

Important information regarding:

Issued: 14 March 2019

This advice applies to customers who are concerned or may be affected by the Boeing 737 Max 8 & 9 flight cancellations.

Background

After the recent tragic events of the downed Ethiopian Air plane crash a number of Governments have decided to ground or ban Boeing Max 8 & 9 aircraft from their air space. Following on from this decision Boeing have advised that they have supported this decision. It is expected that further announcements will be made once the reason for the crash has been established. At this stage there is no indication as to how long this process will take.

<https://boeing.mediaroom.com/news-releases-statements?item=130404>

If you entered into a policy before 12pm (NZT) Wednesday 13 March 2019:

We are considering this event to be outside of the affected airline's control.

Additional Expenses – Missed Connection

· During the Journey, there is cover for reasonable Additional transport expenses incurred for You to catch up with Your planned itinerary. Note: If you claim under this section, You are not entitled to make a claim under any other section of the policy for the same incident.

Travel Delay

If Your pre-booked transport is temporarily delayed during the Journey for at least 6 hours due to an unforeseeable circumstance outside of your control, We will reimburse You up to the policy limits stated in Your policy for reasonable Additional accommodation expenses. We will also reimburse up to these limits again for each full 24 hour period that the delay continues beyond the initial 6 hour delay.

Amendment Cover

- If the policy contains amendment and cancellation cover, there is cover (up to the nominated policy limits) for reasonable amendment costs if existing travel plans are directly affected by the event. We will not pay more for rearranging (amending) 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.

Please ensure that You contact Your airline in the first instance to ascertain their stance on the current crisis as a number of airlines are offering amendments and refunds for affected flights.

If you entered into a policy after 12pm (NZT) Wednesday 13 March 2019:

Travel insurance provides cover for unforeseen events only.

- There is no cover for amendment or cancellation costs for policies issued after 12pm on the 13th of March 2019 as this event 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.

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](#).