

## Important Information Regarding: **Policy coverage due to Volcanic Ash Clouds**

This advice is current as of 13th July 2010. Applies to **all Cover-More products**.

Cover-More Travel Insurance will be treating any new volcanic activity in relation to the Eyjafhallaokull and Katla (Icelandic) volcanoes which occurs AFTER 13th July 2010 as a new and separate event.

### **important information for agents:**

The Supplementary PDS issued by Cover-More that excluded cover for Iceland volcanic activity is **no longer required to be provided to customers**. The Supplementary PDS will shortly be removed from our Policy Issuing System.

As a result there will be provision to make a claim for additional, amendment or cancellation expenses if your travel arrangements are directly affected by any volcanic activity which occurs after 13/07/2010. Please note that your policy will need to be purchased prior to any new Icelandic volcanic activity occurring in order for a claim to be successful.

## frequently asked questions

**Q: If a client purchased a policy on 9th July 2010 (i.e. before 13/07/2010) and there is an Icelandic Volcano eruption on 20th July 2010 and the client's flight to Paris is cancelled, are they covered?**

**A: Yes.** The volcanic activity has occurred after 13/07/2010 and as such, this would be considered a new and separate event.

**Q: If there is new volcanic activity on the 20th July and I purchase my policy on 21st July, am I covered?**

**A: No.** You purchased your policy after the new volcanic activity occurred so it could no longer be described as an unexpected or unforeseen event.

If new volcanic activity occurs, Cover-More Travel Insurance will issue new advice regarding that specific event.



Should you have any further enquiries please contact our  
**Customer Service Team on 1300 72 88 22**