



Important Advice for Policyholders of QBE Travel Insurance: Severe flooding, Thailand

Issued: 31 March 2011

Severe flooding across south of Thailand has affected homes and businesses causing travel disruptions to many travellers currently in Thailand. In all, 80 districts of the eight provinces have been declared disaster areas by Thailand's prevention and disaster mitigation department*.

What policies are covered by this advice?

The following advice relates to policies issued prior to midnight AEST 29 March 2011. There is no provision to claim amendment/cancellation fees due to the flooding for policies issued after midnight AEST, 29 March 2011.

We recommend you contact your airline or travel agent in the first instance for assistance with your travel plans.

FOR POLICYHOLDERS CURRENTLY IN THAILAND THAT HAVE DIRECTLY BEEN AFFECTED

There is provision to cover the following:

- a. **Cancellation costs for unused prepaid arrangements** if you have not been able to complete prepaid travel plans as a result of the severe flooding.
- b. **Additional costs from changes to travel plans**, including accommodation and transport expenses if your travel arrangements have been directly affected by the severe flooding event in Thailand. You must, however, take all reasonable steps to minimise your claim. Airlines and travel agents are able to facilitate this, in most cases.

Policyholders should contact QBE Assist to arrange the above and prior to making any changes to their travel arrangements. Claims can also be lodged after your return by contacting QBE Claims or obtaining a claim form from www.qbetravelinsurance.com.au and following the relevant instructions.

FOR POLICYHOLDERS WHO ARE YET TO DEPART AUSTRALIA

There is provision to cover the following:

- a. **Amendment costs or cancellation fees including accommodation and transport expenses** if your pre-paid scheduled public transport services or pre-paid tour have been cancelled or restricted as a direct result of severe flooding condition.

Subject to insurance cover being confirmed, the policy can provide coverage where the cost of altering/deferring is less than the cost of cancellation charges for the part of the trip which has been affected. If the cost of altering/deferring is greater than the non-refundable value of the part of the trip that has been affected, then the policy can provide coverage for this non-refundable unused proportion.

Policyholders must however take all reasonable steps to minimise their claim. In most cases, airlines and travel agents are able to facilitate this.

- b. **Amendment to travel policies.** Where the airline is allowing date changes of tickets and no claim is being made under your QBE Travel Insurance policy you will be able to amend the dates on your travel insurance policy up to the duration of your original cover.

*Source: www.bangkokpost.com 30 March 2011



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MAKING A CLAIM

Policyholders should contact QBE Assist to arrange the above and prior to making any changes to their travel arrangements.

Claims can also be lodged after their return by contacting QBE Claims or obtaining a claim form from www.qbetravelinsurance.com.au and following the relevant instructions.

This notice is not intended to impact long term travel insurance policies and does not apply to any future disruption as a result of severe flooding conditions as these will be considered to be new events and would be covered according to the relevant Product Disclosure Statement (PDS) and policy wording.

GENERAL ADVICE

This information must be read in conjunction with the PDS and policy wording as certain restrictions apply, including but not limited to restrictions for existing medical conditions. For any complaints or disputes, you should refer to the PDS.

This advice will be updated when new information becomes available.

CONTACTS

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