

Travel insurance information for Greece
Date issued: 07 May 2010

The following information concerns the potential civil unrest and protests in Greece and applies to travel insurance policies issued prior to Wednesday, 05 May 2010

According to a report from ABC News, Thursday, 06 May 2010, authorities are bracing for another day of strike action and protests against government efforts to stabilise the economy.

Overnight, protests turned deadly when a petrol bomb was hurled into a bank, setting it ablaze and killing three people.

The Greek president has made the ominous declaration that his country is on the brink of the abyss, amid fears that tensions may spiral out of control as there is no sign the Greek people are warming to the government's austerity (reduced spending) measures.

What do you need to know about your policy?

For customers currently travelling or intending to travel to Greece prior to Wednesday, 05 May 2010:

If you are currently travelling and you are or have been injured as a result of the civil unrest we are able to assist you as your policy includes cover for emergency medical expenses. Please note that all terms and conditions outlined within the Product Disclosure Statement apply to all claims lodged under your policy. You should read the full terms and conditions of the product to know what you will and will not be covered for.

If you need emergency medical assistance please contact our 24 hour emergency assistance service, Specialty Assist, on +44 20 7902 7405 reverse charge.

There is also provision to claim the reasonable additional travel and accommodation expenses incurred as a result of cancellation or restriction of scheduled public transport services.

If your scheduled transport from Australia or overseas is delayed for at least 6 hours and each subsequent 12 hours (or part of) we will cover the reasonable costs for additional meals and accommodation.

For each 24-hour period you are delayed beyond your original return date, there is provision to claim up to \$20 for additional kennel and boarding cattery fees for domestic cats and dogs owned by you.

If you are transiting through Greece for 24 hours or less and are not intending to leave the airport grounds, the policy does not cover cancellation or rearrangement costs unless your scheduled transport service has been cancelled or restricted.

For customers intending to travel to Greece after Wednesday, 05 May 2010:

Your situation will be reviewed on a case by case basis.

Cover may only apply when scheduled transport services have been cancelled or restricted.

If you are in need of emergency medical assistance please contact our 24 hour emergency assistance service, Specialty Assist, on +44 20 7902 7405 reverse charge.

Important Note

- You should take all reasonable steps to minimise your expenses as per the Product Disclosure Statement.
- Read the Product Disclosure Statement that you received when you purchased your travel insurance policy. This will give you more detail about what your policy provides cover for and what it does not.
- All travel insurance policies include a number of general exclusions that apply to all claims— things like travelling against medical advice, unlicensed use of motor vehicles, epidemics or pandemics, ignoring official warnings and acts of war, insurrection or the taking of power by the military.
- Finally, to help Australians avoid difficulties overseas, the Department of Foreign Affairs and Trade maintains travel advisories for more than 160 destinations overseas via their website www.smarttraveller.gov.au. Their travel advice provides accurate, up-to-date information about the risks Australians might face overseas, assisting you to make well-informed decisions about whether, when and where to travel. We recommend that you stay up-to-date with their destination-specific travel advisories for the country of your destination as your travel insurance cover may be affected if you travel to high risk areas or situations. You can subscribe at <https://www.smarttraveller.gov.au/accounts>.

Contact us

- If you have questions or queries, please contact our customer service team on 1300 787 376 or email info@suresave.net.au.