

Important Information Regarding: coronavirus

Issued: 9am 3 February 2020

Background

The New Zealand Government has updated its travel advice for Travel to China due to the outbreak of the coronavirus and now advises against all travel to China.

For up to date information on the latest travel advisories in place, please visit <https://safetravel.govt.nz>

A number of airlines have temporarily reduced or stopped flights to and from China. Contact your airline to confirm travel arrangements. The New Zealand Government is assisting the departure of partners and dependents of its New Zealand staff in China.

The Chinese authorities have imposed travel restrictions within China, which may change without notice. Ensure you are aware of any restrictions that may affect you and follow instructions from the Chinese authorities.

Policy Wording

If you have been directly 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.

Below are guidelines for claiming under your policy. If you have been impacted by this event, please submit your claim which will be assessed in accordance with the policy guidelines.

For policies issued prior to 9am 3 February 2020

Claiming under your policy for travel to China

- If you are overseas and have contracted the coronavirus please be advised that your travel insurance policy will cover you for overseas medical expenses incurred (unless your particular policy has a general exclusion stating this).
- You must take all reasonable steps to mitigate your out of pocket expenses and we encourage you to speak with your agent, broker or transport provider as soon as possible to minimise these expenses.

To submit your claim, please remember:

- To keep all itemised receipts for costs incurred
- The easiest way to lodge your claim will be online via: <https://claims.covermore.co.nz/>

For policies issued after 9am 3 February 2020

Costs that are not covered by your policy for travel to China

- Medical Expenses
- Travel arrangements that have already been utilised
- Cancellation or Amendment costs
- Additional Expenses – Sections 2.3 & 2.5

Important general advice

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

Contact us

If you are travelling 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 5:30pm Monday to Friday and between 10am and 2pm Saturday.