

Important Information Regarding: Corona Virus

Issued: 28 January 2020

Background

Coronaviruses are a large and diverse family of viruses which includes the common cold, severe acute respiratory syndrome – better known as Sars - and Middle East respiratory syndrome (Mers).

This month, officials identified a new coronavirus called novel coronavirus, or 2019-nCoV.

Since then, it's infected more than 2700 people and killed at least 81.

Its symptoms - fever, coughing and difficulty breathing - are similar to a range of other illnesses such as influenza.

Experts from the Chinese Centre for Disease Control and Prevention have confirmed the virus first jumped from animals to humans inside the Huanan Seafood Wholesale Market in the heart of city.

There have been cases of 2019-nCoV reported in some other Chinese provinces and countries – and some of these cases have no history of travel to Wuhan.

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.

Claiming under your policy

- If you are overseas and have contracted the Corona Virus 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 travel agent 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/>

Costs that are not covered by your policy

- Travel arrangements that have already been utilised
- Cancellation or Amendment costs
- Additional 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, 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.