

## Important Information Regarding: Attacks on Ukraine

Issued: 3 March 2022

### Background

Since Thursday 24 February, it has been widely reported in the media that Russian Military began to advance towards Ukraine which has progressed into a military offensive in several cities in Ukraine and continues at the time of this advice.

Several countries have imposed sanctions against Russia due to this ongoing event. These sanctions may make it unsafe or impossible to travel to or from certain locations. Medical care may also be difficult to obtain in certain locations.

If you have been directly affected by this event and need medical assistance, please call our 24 hour emergency assistance team immediately on +61 2 8907 5597 or refer to your policy wording for contact details. We further urge you to pay close attention to the local media and emergency services, including the MFAT Safe Travel website.

### MFAT Advise as at 03/03/2022:

- MFAT has listed travel advice for Ukraine as 'Do not travel' due to the risk of armed conflict. Military action is now occurring in Ukraine. We advise New Zealanders in Ukraine to shelter in place until it is safe to depart. Be alert and aware of your surroundings at all times and always prioritise your immediate safety. When it is safe to do so, you should depart Ukraine.
- MFAT has listed travel advice for Russia as 'Do not travel' due to the potential for the security situation to deteriorate further with little warning, as well as the impacts the armed conflict with Ukraine has had on commercial flight availability and access to financial services.
- MFAT has listed travel advice for Belarus as 'Do not travel' due to the volatile security situation caused by the Russian military action in Ukraine. New Zealanders in Belarus should leave immediately if they judge it is safe to do so

### Policy coverage:

#### Costs that are not covered by your policy

- There is no cover for claims arising as a result of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power
- There is no cover for claims arising from any government intervention, prohibition, sanction, regulation or restriction or court order

### Free Extension of Insurance

If the relevant time of your current trip pre-dates this travel advice and your travel is disrupted due to this event, impacting your ability to return home on your policy end date, your policy will freely extend until you are physically able to return home as soon as it becomes possible.

## **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 or refer to your policy wording for contact details

For any general enquiries regarding the event please contact our Customer Service team on 0800 500 248 between 8.00 am and 5.30 pm Monday to Friday, 10am to 2pm Saturday.