

Important Information Regarding High Risk Destinations & Sanctioned Countries

Issued: July 2022
Validity: Ongoing

Background

Due to the presence of armed conflict, limited servicing capability or the operation of country-level or international sanctions that prohibit certain financial transactions or otherwise make it unsafe or impossible to travel to or from certain locations, Cover-More New Zealand is longer issuing, arranging or writing travel insurance policies to the following locations, which may be updated or revised from time to time:

- 1) North Korea
- 2) Iran
- 3) Syria
- 4) Russia
- 5) Belarus
- 6) Crimea
- 7) Ukraine

Note: Medical care and access to appropriate treatment may be difficult in these locations.

We advise all customers who are already in the affected areas to exercise abundance of caution and take extra care for their safety and wellbeing. If need be, please contact our 24-hour emergency assistance provider, World Travel Protection if you require assistance on +61 2 8907 5597.

We strongly urge all travellers to pay close attention to local media and emergency services while also keeping up to date with the latest travel advice on the [MFAT safe travel website](#).

Policy Wording

Our policies contain exclusions for any claims arising that may contravene or offend sanctions in both the Policy Conditions and the General Exclusions. If you have travelled to any of these regions or countries and have a claim, then you may submit it for consideration. Claims will be assessed in accordance with your Policy Wording and our obligations under law.

Important general advice

This information must be read in conjunction with the Policy Wording as certain terms, conditions, limits, and exclusions apply. These terms, conditions, limits and exclusions are detailed in the Policy Wording and in particular we draw your attention to 'The Benefits' and 'General Exclusions' sections of the same.

Contact us

If you have any further enquiries, please contact our Customer Service team on 0800 500 248 between 8.00am and 5:15pm Monday to Friday (NZT).

We will publish this and any updated travel insurance alerts on our website:

<https://insurance.airnewzealand.co.nz/travel-alerts>