 2017 (copy below), there is cover available for policies issued prior to 2:00pm on 18 September 2017. For policies issued after this time, there is no cover available as the event is not considered unforeseen, where the threat level has never been downgraded and the tremors have been constant since this date.

### Update Issued: 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 (see 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: 18 September 2017

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 18<sup>th</sup> 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 18<sup>th</sup> 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

- There is no cover for claims arising as a result of Mount Agung, 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 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 have any further enquiries, please contact our Customer Service team on 1300 728 015 between 8am and 7pm Monday to Friday (AEST)