

Important information regarding: Volcanic activity - Mount Aoba

This advice applies to customers who are concerned by the raised alert for Mount Aoba volcano following an increase in volcanic activity and subsequent eruption.

This information is current as at 12pm 27 July 2018 and we recommend you regularly check for updates through news agencies and your travel provider.

Background

Air New Zealand has advised that their flight operations around the region will be severely affected today. This is due to a significant ash cloud caused by the Mount Aoba Volcanic Eruption in Vanuatu. The airline has advised that as a result of this, a number of flights will be impacted.

For all policies issued before 12pm 27th of July 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 Mt Aoba volcanic 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 volcanic 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 Mt Aoba volcanic ash cloud 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 after 12pm 27th of July 2018

- There is no cover for claims arising as a result of Mount Aoba, Indonesia 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.