

## **Travel insurance information for New Zealand**

**Date issued: 6 September 2010**

The following information concerns the recent earthquake in New Zealand and applies to travel insurance policies issued prior to September 4, 2010.

### **What do you need to know about your policy?**

**If you are currently travelling and you have been injured as a result of the recent earthquake, we are able to assist you as your policy includes cover for emergency medical expenses.**

- If you need emergency medical assistance, please contact our 24 hour emergency assistance service, Specialty Assist, on +44 20 7902 7405 reverse charge.
- Your policy also includes cover for additional accommodation and travel expenses if transport services have been cancelled, delayed or rescheduled as a result of the earthquake.

**If you have not yet departed or already travelling, your policy includes cover for cancellation of your journey, or the unused portions of your journey, as a result of the earthquake.**

- Your policy includes cover when scheduled transport services have been cancelled or your accommodation has been made uninhabitable by the earthquake or if you are unable to reach your accommodation/destination.
- We recommend you contact your travel agent or travel provider regarding the best option in altering your trip. Some travel providers may be providing penalty-free options to amend travel arrangements and we also recommend you contact your airline for further details.

### **What next steps should you take?**

- You should take all reasonable steps to minimise your expenses - this includes rearranging your journey where possible.
- Please submit your travel insurance claim to us for consideration.
- We will assess your claim under the terms and conditions of your travel insurance policy. Please note that if you have a cancellation only policy, your policy does not include cover for additional expenses or overseas medical expenses. If you have a Plan L Budget/Long-Term policy, please refer to your Product Disclosure Statement for the precise benefits covered.
- You will need to submit all receipts for any additional accommodation and transport expenses. If you are claiming cancellation or additional expenses you will need to submit all documents showing what your original planned pre-paid arrangements were, along with any receipts and documents showing your new arrangements.

### **Contact us**

- If you have any questions or queries, please contact our customer service team on 1300 787 376 or email [info@suresave.net.au](mailto:info@suresave.net.au).