

Important Information Regarding:

Spanair

Issued: 30th January 2012

Applies to Options, STA and Travelsure products

The following news report was supplied by www.stuff.co.nz on 29/01/2012:

“Spain's government has launched legal action against the now-defunct airline Spanair for allegedly violating the country's aviation regulations by suddenly ceasing operations, a minister said on Saturday.”

An estimated 22,000 passengers who had booked seats on more than 220 cancelled flights have been left looking for alternative arrangements and instructions on how to seek reimbursements. Spanair, owned by a consortium based in the north eastern region of Catalonia, shut down its operations late on Friday because of a lack of funding.”

International Passenger Protection London has subsequently withdrawn cover for this airline with immediate effect.

Cover for Spanair is withdrawn for all policies purchased on or after 30th January 2012.

Please also note that exclusion 2 under Section 1 – Travel Services Provider Insolvency, of our Options, STA or Travelsure Policies states:

We Will Not Pay For:

2. *Insolvency of a Travel Services Provider if at the Relevant Time, the Travel Services Provider was Insolvent or a reasonable person would have reason to expect the Travel Services Provider might become Insolvent.*

“Relevant Time” in respect of:

- a) *Single Trip policies means the issue date of the policy.*
- b) *Annual Multi-Trip means the first time at which any part of the relevant trip is paid for or the time at which the policy is issued, whichever occurs last.*

As the possibility now exists that the airline may become insolvent, cover under the Insolvency benefit has been withdrawn.

IMPORTANT - GENERAL ADVICE

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

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These exclusions and restrictions are detailed in the Cover-More PDS and in particular we draw your attention to "The Benefits" and "General Exclusions" sections of the PDS.

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

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