

IMPORTANT INFORMATION REGARDING OASIS HONG KONG AIRLINES SUSPENSION OF SERVICES

Issued: 10th April 2008

Applies for the Options product

The following advice relates to policies issued prior to the 09/04/2008.

Additional Expenses

If a customer necessarily incurs Additional expenses in returning Home due to the suspension of services of Oasis Hong Kong 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 Oasis Hong Kong Airlines flight.

The policy will provide coverage for amendment costs 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 a 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 a customer's 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.

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.