



Important Advice for Policyholders

Air France, Easyjet and Lufthansa affected by Air Traffic Controllers strike

Issued: 13 June 2013

Air France-KLM (AF) Group, EasyJet Plc (EZJ), Deutsche Lufthansa AG (LHA) and other airlines serving France will cut flights as a three-day strike by French air traffic controllers from 11 to 14 June, 2013. EasyJet said on its website that a number of flights will be cancelled each day. Passengers will be advised by email of any cancellations and given the option of a refund or a transfer to another flight. EasyJet cancellations include a number of cancellations to and from Nice, Toulouse, and Paris's Charles de Gaulle airport.¹

What policies are covered by this advice?

The following advice relates to policies issued prior to midnight 10 June 2013, AEST. There is no provision to claim amendment costs or cancellation fees due to this event for policies issued after midnight 10 June 2013, AEST.

In addition, this advice is applied to policyholders with an Annual Multi-trip policy, with their original travel arrangements booked prior to 11 June 2013.

We recommend policyholders to contact their airline or travel agent in the first instance for assistance with their travel plans.

For policyholders currently overseas and have been affected

There is provision to cover the following:

- a) **Cancellation costs for unused prepaid arrangements** if policyholders have not been able to complete prepaid travel plans as a result of the air traffic controllers strike.
- b) **Additional costs from changes to travel plans**, including reasonable accommodation and transport expenses if their travel arrangements have been directly affected by the air traffic controllers strike.

Please note: If policyholders are overseas and cannot return to Australia on their original return date due to this event, their policy will automatically be extended free of charge.

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 the policyholders pre-paid scheduled public transport services or pre-paid tour have been cancelled or restricted as a direct result of the air traffic controllers strike.
- b) **Additional costs from changes to travel plans including reasonable accommodation and transport expenses** if the policyholders pre-paid scheduled public transport services or pre-paid tour have been cancelled or restricted as a direct result of the air traffic controllers strike.

Making a claim

1. Policyholders must take all reasonable steps to minimise their claim. In most cases, airlines and travel agents are able to facilitate this. All travel must be at the original fare class.
2. QBE Assist can be contacted directly for assistance prior to making any changes to their travel arrangements.
3. Claims can be lodged after their return by contacting QBE or obtaining a claim form from www.qbe.com.au/travel and following the relevant instructions.

¹ Source: Bloomberg site <http://www.bloomberg.com/news/2013-06-10/air-france-easyjet-lufthansa-cut-flights-as-controllers-strike.html>



QBE

Air France, Easyjet and Lufthansa affected by Air Traffic Controllers strike

Important Advice for Policyholders

Contact Us

QBE Assist	+61 3 8523 2800	qbeassist@qbe.com
QBE Claims	+61 3 8523 2777	travel.claims@qbe.com
QBE Customer Service	+61 3 8523 2777	travel.service@qbe.com

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, policyholders should refer to the PDS.