

Important Information Regarding: Virgin Blue Flight Delays

Issued: 27th September 2010

Applies for all Cover-More products

The following advice relates to policies issued before the 26th September 2010.

An article on www.theage.com dated 27/09/2010 reported as follows:

“Virgin Blue's computer systems are again operational after a day of nationwide chaos yesterday left thousands of passengers stranded in airport departure lounges.

But with 116 flights cancelled, affecting more than 100,000 passengers, extensive delays and cancellations are expected today as the company works to overcome the disruption.

A statement on the airline's website early today said "our airport check-in and boarding systems are back online and will be operating as normal from the first flights of the day today".”

TRAVEL DELAY

If your pre-booked Virgin Blue flight has been delayed for at least 6 hours, there is provision to claim for additional accommodation expenses up to the limit specified in your policy. Please consult the Product Disclosure Statement for the exact amount covered. Reimbursement will be provided for up to the limit specified in your policy for each full 24 hour period that the delay continues beyond the initial 6 hour delay.

Virgin Blue has been providing all delayed customers with free accommodation while their flights are delayed. Your policy requires you to first make a claim through Virgin Blue then provide to us written confirmation from Virgin Blue of the cause and period of the delay and the amount of compensation offered by them. In addition, you must also provide receipts for hotel accommodation expenses incurred.

CANCELLATION/ AMENDMENT COSTS

Please be aware of the following exclusion under the section of the policy entitled “Amendment or Cancellation Costs” as stated in the Cover-More products:

“We Will Not Pay For:

Claims caused by:

1. Transport Provider caused cancellations, delays or rescheduling other than when caused by strikes.

As the delay of flights has been caused in this instance by a Virgin Blue computer system outage, the above exclusion applies to any claims made under this section of any Cover-More policy and consequently we are unable to provide cover for amendment or cancellation costs.

IMPORTANT - GENERAL ADVICE

This information must be read in conjunction with the Cover-More Product Disclosure Statement (PDS) as certain restrictions apply.

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

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