



Important Information Regarding: Attack on Israel – October 2023

Issued 09 October 2023

Background

On Saturday 7 October, at least 250 Israelis died and 1,590 have been wounded in Hamas attacks in Israel after rockets were fired at Israel from Gaza. Civilians have been targeted in terror attacks with hostages being taken. It's reported that 230 Palestinians have been killed with 1,610 being injured in Israel's retaliation. The conflict is considered to be ongoing.

We have been advised that some flights out of Israel have been cancelled or delayed and the Israeli government has declared a State of Emergency within areas 80kms of the border with Gaza due to ongoing armed conflict.

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. We further urge you to pay close attention to the local media and emergency services.

MFAT advice as at 09/10/2023 (reviewed):

- On 09/10/2023, MFAT has listed travel advice as 'Do not travel to Gaza' due to the unpredictable security situation, threat of kidnapping and potential for military operations.
- As at 09/10/2023, MFAT advised to Avoid non-essential travel in Israel and the Occupied Palestinian Territories overall due to the unpredictable security situation.

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.

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, sub-limits and exclusions apply. These are detailed in the Policy Wording and in particular we draw your attention to 'The Benefits', 'Policy Conditions' and 'General Exclusions' sections 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 8.00 am and 5.15 pm Monday to Friday, 10am to 2pm Saturday.