

IMPORTANT INFORMATION REGARDING SKYBUS CESSATION OF SERVICES

Issued: 10th April 2008

Applies for the "Options" product
The following advice relates to policies issued prior to the 04/04/2008

Additional Expenses

If a customer necessarily incurs Additional expenses in returning Home due to the cessation of Skybus Airlines services, We will pay the reasonable Additional hotel and accommodation expenses incurred and Additional transport expenses. We will not cover expenses incurred after the date a 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 Skybus 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 a 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.

For Options Policies Purchased Between 04/04/2008 And 10/04/2008

As policies issued between these dates were issued after the date on which Skybus Airlines announced the cessation of operations, 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 Skybus Airlines' cessation of services.

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.