

Media Statement:

***Travel Insurance Cover Levels for Mondial Assistance Policy Holders
Impacted by the Influenza A (H1N1) (Swine Flu) Pandemic***

Cover provided to Mondial Assistance policy holders impacted by Swine Flu:

Mondial Assistance is a travel insurance and assistance specialist, with a 24/7 Medical Assistance Desk manned by registered nurses and doctors, ready to respond to medical emergencies from anywhere in the world.

As a specialist Medical Assistance provider, Mondial Assistance provides access to a global network of specialist providers of assistance services. Our priority is to ensure that customers have access to specialised medical advice and the most appropriate level of care.

In any event, irrespective of the claims outcome for any individual policy holder, Mondial Assistance will always provide assistance services for Australians travelling overseas.

Medical Expenses:

If any policy holder is unfortunate enough to contract Influenza A (H1N1) (Swine Flu), Mondial Assistance **will cover** overseas emergency medical expenses incurred by policy holders to treat the illness in accordance with the terms and conditions of the policy.

Mondial Assistance's chief medical officer, Dr Steve Rashford, says in regard to the medical cover provided to its policy holders 'Mondial Assistance is committed to providing all our policy holders who find themselves ill or in an accident whilst overseas with the highest level of medical cover.'

Explanation of General Exclusion: 'We will not pay under any circumstances if your claim arises because you did not follow advice... of a likely or actual Epidemic or Pandemic'

The term 'likely' is used in this exclusion to ensure that policyholders take responsibility for their health and safety in circumstances when it is reasonably likely that they may be affected by the Epidemic or Pandemic. The exclusion is intended to clearly and simply outline circumstances in which the insurer will not pay a claim based on its underwriting parameters on acceptable risk.

Travel insurers and travelers must rely on DFAT travel advisories, World Health Organisation announcements, Government warnings and the prevalence of and information within mass media coverage of the particular situation. Because no one situation of this nature is ever the same, travelers must take responsibility for their safety as reflected in the consideration of an actual or "likely" Epidemic or Pandemic.

In general, policy wording is used in the following way:

1. In order to **maintain insurance premiums at an affordable level**, insurers must ensure that the policy wording reflects an acceptable underwriting risk in specific situations, such as pandemics, natural disasters or terrorist attacks.
2. When assessing claims in order to determine whether cover can be provided insurers apply an individual assessment of the particular claim with reference to the policy wording.

This means that the insurer will assess the factual circumstances of each claim on the information available and make the appropriate decision.

Cancellation Expenses:

In relation to Cancellation cover, the policy wording provides a specific exclusion that there is no cover in the event the cancellation arises directly or indirectly from an Epidemic or Pandemic.

This means that for policy holders who purchased a Mondial Assistance policy prior to the DFAT travel advisory issued on 28 April 2009 there is no provision to claim for cancellation expenses. However, Mondial Assistance will review each claim for cancellation expenses on a case by case basis, so policy holders are encouraged to submit their claim for consideration.

For Mondial Assistance policy holders who purchased their policy after the 28 April 2009 DFAT travel advisory, no cover for cancellation costs will be provided. Due to the ongoing DFAT and Government travel warnings, combined with the mass media coverage of the Swine Flu pandemic, Mondial Assistance would not consider someone who books travel to Mexico as acting in a reasonable manner to protect themselves.

A 24 hour Emergency Assistance Department reverse charge phone line is open for all policy holders to call on + 617 3305 7499.

Recently, Mondial Assistance has waived the exclusion in certain circumstances and paid claims under the policy.

Mondial Assistance is providing cover for its policy holders for overseas emergency medical expenses relating to the current swine flu, medical and additional travel expenses incurred due to the Bangkok Airport closure in December 2008, medical expenses and cancellation claims due to the Mumbai Terrorist attacks and cover for policy holders trapped in Fiji due to the severe flooding in January.

Mondial Assistance is the product provider for:

Aussietravelcover	CHI	COTA Travel Insurance
RACV	Suresave	1300 Insurance
1Cover	HSBC	Down Under NZ
Allianz Financial Institutions	EA Insurance	Budget Direct
Malaysia Airlines	Medibank Private	MyCover
NAB	National Seniors	World Nomads
Online Travel Insurance	Over Fifty	Pinpoint
GoDo	Regional Express Airlines	Travel Insurance Direct
Virgin Blue	V Australia	Webcarhire
Webjet	Worldcarevel Insurance	Zuji
Blue Holidays	Skywest	Roamfree
Spirit of Tasmania		

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About Mondial Assistance

Mondial Assistance Group is the worldwide leader in assistance, travel insurance and personal services. With nearly 8,550 staff members speaking more than 40 languages, it operates on five continents, in over 26 countries. Employees work throughout the world in collaboration with a network of 400,000 service providers and 240 correspondents. An intervention occurs every 3 seconds across the world and 250 million clients benefit from the group's services. The Group mainly operates under its three international brands: ELVIA, Mondial Assistance and World Access. Mondial Assistance Group is a member of the Allianz Group through AGF and RAS International, each holding a 50% capital stake. For more information, visit www.mondial-assistance.com.au.

For Australian travel insurance, policies are issued by Allianz Australia Insurance Limited ABN 15 000 122 850 AFS License 234708 and are arranged and managed by ETI Australia Pty Ltd ABN 52 097 227 177 (trading as Mondial Assistance). You should consider the Product Disclosure Statement before making decisions about this product. This is general information only and may not suit your personal circumstances.

Cautionary Note Regarding Forward-Looking Statements:

Certain of the statements contained herein may be statements of future expectations and other forward-looking statements that are based on management's current views and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in such statements. In addition to statements which are forward-looking by reason of context, the words 'may, will, should, expects, plans, intends, anticipates, believes, estimates, predicts, potential, or continue' and similar expressions identify forward-looking statements. Actual results, performance or events may differ materially from those in such statements due to, without limitation, (i) general economic conditions, including in particular economic conditions in the Allianz Group's core business and core markets, (ii) performance of financial markets, including emerging markets, (iii) the frequency and severity of insured loss events, (iv) mortality and morbidity levels and trends, (v) persistency levels, (vi) the extent of credit defaults (vii) interest rate levels, (viii) currency exchange rates including the Euro-U.S. Dollar exchange rate, (ix) changing levels of competition, (x) changes in laws and regulations, including monetary convergence and the European Monetary Union, (xi) changes in the policies of central banks and/or foreign governments, (xii) the impact of acquisitions, including related integration issues, (xiii) reorganization measures and (xiv) general competitive factors, in each case on a local, regional, national and/or global basis. Many of these factors may be more likely to occur, or more pronounced, as a result of terrorist activities and their consequences.

No duty to update

The company assumes no obligation to update any information contained herein.