

Important Information Regarding: Tiger Airways Suspension of Domestic Operations

Issued: 2nd July 2011

Applies to all Cover-More products

The Civil Aviation Safety Authority issued the following statement on 2nd July 2011:

The Civil Aviation Safety Authority has suspended the operations of Tiger Airways Australia Pty Ltd with immediate effect from Saturday 2 July 2011.

This action has been taken because CASA believes permitting the airline to continue to fly poses a serious and imminent risk to air safety.

The full statement can be found at www.casa.gov.au

Cover-More Policy Advice

Unfortunately this event is not covered under any Cover-More policy.

Please refer to the General Exclusions section of the Cover-More Product Disclosure Statement (PDS) which states:

General Exclusions

We Will Not Pay For:

7. claims arising from any government prohibition, regulation or intervention.

Whilst this event is excluded from cover we understand that Tiger Airways is offering full refunds or credit for deferred travel. Please refer to www.tigerairways.com for further information.

Irrespective of the above advice customers may still lodge a claim for formal assessment.

Cover-More has a documented dispute resolution procedure in place and is a member of the Financial Ombudsman Service. For further information regarding our complaints procedure please refer to the *Resolving Complaints* section of the Cover-More PDS.

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.

