

Mount Merapi Volcano - Indonesia

Important Information Regarding Policy Coverage

Issued: 11th November 2010

The ongoing eruption of the Mount Merapi volcano in Indonesia has resulted in the delay and cancellation of some flights in and out of Jakarta over the past week. Flight disruptions occurred on the 6th November and again on the 10th November affecting international flights including those operated by Jetstar and Qantas.

As this is now a known event and the impact on **Jakarta airport** is no longer unforeseen, agents should advise customers that Cover-More policies purchased on or after the 11th November will not respond to claims in respect of cancellation of flights to or from Jakarta airport due to the Mount Merapi eruption.

This however does not apply to direct flights to Bali at this stage. We will continue to monitor the situation and should the situation change and affect flights to/from Bali then we will issue a subsequent advice. We understand that some Bali flights have been rescheduled to operate during daylight hours however at this stage we understand all flights are still operating.

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