



Important Advice for Policyholders of QBE Travel Insurance: Qantas ground all International and Domestic Flights

Issued: 31 October 2011

Qantas announced the grounding of all International and Domestic flights effective immediately, 5pm EDST Saturday 29th October 2011.

This action was taken as a precaution for the 8pm 31 October lock-out of employees it was invoking under the provisions of the Fair Work Act, in response to industrial action taken by the Australian Licenced Engineers Union (ALAEA), the Transport Workers Union (TWU) and the Australian and International Pilots Union (AIPA). (Source: Qantas media release 29th October 2011)

Qantas announced today, following the termination of all industrial action by Fair Work Australia, Qantas will resume scheduled services from mid-afternoon on Monday 31 October. (Source: Qantas media release 31st October 2011)

Travellers affected by this action should refer to the Qantas website www.qantas.com.au or call the Qantas Call Centre 13 13 13, to obtain the latest information on refunds and reimbursements of costs incurred as result of the action. To apply for reimbursement, travellers will be required to complete the Qantas 'Accommodation and Incidental Expense Form' on line.

GENERAL ADVICE

This information must be read in conjunction with the Product Disclosure Statement (PDS) and policy purchased by you as policy wordings and restrictions vary from product to product. For any complaints or disputes, you should refer to the PDS.

WHAT POLICIES ARE COVERED BY THIS ADVICE?

The following advice relates to QBE travel insurance policies issued prior to 5pm EDST 29 October 2011

There is no provision to claim for policies issued after 5pm EDST 29 October 2011.

FOR POLICYHOLDERS WHO HAVE BEEN DIRECTLY AFFECTED BY THE ACTION AND WHO PURCHASED INSURANCE PRIOR TO 5pm EDST 29 OCTOBER 2011

- a) Your policy will **automatically extend** where your pre-paid scheduled flight has been delayed as a result of the Qantas action. The policy will automatically extend until you can reasonably travel on the next available flight.
- b) There may be provision to claim for reasonable costs under **Travel Delay**. You must however take reasonable steps to minimise your claim by first contacting Qantas.
- c) There may be provision to claim under **Missed connections – special events**
- d) There is no provision to claim for **cancellation costs** for unused prepaid arrangements under this policy.

DATE CHANGES

QBE will allow date changes on policies where you are not submitting a claim for cancellation / rearrangement costs.

MAKING A CLAIM

In the event of a claim you will be required to provide confirmation from Qantas that their flight was cancelled, along with confirmation of any eligible refunds. QBE travel claims can be lodged upon their return to Australia online or by completing a form at <https://travel.qbe.com/qbe/claims> . Policyholders must supply documentation as outlined on the claim form to support their claim.

CONTACTS

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