

Travel insurance information on the Christchurch earthquake

The following information concerns the recent earthquake in Christchurch, New Zealand, and applies to travel insurance policies issued prior to Saturday, 4 September 2010.

What do you need to know about your policy?

If you are currently travelling:

- » Your policy includes cover for overseas emergency medical expenses. If you need emergency medical assistance, please contact our 24 hour Mondial Assistance Emergency Assistance team on 0800 574 904 (from New Zealand) or 1800 012 234 (from Australia). You should seek medical care under the Reciprocal Health Care Agreement that exists between the Australian and New Zealand Governments if possible.
- » Your policy also includes cover for additional accommodation and travel expenses if transport services have been cancelled, delayed or rescheduled as a result of the earthquake, or if your usual place of residence in New Zealand has been rendered uninhabitable by the earthquake.

If you have not yet departed:

- » Your policy includes cover for cancellation or rearrangement of your journey (whichever is the lesser), or its unused portions, as a result of the earthquake.
- » Your policy only includes cover when scheduled transport services have been cancelled or your accommodation or usual place of residence in New Zealand has been made uninhabitable by the earthquake, or if you are unable to reach your accommodation/destination.
- » We recommend you contact your travel agent or travel provider regarding the best option in altering your trip. Some airlines may provide penalty-free options to amend travel arrangements, so we also recommend you contact your airline for further details.

What next steps should you take?

- » You should take all reasonable steps to minimise your expenses and this includes rearranging your journey where possible.
- » Please submit your travel insurance claim to us for consideration.
- » We will assess your claim under the terms and conditions of your travel insurance policy. **If you have a Cancellation Only policy, your policy does not include cover for additional expenses or overseas medical expenses. If you have a Budget policy, please refer to your Policy Wording / Product Disclosure Statement for the precise benefits covered.**
- » You will need to submit all receipts for any additional expenses. If you are claiming cancellation or additional expenses, you will need to submit all documents showing your original planned pre-paid arrangements, as well as receipts and documents showing your new arrangements.

Contact us

- » If you have any questions or concerns, please contact our Mondial Assistance Information Hotline on 0800 574 904 (from New Zealand) or 1800 012 234 (from Australia). Alternatively, you can e-mail us at claimevent@mondial-assistance.com.au.