

Information regarding the disruption of travel arrangements due to the Icelandic Volcanic Eruptions

On 15 April 2010, airports across Europe and the United Kingdom grounded flights as a result of the impact of a volcanic ash cloud from Icelandic Volcanic Eruptions. This may cause delays for travellers departing from or flying to affected countries.

For Policies Purchased Before 4.30pm 15 April 2010 AEST

Depending on which plan you have selected, there is provision under your policy to claim for reasonable Additional Travel and Accommodation Expenses, Cancellation and Travel Delay costs as a result of the Icelandic Volcanic Eruptions. These provisions are subject to certain conditions, exclusions and limitations. Please refer to the Product Disclosure Statement and your Certificate of Insurance for full information.

Customers must take appropriate action to minimise costs by, for example, contacting airlines, agents and tour operators. In many instances travel providers will allow rescheduling and cancellations without penalties or will provide full refunds. Airlines may also be providing accommodation for delays.

In the event you wish to make a claim, you must provide us with:

- Written confirmation from your airline that your flight was cancelled or delayed,
- The specific reason for the delay
- Confirmation of your original trip plans
- Itemised accounts for any additional expenses incurred by you

Each claim will need to demonstrate that the claimed costs were unavoidable and not reimbursed by your airline or other third party.

For Policies purchased After 4.30pm 15 April 2010 AEST

Please note that customers will not be covered for losses incurred as a result of this disruption. Costs are only covered when the loss is unforeseen. As the impact of the volcanic ash cloud and ongoing threat of further eruptions has been widely reported by the media, customers purchasing a policy after this date are aware of the potential disruption to airline services.

Important Note

- We will assess your claim under the terms and conditions of your Product Disclosure Statement (PDS).
- In some circumstances there may be limitations of cover or exclusions that apply to your individual situation that means that we are not able to provide financial assistance.
- You should check your Product Disclosure Statement and any endorsements we have provided to you for full terms and conditions that apply to your policy.

Contact us

Should you have any further enquiries, please contact our Hotline on 1300 208 998 or +61 8263 0491 or email info@suresave.net.au