

## Important information regarding: Indonesian seismic activity

This advice applies to customers who are concerned by the recent increase in seismic activity in Indonesia.

This is an event since the 6<sup>th</sup> of August 2018.

This information is current as at 6<sup>th</sup> of August 2018 and we recommend you regularly check for updates through news agencies and your travel provider.

### Background

Thirty nine people have died after a powerful earthquake rocked the Indonesian tourist islands of Lombok and neighbouring Bali, triggering a tsunami warning just a week after another quake in the same region killed 16 people.

The magnitude seven earthquake hit about 6.46pm Jakarta time (11.46pm NZ) on Sunday, 27 kilometres north-east of northern Lombok in Indonesia at a 15-kilometre depth.

The epicentre of the quake was the northern slope of Mount Rinjani, near where the previous quake struck a week ago.

<https://www.stuff.co.nz/world/asia/106031224/magnitude-7-quake-strikes-indonesias-lombok-island-indonesian-officials-say-tsunami-possible>

### For all policies issued before 6 August 2018

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 Policy Wording 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 increase in seismic 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 the increase in seismic 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 increase in seismic activity 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 on or after 6 August 2018

- There is no cover for claims arising as a result of the increase in seismic activity 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.covermore.co.nz/>

**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.

**Contact us**

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

If you have any further enquiries please contact our Customer Service team on 0800 500 248 8.30am to 5.30pm Monday to Friday and 10am to 2pm on Saturday.