

Important information regarding: Hurricane Lane

Issued: 1pm 22 August 2018

This advice applies to customers who are concerned or may be affected by the expected arrival of Hurricane Lane in Hawaii.

Background

The National Weather Service has issued a hurricane watch for parts of Hawaii as Hurricane Lane barrels toward the state as a Category 4 storm.

Senior Honolulu forecaster Tom Birchard said the watch for Hurricane Lane has been issued for the island of Hawaii and Maui County, which includes the island of Maui and other smaller islands.

<https://www.cbsnews.com/news/hawaii-hurricane-watch-maui-category-4-lane-path-track-noaa-today-2018-08-21-live-updates/>

For all policies issued on or before 1pm 22 August 2018

Additional Expenses

- During the Journey, there is cover (up to the nominated policy limits) for reasonable Additional transport and hotel accommodation expenses incurred as a direct result of Hurricane Lane.

Amendment or Cancellation Cover

- If the policy contains amendment or cancellation cover, there is cover (up to the nominated policy limits) for reasonable amendment or cancellation costs if existing travel plans are directly affected by the event. We will not pay more for rearranging the journey than the cancellation costs which would have been incurred had the journey been cancelled.
- There is no cover available for any portions of the Journey that have been utilised.

Remember, all reasonable steps must be taken to mitigate out of pocket expenses.

Policy cover for policies issued after 1pm 22 August 2018

Travel insurance provides cover for unforeseen events only.

- There is no cover for amendment or cancellation costs for policies issued after 1pm 22 August 2018 as any events caused by Hurricane Lane are 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.

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 [Policy Wording](#).

If you are overseas and require travel or medical assistance, please contact our 24 hour Emergency Assistance team on +61 (2) 8907 5597.

For any general enquiries regarding the event please contact our Customer Service team on 0800 500 248 between 8.00am and 7.00pm Monday to Friday and 10am to 2pm on Saturdays.