

## Important Information Regarding: Cyclone Tomas affecting Fiji

Issued: 15<sup>th</sup> March 2010

Applies to all Cover-More products

The following advice relates to policies issued before the 15<sup>th</sup> March 2010.

An Associated Press article date 15/03/2010 reported as follows:

*“Fiji’s main centres were put under curfew overnight as the South Pacific nation braced for a powerful cyclone expected to pass over the north and east of the country, officials said Monday.*

*Cyclone Tomas was located about 185 kilometres (115 miles) northeast of the town of Labasa on the northern island of Vanua Levu at 7:00 am (1800 Sunday GMT).”*

### OVERSEAS MEDICAL EXPENSES

There is provision to cover emergency medical expenses if you have been injured as a result of the cyclone. If you or your travelling companion has been injured please contact our 24hr Emergency Assistance Network:

Reverse charge via the operator on +61 2 8907 5619

### ADDITIONAL ACCOMMODATION AND TRANSPORT EXPENSES

There is provision to cover reasonable additional accommodation and transport expenses if your travel arrangements have been directly affected by the cyclone or if you have been forced to evacuate an area by local authorities due to the threat of the cyclone. You must however take all reasonable steps to minimise your claim and keep itemised receipts for additional accommodation and transport expenses.

When submitting your claim you will need to provide written confirmation from the transport provider of the length of the delay along with itemised receipts for the accommodation and transport expenses incurred.

### AMENDMENT OR CANCELLATION COSTS

There is provision to claim Amendment costs if your travel plans have been directly affected by the cyclone prior to you leaving your home to begin your Journey. There is also provision to claim for cancellation costs for the parts of your Journey which have been directly affected by the cyclone.

Please contact your travel agent or travel provider regarding the best option for you in altering your trip. You must take all reasonable steps to minimise your claim and keep documentation showing what your original planned pre-paid arrangements were, along with receipts and documentation showing what your new arrangements are. The policy provides cover for amendment or cancellation (whichever is less).

No cover will be provided for the utilised portion of prepaid travel arrangements. If you are claiming additional accommodation or transport expenses there is no provision to also claim for the cancellation cost of pre-paid travel arrangements for the same period. The policy also excludes cover for loss of enjoyment.

There is no provision to claim for amendment or cancellation costs if your travel arrangements are operating as scheduled.

This advice will be updated as new information comes to hand.

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