

Important Information Regarding: Aloha Airlines Insolvency

Issued: 2nd April 2008

Applies for "Options" policy only

Aloha entered bankruptcy protection on 20th March 2008, and cessation of trading on 31st March 2008.

The following advice relates to policies issued prior to the 20/03/2008.

Additional Expenses

If a customer necessarily incurs Additional expenses in returning Home due to the Insolvency of Aloha Airlines, we will pay the reasonable Additional hotel and accommodation expenses incurred and Additional transport expenses. We will not cover expenses incurred after the date the customer originally planned to return home.

Amendment or Cancellation Costs

There is provision to claim Amendment or Cancellation costs if a customer has booked to travel on a cancelled Aloha Airlines flight.

The policy will provide coverage for amendment cost where the cost of altering/deferring is less than the cost of cancellation charges for the part of the customer's trip which has been affected. If the cost of altering/deferring is not less than the non-refundable value of the part of the customer's trip which has been affected, then the policy will provide coverage for this non-refundable unused portion.

No cover will be provided for the utilised portion of the customer's travel and accommodation expenses.

Other Important Issues

Please be advised that the above benefits are limited to \$10,000 per paying adult on an international policy (excesses may apply subject to the excess option selected).

Please also note if customers have submitted a credit card charge back application for cancelled arrangements no claim can be made under a Cover-More Options policy. Customers are encouraged to contact us in the first instance to submit a claim application on their travel insurance.

United Airlines, as the code-share partner of Aloha, have put in place arrangements for customers who are flying on a United ticket. United have indicated that they will rebook them on an alternate flight where space is available, for no additional charge or refund the original value of the ticket. For customers traveling on an Aloha ticket, United is offering discounted one-way fares until the end of April that will make it easier for them to return home. For more information please go to www.united.com





For Options Policies Purchased Between 20/03/2008 and 1/04/2008

As policies issued between these dates were issued after the date on which Aloha entered bankruptcy protection, we cannot guarantee these claims will be met under the policy. We recommend these claims be lodged and we will review the circumstances of each of these claims.

No policy issued after the date of this announcement will cover claims arising from Aloha's collapse.

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

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

