



## Important Advice for Policyholders of QBE Travel Insurance: Air Australia (formerly Strategic Airlines)

**Issued: 17 February 2012**

Air Australia has confirmed the appointment of voluntary administrators, with their entire fleet grounded effective immediately. Passengers are being advised to make alternative arrangements as it is not likely there will be any flights in the short to medium term.

There are a number of travellers affected overseas in places such as Bali, Phuket and Honolulu.

### GENERAL ADVICE

This information must be read in conjunction with the relevant Product Disclosure Statement (PDS) and policy wording as certain restrictions apply. For any complaints or disputes, you should refer to the PDS.

### WHAT POLICIES ARE COVERED BY THIS ADVICE?

**Coverage will depend on the policy type and wording applicable to this event. Contact QBE for advice on your specific policy coverage / or applicable limitations.**

The following advice relates to QBE travel insurance policies issued prior to 12:01 am 17 February 2012 AEDT. There is no provision to claim amendment/cancellation fees due to airline insolvency for policies issued after 12:01am 17 February 2012 AEDT.

### FOR POLICYHOLDERS WHO HAVE ALREADY PURCHASED INSURANCE PRIOR TO 12:01AM, 17 FEBRUARY 2012 AEDT

**Some QBE travel insurance policies provide cover for 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 airline insolvency, or
- b) **Additional costs from changes to travel plans** including accommodation and transport rearrangement expenses if your travel plans have been directly affected by the airline insolvency. You must however take all reasonable steps to minimise the claim, including alternative travel dates and carriers. In most cases, airlines and travel agents are able to facilitate this.

As it is a requirement that you take reasonable precautions to avoid a financial loss after the announcement of Air Australia voluntary administration, policyholders that are booked on flights that are affected are encouraged to contact Air Australia via their website [www.airaustralia.com](http://www.airaustralia.com)

### DATE CHANGES

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

### MAKING A CLAIM

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

QBE Customer Service	+61 3 8523 2777	<a href="mailto:travel.service@qbe.com">travel.service@qbe.com</a>
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