

COLUMBUS DIRECT

Travel Insurance



Product Disclosure Statement and Policy Wording

Effective Date: 1 February 2010

LLOYD'S

Underwritten by certain underwriters at Lloyd's

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This document is the combined Product Disclosure Statement and Policy Wording. You should read it carefully along with the other documentation we provide to you. If you have any queries you should contact us.

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PART 1 – Product Disclosure Statement

A Product Disclosure Statement (PDS) is a document required by the Corporations Act 2001 (Cth) and contains information to help you make an informed decision on whether to buy the policy.

About us and the insurers

Columbus Direct Travel Insurance Pty Limited (ABN 99 107 050 582) ("Columbus Direct") is an Australian Financial Services Licence holder (No. 246636), authorised to provide general financial product advice and deal in general insurance products.

This travel insurance is underwritten by certain underwriters at Lloyd's (the insurers). Under a binding authority with the insurers, Columbus Direct is authorised by them to arrange, issue, vary and cancel these products on their behalf. The insurers can be contacted c/o Lloyd's General Representative, Suite 2, Level 21 Angel Place, 123 Pitt Street, Sydney NSW 2000, Australia.

If you need information about this insurance, in the first instance you should contact us at the details set out below.

How to contact us

You may contact Columbus Direct at the following:

| | |
|---------------|--|
| Australia | ☎ 1300 669 999 |
| New Zealand | ☎ 0800 55 99 11 |
| From overseas | +61 2 9463 3399 |
| Fax | +61 (0)2 9966 4484 |
| email | admin@columbusdirect.com.au |
| Post | PO Box 1206, Crows Nest NSW 1585, Australia |

You may also wish to view our websites:

| | |
|-------------|--|
| Australia | www.columbusdirect.com.au |
| New Zealand | www.columbusdirect.co.nz |

Understanding this insurance

To determine if this insurance is appropriate for your needs, it is important that you should carefully read and understand:

- this 'Product Disclosure Statement' section which contains information to help you understand this insurance;
- the 'Words that have special meaning' section which sets out the defined terms in this insurance;
- the 'Policy Cover' which sets out the cover provided under each section of the policy and the exclusions that apply to each section;
- the 'General Exclusions Applicable to Sections' section which sets out what is not covered under this insurance;
- the 'General Conditions' which sets out general terms and conditions that apply to this insurance which you and we must comply with. If you do not comply with these, we may refuse to pay or reduce a claim and cancel your policy;
- the '24-hour Medical Emergency Assistance' and 'How to make a Claim' sections which explain what you must do to make a claim and set out some important information in respect of medical emergencies.

Applying for cover

When you apply for this insurance - either by telephone or via the web site - we will collect certain information from you to decide the terms of cover that we will provide. We will confirm with you things such as the period of insurance, the appropriate region of cover, those to be insured, the premium (see below), what cover options, limits and excesses will apply, and any standard terms that have been varied by way of endorsement.

The premium payable

You will be told the premium payable when you apply. The premium must be paid by the time we tell you, when you apply. In calculating the premium we take into account a number of factors; these include the destination and

duration of your trip, the number of people to be insured and whether you require additional cover for winter sports or other sports and leisure activities. The premium also includes amounts in respect of our actual or estimated obligation to pay stamp duty, GST and any other government taxes or levies (where applicable).

Cooling off period and cancellation rights

Should you purchase a policy from us you will have 19 days from the date of issue of the policy to decide whether it meets all your particular requirements. If you are not satisfied with the insurance for whatever reason we will give you a full refund provided that no claims have been made, you have not commenced your trip and you return your policy documents to us along with written confirmation of your cancellation. After this time you are not able to cancel the policy.

We may cancel a policy where permitted by the Insurance Contracts Act. For example, if you breach your duty of disclosure, make a misrepresentation to us, act fraudulently or breach a term and/or condition of the policy.

Summary of benefits

This is only a summary of the types of cover provided for by this insurance and it is important to note that terms, conditions and exclusions do apply, as well as cover limits.

Cancellation and Curtailment Costs - Loss of irrecoverable deposits and payments made in advance for unused travel and accommodation as a result of certain unforeseen and unforeseeable circumstances.

Overseas Medical Expenses and Emergency Repatriation - Overseas medical, emergency dental, hospital and ambulance costs and, when approved by us, emergency repatriation should you sustain injury or suffer an illness.

Other Expenses - Additional accommodation and travelling costs for one person required upon medical advice to stay with, travel to, or escort you home. Cost of repatriation of mortal remains.

Hospital Cash Allowance - A daily cash benefit paid to cover incidental expenses (eg. magazines, food etc.) if you are hospitalised for more than 24 hours.

Personal Accident Benefit - A lump sum benefit should you sustain accidental bodily injury that, within 12 months of the date of the injury, is the sole and direct cause of death, loss of sight, loss of limb(s) or permanent total disablement, as defined.

Personal Baggage - Accidental loss, damage or theft of your personal belongings. Note: sub-limits apply to certain electrical and more valuable articles as outlined.

Delayed Baggage - Reasonable costs to buy replacement necessities should your luggage be delayed on the outward journey by more than 6 hours from the time of your arrival.

Personal Money - Theft of your personal money and loss, theft or damage to your passport or other travel documents (as defined). Note: there is no cover in respect of credit cards.

Personal Liability - Legal liability resulting from your causing accidental injury to other person(s) or damage to their property.

Legal Advice and Expenses - Legal advice and expenses related directly to legal proceedings seeking compensation and/or damages following your injury or death.

Travel Delay - A cash benefit for additional expenses should your scheduled carrier be delayed for more than 6 hours on your outward or return journey due to certain circumstances.

Abandonment - Unrecoverable paid travel costs should you decide to abandon your trip after a covered delay of at least 12 hours from departure time in the official travel itinerary.

Missed Departure - Additional costs in reaching your booked destination should you arrive at your departure point too late to commence your booked trip as a result of certain circumstances.

Rental Vehicle Excess Waiver - A rental vehicle insurance excess you are required to pay in the event of accidental

damage to a motor vehicle you have rented from a licensed rental agency and whilst you were the driver.

Hijack - A daily cash benefit should your means of transport be hijacked for more than 24 hours during your trip.

Catastrophe - Certain additional travel and accommodation expenses should you be forced to move as the result of specified catastrophes (eg. flood, tsunami, medical epidemic).

Cover limits

There are cover limits in respect of each section of this insurance. This is the maximum amount we will pay out in respect of any one claim under that section for the duration of the covered trip. These limits are available during your application and will be set down on your Schedule should you purchase. Each individual named on the Schedule is considered separately insured and, as such, the cover limits apply to each.

Conditions and exclusions

As with any insurance there are certain conditions with which you must comply in respect of our agreeing to cover you and in order for us to pay a claim. For example:

- You must have resided in your country of residence for at least the past 3 months and the trip must be departing from and returning there;
- If you require medical treatment in a country with which a reciprocal health care agreement exists then you should ensure you are treated under that agreement where applicable;
- Any loss of money or personal baggage must be reported to the police within 24 hours of discovery and a written report obtained.

There are also certain events that will not be covered by this insurance. For example we will not pay any claim arising directly or indirectly from:

- Any manual or hazardous labour if you are working whilst away or personal liability in respect of all work;

- Accidents on motorcycles (or similar) unless the vehicle is 125cc or less, the driver has a full driving licence valid in that country and crash helmets are worn;
- Acts of war, terrorism or civil unrest (although there is limited cover for medical expenses and hijack claims in this respect).

These are just a few examples and you should read the full insurance wording to make yourself aware of all the conditions and exclusions that apply. If you do not comply with the policy terms and conditions we may be able to refuse to pay or reduce any claim payment and cancel the policy, to the extent permitted by law.

Sports/Leisure Activities Pack

Many amateur sports and leisure activities are covered at no additional cost under this insurance (eg. surfing, bungee jump, rafting to grade 3, parasailing). If you pay an additional premium you can extend cover to additional amateur sports and activities such as football/soccer, rugby, scuba diving (to 30m) and rafting to white water grade 5. A list of the activities covered as standard and those that require the additional premium are included at Section 15 – Sports/Leisure Activities Pack. It should be noted that there are certain more hazardous activities for which we cannot provide cover. These include, but are not limited to, cycle touring, climbing, motorsports, boating outside coastal waters and any other leisure activity where there is a significant risk of bodily injury. If in doubt you should contact us.

Winter Sports Cover

Provided that you pay the appropriate additional premium you can also choose to be covered under Section 16 Winter Sports Cover which extends cover under this insurance to cover certain winter sports activities and provides additional cover for ski equipment, piste closure, delay due to weather conditions and other winter sports related cover.

Age Limit

This insurance is only available to those aged 84 and under.

Pre-Existing Medical Conditions

There is no cover under this insurance for any Pre-Existing Medical Condition (as defined in the policy wording) unless we have agreed to provide cover for that condition via a written endorsement on your Schedule. We can provide cover at no additional cost for certain conditions, however you need to contact us by phone to apply and if we agree to cover the condition we will endorse your policy to confirm that. It should be noted that there is no cover for claims relating to any Pre-Existing Medical Condition of anyone on whom your trip may depend (eg. close relative, business colleague etc.)

Pregnancy

There is certain cover for pregnancy under this policy in respect of medical expenses, cancellation and curtailment costs. However there is no cover available under any section of the policy for a pregnancy where any of the following applies:

- your trip extends beyond the 30th week of pregnancy;
- where you are travelling against doctor's advice;
- complications exist with the pregnancy;
- it is a multiple pregnancy; and/or
- the pregnancy resulted from assisted reproductive programmes.

Working Overseas

Our travel insurance allows you to carry out non-manual, non-hazardous work whilst on your trip. However there is no cover for personal liability whilst working. If you are unsure as to what we would consider manual or hazardous work you should contact us.

Travel Advisories

You should refer to the Government travel advisories in respect of the areas you are travelling to as there is no cover under this insurance if you travel to a destination where your Government is advising against travel.

Australia www.smartraveller.gov.au

New Zealand www.safetravel.govt.nz

Other important matters

Under your policy there are rights and responsibilities which you and we have. To follow is an overview of some you should be aware of, however you must read the full insurance documentation for full details.

24/7 Medical Emergency Assistance

Our travel insurance includes 24-hour worldwide access to our emergency medical assistance network. It is important to note that there are certain circumstances where you are required to contact the assistance company (eg. if you are hospitalised or need to curtail your trip). Full contact details are contained later in this document (see 24/7 Medical Emergency Assistance).

Your Duty of Disclosure

Before you enter into a policy with us, you have a duty under the Insurance Contracts Act 1984 to disclose to us every matter that you know, or a reasonable person in the circumstances could be expected to know, is relevant to our decision whether to accept the risk of the insurance and, if so, on what terms.

When you first apply we will ask you certain questions to decide whether we will accept the risk of the insurance and, if so, on what terms and to calculate the premium. When answering those questions you must:

- give us honest and complete answers;
- tell us everything you know; and
- tell us everything that a reasonable person in the circumstances could be expected to know.

If you renew, extend, vary, reinstate or replace your policy, your duty is to disclose to us before that time, every matter known to you, or a reasonable person in the circumstances could be expected to know, is relevant to our decision whether to accept the risk of the insurance and, if so, on what terms.

Your duty does not require you to disclose any matter that:

- diminishes our risk;
- is of common knowledge;

- we know or, in the ordinary course of business, ought to know;
- we tell you we do not need to know.

Who does the Duty of Disclosure apply to?

The duty of disclosure applies to you and everyone that is an insured under the contract of insurance.

What happens if you or they do not comply with the Duty of Disclosure?

If you, or they, fail to comply with the duty of disclosure, we may be entitled to reduce our liability under your policy in respect of a claim or cancel it. If the non-disclosure is fraudulent, we may be able to treat your policy as if it was never effected.

Confirming Transactions

A Certificate of Insurance will be issued once you have completed your online/phone application and you have paid the appropriate amount. This comprises of the Schedule and this PDS and Policy Wording. If you want to confirm a transaction under the policy – for example whether the policy has been issued – you may contact us by phone, email or in writing.

The Excess

Under some sections of this insurance claims will be subject to an excess. This is the first part of each claim that you will be responsible for paying. The amounts are specified for each section on your Schedule. In the event you make a claim under more than one section of the policy the excess will be payable under each section. As each individual on the Schedule is considered separately insured the excesses will apply to each. We do not offer an excess buy-out option.

How to make a claim

Specialist claims handlers administer claims under this policy. Any occurrence or loss which may give rise to a claim should therefore be reported to Gallagher Bassett (the appointed claims handlers) as soon as possible and in any event within 31 days of the end of your trip. For full details see the 'Claims' section at the end of this document.

General Advice Warning

The advice provided by us or the insurer is of a general nature only and does not take into account your personal objectives, financial situation or needs. You should therefore consider its appropriateness in respect of these issues when considering whether to purchase. You should therefore read all the insurance documentation carefully before deciding whether to purchase the insurance. You need to decide whether the limits, type and level of cover are appropriate for you and will cover any potential loss you may encounter. If you do not adequately insure yourself, you may have to bear the uninsured proportion of any loss yourself.

How we protect your privacy

We require personal information in order to properly address your insurance needs. We maintain a record of your personal profile and are committed to ensuring the privacy of the personal information provided to us. You have the right to seek access to your personal information on request and notify us of any updates that are required. A copy of our full Privacy Policy is available at our website or on request.

How we handle complaints

In the event that you should have a complaint regarding us, or any issue in respect of your insurance, you may access our internal dispute resolution process by contacting us. If we were unable to resolve your dispute, and you purchased a policy in Australia, you may then request the matter be reviewed by the Financial Ombudsman Service (FOS): an independent body that operates nationally in Australia and aims to resolve certain insurance disputes. This service is free of charge to customers. The FOS can be contacted on 1300 78 08 08.

General Insurance Code of Practice

The Insurance Council of Australia Limited has developed the General Insurance Code of Practice (the Code) which is a self-regulatory code for adoption by insurers. Both Columbus Direct and Lloyd's support and comply with the Code and embrace its objectives of raising the standards of practice and service in the insurance industry. Lloyd's is

a member of the Insurance Council of New Zealand. Both Lloyd's and Columbus Direct support its Fair Insurance Code.

Updating our Product Disclosure Statement

We may need to update this PDS from time to time if certain changes occur where required and permitted by law. We will issue you with a new PDS or a Supplementary PDS or other compliant document to update the relevant information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person deciding whether to buy this insurance, we may issue you with notice of this information in other forms or keep an internal record of such changes (you can get a paper copy free of charge by calling us).

PART 2 – POLICY WORDING

Words that have special meaning

These words appear throughout the policy and have the special meanings as defined here.

Carrier means an airline, railway operator, shipping/cruise company or coach operator (excluding taxis) operated under a licence for the purpose of transporting passengers.

Close Business Colleague means an associate of yours at the same business with whom you work closely and resident in your Country of Residence whose absence from work necessitates the cancellation or curtailment of your Trip as certified by a senior director of that business.

Close Relative means any of the following who is under 85 years of age and who is resident in your Country of Residence: your husband or wife (or de facto partner with whom you are living permanently at the same address), child, parent, grandparent, brother, sister, parent-in-law, son/daughter-in-law, grandchild or fiancé(e).

Country of Residence means the country where you are permanently residing at the date of issue of the insurance, or where you are temporarily residing for a period of more

than three months and to where you will be repatriated if medically necessary.

Domestic Trip means a holiday or journey within Your Country of Residence, not exceeding 60 days duration, which starts from your Home and ends on return to your Home during the Period of Insurance stated in the Schedule.

Excess means the amount you will be responsible for paying as part of the claim (as detailed under each Section). In the event that you make a claim under more than one Section of the insurance the Excess will apply to each claim.

Hijack means unlawful seizure or wrongful exercise of control of an aircraft or conveyance or the crew thereof, in which you are travelling as a passenger.

Home means your usual place of domicile in Your Country of Residence as shown on the Schedule.

In-Patient means a person who is admitted to a hospital or clinic and stays for at least 24 hours, for the sole purpose of receiving medical treatment.

Medical Emergency Assistance Company means the travel assistance and emergency medical and repatriation service provider as appointed by us (full conditions for which are contained later in this document).

Medical Practitioner means an individual accredited, licensed, and/or registered as a health professional upon meeting the specified requirements.

Period of Insurance means the period as defined by the dates shown in your Schedule: commencing on the opening date, or the date your Trip was booked, whichever is the later, and ending on the closing date, or when you arrive Home, whichever is the earlier.

Personal Baggage means personal belongings owned by you including your personal luggage, Valuables (as defined) and clothes worn by you but excluding Personal Money (as defined), stamps, Travel Documents (as defined), contact or corneal lenses, dentures, hearing-aids, fragile articles or business goods and samples.

Personal Money means cash (bank notes and coins), travellers cheques, cheques, postal and money orders.

Pre-Existing Medical Condition means any medical or dental condition, or injury, defect or disease:

- for which advice or treatment (including medication), or investigation has been received or prescribed in the 12 months prior to the issue of the policy (for Single Trip), or in the 12 months prior to booking your Trip (for Annual Multi-Trip); and/or
- which is of a recurring or ongoing nature or any complication directly attributable to it; and/or
- of which you are aware, or the symptoms of which you are aware, or could reasonably be expected to have been aware at the time of applying for this insurance.

Terrorist Activity means an act, or acts, of any person, or group(s) of persons, committed for political, religious, ideological or similar purposes with the intention to influence any government and/or to put the public, or any section of the public, in fear. Terrorist activity can include, but not be limited to, the actual use of force or violence and/or the threat of such use. Furthermore, the perpetrators of terrorist activity can either be acting alone, or on behalf of, or in connection with any organisation(s) or governments(s).

Travel Documents means your passport, visas and travel tickets.

Trip(s) (in respect of Annual Multi-Trip policies) means a holiday or journey outside your Country of Residence not exceeding 60 days duration which starts from your Home and ends on return to your Home during the Period of Insurance stated in the Schedule. Cover is also provided for Domestic Trips where you are staying a minimum of two nights in third party accommodation and where you are travelling a minimum of 500km from your Home.

Trip(s) (in respect of Single Trip policies) means a holiday or journey outside Your Country of Residence which starts from Your Home and ends on return to Your Home, during the Period of Insurance stated in the Schedule.

Unattended means that is outside of your custody, care and control in such a position that it could reasonably be taken without your knowledge or at such a distance from

you that you are unable to prevent unauthorised interference of it.

Valuables means photographic, audio, video, computer, telecommunications and electrical equipment; all discs, tapes and cassettes; telescopes, binoculars, spectacles and sunglasses; antiques; sports equipment; watches; jewellery; furs; works of art and articles made of precious or semi-precious stones and precious metals.

Weapons of Mass Destruction means the use of any explosive nuclear weapon or device or the emission, discharge, dispersal, release or escape of fissile material emitting a level of radioactivity capable of causing incapacitating disablement or death amongst people or animals and; the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous chemical compound which, when suitably distributed, is capable of causing incapacitating disablement or death amongst people or animals and; the emission, discharge, dispersal, release or escape of any pathogenic (disease producing) micro-organism(s) and/or biologically produced toxin(s) (including genetically modified organisms and chemically synthesised toxins) which are capable of causing incapacitating disablement or death amongst people or animals.

we, our and **us** means the insurers.

you, your and Insured Person means each person for whom the appropriate premium has been paid and whose correct name and age are detailed in the Schedule. Each person is considered separately insured. All Insured Persons must be under 85 years of age at the date of issue of the insurance.

Policy Cover

The cover and limits provided by this insurance are strictly in accordance with the details as specified in your Schedule and the terms and conditions and exclusions contained herein, and are subject to payment of the correct premium at the date of issue.

SECTION 1

Cancellation and Curtailment Costs

You are covered up to the amount stated in the Schedule in the event your Trip is necessarily and unavoidably cancelled prior to its commencement or curtailed before completion as a result of any of the following events:

1. your serious illness or injury or death.
2. the serious illness or injury or death of a Close Relative, Close Business Colleague, travelling companion or person with whom you intend to stay.
3. your presence being requested by the police following your Home or business premises being rendered uninhabitable by fire, flood, storm, burglary or attempted burglary that causes serious damage whilst you are away or within the 7 days prior to your departure.
4. your receipt of a summons to be a witness or for jury service where the Court has denied postponement.
5. official requirements for you to attend emergency, unavoidable duty as a member of the armed forces, police, medical or public services resulting in the cancellation of previously agreed leave.
6. your redundancy for which a proper redundancy notice has been supplied by your employer in respect of permanent employment, and which qualifies for payment under current legislation of your Country of Residence.
7. a Government regulation following an epidemic or natural disaster that stops you from travelling.

In respect of Cancellation: You are covered for the loss of irrecoverable deposits, advance payments, charges or payments under contract for unused travel and accommodation should you necessarily cancel your Trip due to one of the above listed reasons. For Single Trip policies cover begins on the issue date as shown on the Schedule and ends immediately your Trip commences. For Annual Multi-Trip policies cover begins from the start date of the Period of Insurance and ends immediately your Trip commences, provided your Trip is not booked more than 12 months in advance.

In respect of Curtailment: You are covered for a proportionate refund of your irrecoverable pre-paid costs (based on the complete number of days you are at Home or hospitalised as an In-Patient) in the event you necessarily curtail your Trip to return to your Country of Residence due to one of the above listed reasons. You are also covered for reasonable additional accommodation and transportation costs for your necessary return Home as a result of events 2 to 5 listed above. Curtailment will only be covered where authorised by the Medical Emergency Assistance Company who must be notified prior to departure back to your Country of Residence. If your return ticket can be used, or if a claim for repatriation has been made under the Medical Expenses Section, then the refund is limited to charges (prepaid or contracted to be paid) for unused accommodation.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.
- b. the first part of each and every claim as shown in the Schedule (the Excess).
- c. any claim arising directly or indirectly from any Pre-Existing Medical Condition of you or anyone on whom your Trip may depend (being Close Relative, Business Colleague, travelling companion or person with whom you intend to stay) unless we have agreed to cover it via a written endorsement on the policy.
- d. any expenses payable by the tour operator, hotel or Carrier; any surcharges levied by the tour operator which increase the brochure prices; or any losses arising from your failure or delay in notifying your travel service provider(s) immediately it may be necessary to cancel or curtail your travel arrangements.
- e. any claim which results from any condition or circumstance known to you at the time of purchase of insurance where this condition or circumstance could reasonably be expected to result in the cancellation or curtailment of your Trip.
- f. the costs of curtailment not approved by the Medical Emergency Assistance Company.
- g. your disinclination to travel or your loss of enjoyment.

SECTION 2

Overseas Medical Expenses, Emergency Repatriation and Other Expenses

You are covered up to the amount stated in the Schedule, for necessary and reasonable costs incurred as a result of your accidental bodily injury, illness or death during the Trip, in respect of:

1. emergency medical, surgical and hospital treatment, doctor's fees and transportation fees for sending you to hospital whilst outside your Country of Residence.
2. the costs, up to the Dental Expenses limit shown in the Schedule, for emergency dental treatment to natural teeth in respect of the immediate relief of pain only.
3. additional accommodation and travelling costs for one person required upon medical advice to stay with, travel to or escort you Home.
4. transportation costs for emergency repatriation to your Country of Residence, if such accidental bodily injury or illness occurs whilst outside your Country of Residence and which is deemed necessary by the Medical Emergency Assistance Company.
5. the cost of returning your body or ashes to your Home or a funeral in the country where you died (up to the equivalent costs of returning your remains to your Country of Residence).

Special Condition - We reserve the right to:

- i. repatriate you to your Country of Residence when, in the opinion of the treating doctor and the Medical Emergency Assistance Company, you are fit to travel;
- ii. avoid further liability in the event that you refuse repatriation when, in the opinion of the treating doctor or the Medical Emergency Assistance Company, you are fit to travel;
- iii. transfer you to the hospital, clinic or location of our choice when, in the opinion of the treating doctor and the Medical Emergency Assistance Company, you are fit to be transferred.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.

- b. the first part of each and every claim as shown in the Schedule (the Excess).
- c. any claim arising directly or indirectly from any Pre-Existing Medical Condition unless it has been accepted by us via a written endorsement on the policy.
- d. any costs incurred or any treatment or aid obtained in your Country of Residence.
- e. any surgical or medical treatment which can reasonably be delayed until your return to your Country of Residence or your Home.
- f. any treatment or medication which at the time of departure is known to be required or continued during the Trip.
- g. any medical or other expenses incurred more than 12 months after the date of the injury or illness to which the claim refers.
- h. any costs in relation to dentures, dental appliances, false limbs, hearing aids, contact or corneal lenses or spectacles (prescription or otherwise).
- i. any In-Patient hospital, clinic or repatriation costs not authorised by the Medical Emergency Assistance Company.
- j. the additional cost of a single or private room at a hospital, clinic or nursing home except when the Medical Practitioner treating you considers it necessary.
- k. any costs that could have reasonably been covered under a Reciprocal Health Care Agreement.

SECTION 3

Hospital Cash Allowance

You are covered for the daily amount shown in the Schedule for each complete 24 hours you are confined as an In-Patient in a hospital outside of Your Country of Residence up to the amount stated in the Schedule.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.
- b. any claim as excluded under Section 2.

SECTION 4

Personal Accident Benefit

You are covered for the full amount stated in the Schedule if during the Trip you sustain accidental bodily injury, caused solely and directly by accidental external violent and visible means, and such bodily injury within 12 months of the accident is the sole and direct cause of your

1. death; or
2. loss of sight – meaning the complete and permanent loss of sight in one or both eyes; or
3. loss of limb(s) – meaning the loss of a hand or foot by permanent physical severance at or above the wrist or ankle or total and permanent loss of use of a hand or foot; or
4. permanent total disablement – meaning disablement which entirely prevents you from engaging in, or attending to, any occupation whatsoever for at least 12 months after the date of the accident causing the disablement and at the expiry of that period being beyond hope of improvement.

Special Condition: If an Insured Person is under 16 years of age at the date of issue of the Schedule, the amount payable in respect of death will be limited to 20% of the amount stated in the Schedule.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.

SECTION 5

Personal Baggage

You are covered up to the amount stated in the Schedule, after making reasonable allowance for wear, tear and depreciation, for the loss, theft or damage to Personal Baggage/Valuables during the Trip, subject to proof of ownership for Valuables. We reserve the right to repair or replace items. The amount we will pay in respect of any one article, pair or set, or in respect of Valuables in total is limited to the amounts as stated in the Schedule.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.
- b. the first part of each and every claim as shown in the Schedule (the Excess).
- c. any loss not reported to the police within 24 hours of discovery and a written police report obtained which must be provided to us when submitting your claim.
- d. any loss of, delay or damage to your Personal Baggage (but not Valuables) whilst in the custody of a Carrier unless immediately upon discovery (and in any event within 3 days of the event) you notify the Carrier and obtain a property irregularity report (PIR) which must be provided to us when submitting your claim.
- e. any loss of Valuables contained in your Personal Baggage whilst such Baggage is in the custody of a Carrier and outside of your control.
- f. any loss of Personal Baggage and/or Valuables (or where Section 16 is selected your own or hired winter sports equipment) whilst left Unattended at any time unless you have left them secure in a locked hotel room, locked apartment, locked holiday residence or other locked and secure self contained accommodation.
- g. any loss of Personal Baggage and/or Valuables (or where Section 16 is selected your own or hired winter sports equipment) from an Unattended vehicle other than Personal Baggage (but not Valuables) from a locked enclosed boot or concealed by the parcel shelf in the fixed position in a hatchback or estate vehicle and there is evidence that entry was effected by violent and forcible means.
- h. any loss of Personal Money or Travel Documents whilst left Unattended at any time or whilst in a suitcase or in the custody of another person.
- i. any loss or damage to sports equipment whilst in use other than your own or hired winter sports equipment if Section 16 is selected.
- j. any loss or damage due to delay or confiscation by Customs or other officials.
- k. any loss or damage to stamps, documents (other than Travel Documents), contact or corneal lenses, dentures, hearing aids, fragile articles or business

goods and samples.

- l. any loss or damage due to wear and tear, deterioration, moth or vermin, climatic or atmospheric conditions or mechanical or electrical breakdown.
- m. any loss or damage due to staining or any process of dyeing or cleaning or water damage however caused.
- n. any loss or damage to pedal or motor cycles, watercraft, prams, buggies, pushchairs or wheelchairs.
- o. any loss of travellers cheques or cheques not immediately reported to the local bank or agent of the supplier in accordance with their instructions.
- p. any shortages due to error, omission, exchange or depreciation in value.
- q. any loss resulting from loss or theft of credit cards.

SECTION 6

Delayed Baggage

You are covered for the reasonable cost of buying immediate replacement necessities if your Personal Baggage is lost, misdirected or misplaced by a Carrier on the outward journey for at least 6 hours from the time of your arrival at your Trip destination. We will pay up to 25% of the amount stated in the Schedule for the first full 6 hour delay and up to a further 25% for each full 6 hour delay thereafter up to the amount stated in the Schedule. You must provide original receipts for the items you purchase. If your baggage is permanently lost, any amount we pay under this section will be deducted from the total claim.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.
- b. any claim as excluded under Section 5.

SECTION 7

Personal Money and Travel Documents

You are covered up to the amount stated in the Schedule for:

- the theft of Personal Money; and
- the loss, theft or damage to your Travel Documents;

during the Trip whilst on your person or whilst in a locked safe or safety deposit box.

Loss of cash (bank notes and coins) is limited to the amount stated in the Schedule. Loss of Travel Documents is limited to the amount stated in the Schedule and includes reasonable and necessary costs incurred in obtaining replacement Travel Documents.

You are NOT covered for:

- a. any claim excluded under the General Exclusions of this policy.
- b. the first part of each and every claim as shown in the Schedule (the Excess).
- c. any claim as excluded under Section 5.

SECTION 8

Personal Liability

You are covered up to the amount stated in the Schedule, inclusive of legal costs and expenses incurred with our written consent, if you in your private capacity become legally liable to pay for accidental bodily injury to other person(s) or accidental loss or damage to someone else's property arising from an incident occurring during the Trip.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.
- b. the first part of each and every claim as shown in the Schedule (the Excess) for claims in respect of furniture, fixtures or fittings.
- c. Employers or Contractual Liability.
- d. liability to a member of your family, relative, travelling companion, friend or colleague.

Any liability arising directly or indirectly from, or due to:

- e. animals belonging to you or in your care, custody or control.
- f. any wilful, malicious or unlawful act.
- g. the pursuit of a trade, business, profession, employment or occupation including the supply of goods and services.
- h. the ownership, possession or use of motorised vehicles, airborne craft (or aerial activities), watercraft, firearms or weapons.

- i. any form of ownership or occupation of land or buildings (other than occupation only of any temporary residence).

SECTION 9

Legal Advice and Expenses

You are covered up to the amount stated in the Schedule for legal costs and expenses incurred by you or your legal representative in pursuit of a claim for compensation and/or damages from a third party who causes your injury or death during the Trip, provided that we have complete control of the proceedings and of the selection, appointment and control of all legal advisers.

You are NOT covered for:

- a. any claim excluded under the General Exclusions of this policy.
- b. any costs or expenses incurred by you for any claim brought against a tour operator, travel agent, Carrier or us.
- c. any costs or expenses incurred before the granting of our support which we will not unreasonably withhold. We reserve the right to withdraw at any stage and shall not then be liable for any further expenses.
- d. any incident reported to us more than 180 days after the event occurs which gives rise to such claim.
- e. any claim where we consider the prospects of success in achieving a reasonable settlement are insufficient and/or where we consider the laws, practices and/or financial regulations of the country where the incident occurred or where the claim is brought will preclude us from obtaining a satisfactory settlement.

SECTION 10

Travel Delay and Abandonment of Trip

You are covered up to the amount stated in the Schedule in the event that the departure of the international Carrier with which you have arranged to travel is delayed in leaving your Country of Residence on your outward journey or returning to your Country of Residence on your

homeward journey by at least 6 hours from the time shown in the official itinerary as supplied to you due to strike, industrial action, adverse weather conditions, traffic flow congestion or mechanical breakdown.

We will pay either:

1. 25% of the amount shown in the Schedule (Travel Delay) for the first full 6 hour delay and 25% for each full 6 hour delay thereafter up to the total limit shown;
or
2. up to the amount stated in the Schedule (Abandonment) for the final invoiced paid costs of the Trip that you cannot recover from any other source if you decide to abandon your Trip after at least 12 hours delay from the time of departure stated in the official travel itinerary.

In the case of a covered Domestic Trip the above applies to the departure of the domestic Carrier with whom you have arranged to travel on your outward or homeward journey.

The Period of Insurance is automatically extended in the event of a covered delay on the homeward journey up to a maximum of 7 days.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.
- b. in respect of Abandonment claims: the first part of each and every claim as shown in the Schedule (the Excess).
- c. any loss resulting from your failure to check-in on time.
- d. any loss if you fail to obtain written confirmation from the Carrier or their agents stating the period of and reasons for the delay.
- e. any loss arising from strike or industrial action that commenced or was announced before the date of booking your Trip.

SECTION 11

Missed Departure

You are covered up to the amount stated in the Schedule for necessary additional accommodation and travel expenses to reach your booked destination should you arrive at your international departure point* too late to commence the booked Trip (including an internal connecting flight to your international departure point provided the time frame between the connecting flights is within the guidelines recommended by your Travel Agent or Carrier) as a result of failure of public transport services due to strike, industrial action, adverse weather conditions, traffic flow congestion or mechanical breakdown or due to the mechanical breakdown of the vehicle in which you were travelling to reach your international departure point.

*In the case of a covered Domestic Trip the above applies in respect of your Domestic Trip departure point.

Special Condition: We will only pay compensation under *either* Section 10 or Section 11 (not both).

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.
- b. the first part of each and every claim as shown in the Schedule (the Excess).
- c. any claim as excluded under Section 10.

SECTION 12

Rental Vehicle Excess Waiver

You are covered up to the amount stated in the Schedule for reimbursement of a rental vehicle insurance excess, or the cost of repairing the vehicle, whichever is the lower amount, in the event you rent a vehicle from a licensed rental agency during your Trip and it is involved in a motor vehicle accident whilst you are the driver. We will only pay under this Section if you have complied with the terms and conditions of the rental hire vehicle contract and if a valid collision damage insurance is in force on the vehicle.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.

SECTION 13

Hijack

You are covered for the daily amount shown in the Schedule for each complete 24 hours you are detained, up to a maximum of 30 consecutive 24-hour periods, should your means of transport be subject to a Hijack during a planned Trip. It is a condition of this cover that you must provide a written statement from the appropriate authority confirming the Hijack and how long it lasted. The Period of Insurance is automatically extended in the event of a covered Hijack for up to a maximum of 30 days.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.

SECTION 14

Catastrophe

You are covered up to the amount stated in the Schedule in respect of irrecoverable travel and accommodation expenses necessarily incurred should you be forced to move from your pre-booked accommodation to continue your Trip, or, if the Trip cannot be continued, to return Home, as a result of fire, lightning, explosion, earthquake, avalanche, storm, tempest, tsunami, hurricane, flood, medical epidemic or local Government directive which is confirmed in writing by local or national authority.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.
- b. your own decision not to stay in your pre-booked accommodation when official directives from local or national authorities state that it is safe and acceptable to do so.
- c. any costs, expenses or compensation payable by, or recoverable from, a tour operator, Carrier, hotel or other service provider.

SECTION 15

Sports/Leisure Activities Pack

Provided you have paid the additional Sports/Leisure Activities Pack premium all Sections of this insurance are extended to provide cover for the following amateur sports and leisure activities:

Abseiling, American football, bungee jumping (more than 2 jumps), cricket, deep sea fishing (inside 20km limit), fencing, football/soccer, gliding, gymnastics, hockey, kayaking/canoeing/rafting involving white water rapids grades 4 and 5, polo, rugby (union or league), scuba diving (maximum depth 30 metres).

Please note: The following amateur sports and leisure activities are included as standard and do not require the payment of the additional premium: Ballooning as a passenger, basketball, boxing training (no contact), bungee jumping (maximum 2 jumps), cycling (not touring), dinghy sailing, elephant riding (1-2 days), hiking, horse riding (not jumping), jet boating, kayaking/ canoeing/rafting involving white water rapids grades 1, 2 and 3, marathon running, martial arts training, mopeds, motorcycling on vehicles up to 125cc, overland expedition, parascending/ parasailing, passenger light aircraft/helicopter, river-sledging, running, safari, sailing inshore (inside 20km limit), scuba diving with a qualified diving instructor (maximum depth 30 metres), sea canoeing, snorkelling, surfing, trekking, water skiing, weightlifting, windsurfing.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.

SECTION 16

Winter Sports Cover

Provided you have paid the additional Winter Sports Cover premium this insurance is extended to cover you, and provide the additional sub-sections of cover, for the following winter sports activities: Alpine skiing and snowboarding (including off piste - that is away from the piste within the resort boundaries with a qualified guide

and not against local authority warning or advice), curling, glacier skiing, ice skating, mono skiing, Nordic skiing (cross country), ski bobbing, skidooing, snow mobiling, tobogganing.

Special Condition: This section only provides cover for up to 31 days winter sports activity in total during the Period of Insurance.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.

16.1 Ski Hire

You are covered for up to the amount stated in the Schedule for the cost of your hiring ski equipment due to the loss of or damage to your own ski equipment or due to a delay in transit of your own ski equipment on the outward journey by at least 12 hours from the time shown in the official itinerary supplied to you.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.
- b. any claim as excluded under Section 5.
- c. any claim if you fail to provide us with written confirmation from your Carrier or their agents showing the period of and reasons for the delay.
- d. any claim if you fail to provide us with documented proof of ski equipment hired.
- e. any claim if you fail to take all reasonable and proper care of your ski equipment as if you were not insured.

16.2 Ski Equipment

You are covered up to the amount stated in the Schedule for the loss of or damage to ski equipment owned or hired by you during the Trip. Ski equipment means skis, bindings, ski boots, ski poles, snowboards and specialised clothing.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.

- b. any claim as excluded under Section 5.
- c. any loss or damage if you fail to provide us with documented proof of ski equipment hired and the actual value of such ski equipment.
- d. any loss or damage if you fail to take all reasonable and proper care of your ski equipment as if you were not insured.

16.3 Ski Pack

You are covered up to the amount stated in the schedule for the value of any ski pass, ski equipment hire or ski tuition fee that is unused due to:

1. your accidental bodily injury or illness that prevents you from skiing (you must supply written medical confirmation of this).
2. loss or theft of your ski pass.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.
- b. any claim as excluded under Section 5.

16.4 Piste Closure

You are covered up to the amount stated in the Schedule for certain additional costs incurred by you in the event that you are unable to ski due to adverse weather conditions causing the closure of the piste at your resort. We will pay up to the daily amount stated in the Schedule for each complete 24 hours to cover the cost for you to travel to, and buy a daily ski pass if necessary, the nearest open piste to the resort you are staying at up to the total limit shown for the Trip.

Special Condition: This sub-section shall only apply during the local regular ski season at the resort(s) you are staying at.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.

- b. the first 12 hours during which the piste is closed due to adverse weather conditions.
- c. any claim where this Section came into force within 14 days of the Trip commencement date and it was known that skiing may be affected by adverse weather conditions at the resort destination.
- d. any claim where you fail to provide us with written confirmation from the resort management confirming the period of and the reason for the closure of the piste.

16.5 Delay Due to Weather Conditions

You are covered up to the amount stated in the Schedule for reasonable additional travel and accommodation expenses necessarily incurred by you due to adverse weather conditions or an avalanche at your resort, which:

1. on the outward journey delayed you in arriving at the resort;
2. on the return journey delayed you beyond the scheduled departure time and you miss your pre-booked Carrier.

You are NOT covered for

- a. any claim excluded under the General Exclusions of this policy.
- b. the first 12 hours of delay.
- c. any claim where this Section came into force within 4 weeks of the Trip commencement date.
- d. any claim where you fail to provide us with written confirmation from the tour operator or resort management confirming the period of and the reason for the delay.

General Exclusions

Applicable to all Sections

You are not covered under any circumstances for any claim arising directly or indirectly from:

1. Trips booked or commenced against medical advice or after receipt of a terminal prognosis or for the purpose of obtaining medical treatment or convalescent care.

2. Pregnancy or any connected condition where any of the following applies:
 - your Trip extends beyond the 30th week of pregnancy;
 - you are travelling against doctor's advice;
 - complications exist with the pregnancy;
 - it is a multiple pregnancy;
 - the pregnancy resulted from assisted reproductive programmes.
4. Any circumstance which could reasonably have been foreseen as likely to give rise to a claim by the Insured Person at the time that the insurance was effected or the Trip was booked (whichever is the later).
5. Winter sports other than those covered under Section 16 and where the appropriate additional premium has been paid. In any event there is no cover for any other winter sports activity including (but not limited to) ski-jumping/stunts/mountaineering/randonee, heli-skiing/boarding, ice hockey, speed skiing, cresta run or the use of bobsleighs or skeletons.
6. Sports or leisure activities where there is a significant risk of bodily injury such as jet-skiing, quad biking, rock climbing, free climbing, mountaineering normally requiring the use of ropes and guides, caving or potholing, rafting/kayaking/canoeing involving white water rapids in excess of grade 5, canyoning, scuba diving (if you are diving at a depth of more than 30 metres; or if you are not qualified for the dive undertaken or accompanied by a qualified instructor; or diving alone; or diving on or in wrecks; or cave or ice diving), motorsports or competitions, hunting on horseback, point-to-pointing and steeple-chasing, equestrian competitions, yachting or boating outside coastal waters (20km limit) and any other sports or leisure activity involving physical contact or where there is significant risk of bodily injury.
7. Competitive races involving the use of vehicles or watercraft.
8. Professional sports.
9. Losses arising from accidents on two wheeled motorised vehicles unless the vehicle is 125cc or less

and at the time of the accident the driver is duly qualified, is in possession of a current full driving licence valid in the country where the vehicle is operated and the driver and passenger are both wearing a safety crash helmet.

10. Aerial activities and air travel other than as a fare-paying passenger on a regular scheduled airline or licensed chartered aircraft flown by a pilot holding a valid pilots licence.
11. Mental disorder, anxiety, depression, stress or related disorder.
12. Suicide or wilfully self-inflicted injury or illness.
13. Sexually transmitted diseases, alcoholism, drunkenness or the use of drugs (other than drugs taken in accordance with the treatment prescribed by a registered Medical Practitioner but not for the treatment of drug addiction).
14. Acquired Immune Deficiency Syndrome (AIDS), Human Immunodeficiency Virus (HIV), AIDS Related Complex (ARC) and/or any related illness.
15. Manual or hazardous work (whether paid or voluntary).
16. Needless self exposure to peril except in an attempt to save human life.
17. You breaking or failing to comply with any law whatsoever.
18. War (whether declared or not), invasion, act of an enemy foreign to the nationality of the Insured Person or the country in, or over, which the act occurs, civil war, riot, rebellion, insurrection, revolution, overthrow of the legally constituted government, Terrorist Activity of any kind, explosions of war weapons, release of Weapons of Mass Destruction, murder or assault subsequently proved in a legally constituted court to have been the act of agents of a state foreign to the nationality of the Insured Person whether war be declared with that state or not or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or local authority except claims arising under

- i) Section 2 (Overseas Medical Expenses, Emergency Repatriation and Other Expenses) up to a maximum of 1% of the sum insured stated in the Schedule where you are not actively engaged in any of the stated events and/or where you have not travelled or do not remain contrary to advice issued by the Foreign Office (or equivalent) of your Country of Residence.
 - ii) Section 3 (Hospital Cash Allowance) and 13 (Hijack).
19. Loss or damage in respect of any property more specifically insured elsewhere or any claim recoverable under another insurance.
 20. Claims increased by your own act or omission.
 21. Consequential loss of any nature, except as may be specifically provided for in this insurance.
 22. The bankruptcy, negligence, default or insolvency of a travel agent, tour operator, Carrier or accommodation provider.
 23. Claims in any way caused or contributed to by nuclear reaction, nuclear radiation or radioactive contamination.
 24. Errors or omissions in your booking arrangements, your failure to obtain appropriate visas and/or prevention of access by the government of a country into which you wish to enter.

General Conditions

1. You must observe and fulfil all the terms and conditions of this insurance by completing anything to be done or complied with by you or anyone acting on your behalf.
2. You must call to notify us of any medical problem that may arise after you have purchased your travel insurance and prior to travelling. Failure to do so may prejudice your position under this insurance.
3. For In-Patient care, emergency repatriation or curtailment the Medical Emergency Assistance Company must be notified within 48 hours of admission to hospital and, for curtailment, prior to departure back to your Country of Residence (full

details are included under the '24/7 Medical Emergency Assistance' section following).

4. That you use Reciprocal Health Care Agreements where they are available. If in doubt you should contact the Medical Emergency Assistance Company.
5. You must immediately notify us in the event of any occurrence likely to give rise to a claim under this insurance in accordance with the instructions contained herein but in any event within 31 days of the end of your Trip.
6. You provide at your own expense, all certificates, information and evidence required by our appointed representatives or us.
7. That no person will admit liability or make any offer or promise of payment without our prior written consent.
8. You acknowledge that we may at our own expense take action in your name to recover compensation from a third party in respect of any payment made under this insurance and that any amount recovered shall belong to us.
9. In the event of your death, we shall have the right to have a post mortem carried out at our expense.
10. You have read and accepted the cover provided by this insurance including its cover limits, terms, conditions and exclusions. We will accept no liability arising from your failure to do so, or your failure to purchase this insurance with sufficient time prior to departure to do so.
11. That you take all reasonable care to avoid or minimise any loss that might result in you making a claim under this insurance and you act at all times as if this insurance were not in force.
12. You may not transfer your interest in this insurance.
13. The Law of your Country of Residence will apply if it is a legal requirement. If it is not a legal requirement English Law will apply.
14. In the event of a fraudulent claim being made by you or anyone acting on your behalf all cover under this insurance shall be forfeited.

Several Liability Notice LSW1001

The subscribing underwriters' obligations under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing underwriters are not responsible for the subscriptions of any co-subscribing underwriter who for any reason does not satisfy all or part of its obligations.

Service of Suit Clause

The insurers (being certain underwriters at Lloyd's) hereon agree that:

- (i) In the event of a dispute arising under this insurance, the insurers at the request of the Insured will submit to the jurisdiction of any competent Court in the Commonwealth of Australia. Such dispute shall be determined in accordance with the law and practice applicable in such Court.
- (ii) Any summons notice or process to be served upon the insurers may be served upon Lloyd's General Representative in Australia (whose address is Suite 2, Level 21 Angel Place, 123 Pitt Street, Sydney NSW 2000, Australia) who has authority to accept service and to enter an appearance on the insurers' behalf, and who is directed at the request of the Insured to give a written undertaking to the Insured that he will enter an appearance on the insurers' behalf.
- (iii) If a suit is instituted against any one of the underwriters, all underwriters hereon will abide by the final decision of any such Court or any competent Appellate Court.

24-hour Medical Emergency Assistance

The appointed Medical Emergency Assistance Company ('Assistance Company') is Specialty Group Ltd. In the event of a medical emergency this service is available to you 24 hours a day, 365 days a year. Their contact details are shown below.

IMPORTANT This insurance will only cover **In-Patient care, emergency repatriation or curtailment that has been authorised by the Assistance Company**, who must be notified within 48 hours of admission to hospital, and for curtailment, prior to departure back to your Country of Residence. If you are unable, another person may contact the Assistance Company on your behalf.

There is no cover for treatment or surgery which could reasonably be delayed until you return to your Country of Residence or Home. Failure to notify the Assistance Company in accordance with the terms of this policy may result in the amount payable under your claim being reduced.

For emergency assistance call

+44 20 7939 9645

Reverse charge calls will be accepted.

From within the UK dial 020 7939 9645

Fax UK +44 (0)20 7407 9206

In the following regions you may also contact:

ASIA (+662) 645 3932 Fax (+662) 645 3732

USA (+1) 215 489 3785 Fax (+1) 215 489 8525

AFRICA (+27) 11 452 7272 Fax (+27) 11 452 4473

How to make a Claim

Any occurrence or loss, which may give rise to a claim, should be advised to, and a claim form obtained from, Gallagher Bassett (the appointed claims handlers), whose details are shown below. This should be done as soon as reasonably possible and in any case no later than 31 days from the end of your Trip.

When requesting a claim form, you should confirm the company you are insured through, provide your name, address, telephone number, Schedule number and a brief advice as to the nature of the claim.

To make a claim call

07 3005 1871

From outside Australia dial +61 7 3005 1871

email travel@gbtpa.com.au

Postal GPO Box 14, Brisbane QLD 4001, Australia

Fax +61 (0)7 3005 1899

IMPORTANT: Any loss or damage to Personal Baggage whilst in the custody of a Carrier must be notified immediately in writing to such Carrier, but in any event within three days, and a Property Irregularity Report (PIR) obtained.

Any loss of Personal Money or Personal Baggage must be reported to the police within 24 hours of discovery and a written report obtained. Proof of ownership for all Valuables and most other Personal Baggage will also be required.

If medical attention has been received you must obtain a medical certificate showing the nature of the injury or illness and the treatment received together with the account which, if possible, should be paid and receipted.