

Information regarding British Airways strike

Date issued: 15 December 2009

PLEASE NOTE:

On 14 December 2009, British Airways announced on their website that the union has voted in favour of strike action commencing from 22 December 2009 and ending on 2 January 2010.

Please refer to the British Airways website for further information:

http://www.britishairways.com/travel/home/public/en_gb

We are hopeful that this proposed strike action will not negatively impact any of our customers and wish to remind you to refer to your [Product Disclosure Statement](#) for important information regarding cover under your policy.

For Policies Purchased Before 15th December 2009

We ask that our customers attempt to minimise additional costs in line with the requirements in the Product Disclosure Statement. There is provision for claims please refer to the [Product Disclosure Statement](#) for specific coverage information and details of any conditions, exclusions or limitations which may apply.

In the event of a claim being lodged, you must provide us with written confirmation from British Airways that your flight was cancelled or delayed, confirmation of what your original trip plans were, and itemised accounts for any additional expenses incurred by you. Each claim will need to substantiate that the claimed costs were unavoidable and not reimbursed by British Airways or recovered elsewhere.

For Policies purchased On or After 15th December 2009

Please note that customers will not be covered for losses incurred as a result of this strike. Costs are only covered when the loss is unforeseen and as this industrial action has been widely reported by the media, customers purchasing a policy after this date would have been aware of the strike.

Should you have any further enquiries, please contact our Customer Service team on 1300 787 376 or email info@suresave.net.au