

Important information regarding: Cyclone Pam

Issued: 16th March 2015

This advice applies to customers who are concerned about, or whose travel plans are impacted by, Cyclone Pam.

Background

Cyclone Pam initially formed on the 6th of March 2015 and strengthened into a category 5 cyclone on the 12th. The cyclone made landfall in Vanuatu on March 13th and has caused significant and widespread damage in Vanuatu.

The following information was reported on the Smart Traveller website at: <http://smartraveller.gov.au/zw-cgi/view/Advice/Vanuatu>

“The airport in Port Vila has been closed to commercial aircraft while airport and terminal services are being restored. However, some airlines have advised that they intend to resume flights as soon as possible on Monday 16 March 2015. In addition, in light of the circumstances, the Australian Minister for Foreign Affairs has agreed to offer a government-assisted departure for Australians in Vanuatu wishing to depart.

Departures will be prioritised on the basis of need and will only continue until commercial services return to normal. Australians seeking to depart from Vanuatu should read and subscribe to our new 'Tropical Cyclone Pam' bulletin to receive email notifications as information on departure options is updated. We continue to advise Australians to reconsider their need to travel to Vanuatu at this time.”

For all policies issued before 16th March 2015

Your policy provides a number of benefits and you should read the Product Disclosure Statement (PDS) which outlines the extent of your travel insurance cover.

- There is cover for Your reasonable amendment or cancellation costs (whichever is lesser) if your existing travel plans are directly impacted by Cyclone Pam and you have purchased amendment or cancellation cover with your policy.
- There is cover for Your reasonable Additional transport and Additional hotel accommodation expenses you incur while traveling that are a direct result of Cyclone Pam.
- There is no cover for amendment or cancellation costs or Additional transport or accommodation costs if your existing travel plans are not directly impacted by Cyclone Pam.
- There is no cover available for any portions of your Journey that have been utilised.

Claims can be submitted through our online claims portal: www.claims.covermore.com.au.

Remember, you must take all reasonable steps to mitigate your out of pocket expenses. We encourage you to speak with your travel agent or transport provider as soon as possible to minimise your out of pocket expenses.

Policy cover for policies purchased on or after 16 March 2015

Travel insurance provides cover for unforeseen events only.

- There is no cover for amendment or cancellation costs for policies issued **on or after** 16th March 2015 as Cyclone Pam is no longer an unforeseen event.
- If you decide to change your travel plans, we encourage you to speak with your travel agent or transport provider as soon as possible to minimise your out of pocket expenses.

Important general advice

- This information must be read in conjunction with the Cover-More PDS as certain restrictions, conditions and exclusions apply. These restrictions, conditions and exclusions are detailed in the Cover-More PDS and in particular we draw your attention to 'The Benefits' and 'General Exclusions' sections of the PDS.

Contact us

If you are overseas and require travel or medical assistance, please contact our 24 hour Emergency Assistance team on +61 (2) 8907 5619.

If you have any further enquiries please contact our Customer Service team on 1300 72 88 22 between 8.00am and 8.00pm Monday to Friday (AEDT).