

Important Information relating to a change in the policy coverage- reintroduction of coverage for Volcanic Eruption/ Volcanic Ash Clouds

On 29th July 2010 we are happy to reintroduce coverage for Volcanic Eruption/ Volcanic Ash Clouds on new business purchased on or after the 29th July 2010.

For Policies Purchased prior to 29th July

An embargo has been in place for policies purchased between 15th April 2010 and 29th July 2010. This has been in relation to the Icelandic Volcanic Eruptions that caused widespread delays across Europe. Due to the embargo any policy purchased between the above dates has had no coverage for Volcanic Eruption/Volcanic Ash Cloud as subsequent events from the initial eruption are not deemed to be unforeseen.

For Policies Purchased on 29th July or after

Depending on the plan selected and purchased, customers may be able to claim for reasonable expenses for Additional Travel, Accommodation Expenses, Cancellation and Travel delays. In these situations certain conditions, exclusions and limitations may still apply, as stated in the Product Disclosure Statement (PDS) and the Certificate of Insurance.

Appropriate action should have taken place to minimise these costs and customers should check with their airline, accommodation, or tour operator as these events may result in refunds, cancellations or rescheduling without penalty or loss.

Important Notes

- Claims will be assessed as per the terms in your Product Disclosure Statement
- In some situations exclusions or limitations of cover may prevent us from providing financial assistance

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