

Important advice for Policyholders

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 QBE

Subject title	Travel insurance cover provisions Military coup in Thailand
Issue Date	23 May, 2014
Policies affected	The following advice applies to all policies
Policy enquiries	Customer service +61 3 8523 2777
Emergency and medical assistance	QBE Assist +61 3 8523 2800

Following several months of civil unrest and political tension, the military in Thailand on 22 May 2014 announced it had taken control of the administration of the country.

QBE has been monitoring the situation, which has now escalated and developed into a military coup, and its potential to impact the travel plans of our policyholders currently overseas and those yet to depart Australia.

According to the Department of Foreign Affairs and Trade:

Martial law continues to be imposed and a nationwide curfew is in place between 2200 hrs and 0500 hrs until further notice. Suvarnabhumi International Airport and Don Mueang Airport in Bangkok are operating normally. Authorities have advised that the curfew will not apply if travelling to or from an airport. Travellers should have passports and tickets with them when travelling to and from the airport. You should monitor the media for information on restrictions and possible disruption to transport and other services. You should follow the instructions of local authorities and avoid all demonstrations, protest sites, political events and large-scale public gatherings). We advise Australians to exercise a high degree of caution in Thailand overall due to the possibility of civil unrest and the threat of terrorist attack¹.

Visit www.smartraveller.gov.au for the latest updates.

This advice will be updated as new information comes to hand and the current risk may escalate for travellers. For the latest advice relating to the civil insurrection in Thailand, please visit qbe.com.au/travel for our latest update or www.smartraveller.gov.au

What does this mean for me?

If you are planning a trip to Thailand or have already departed there is no provision to claim due to hostilities, military power, military coup or civil war. Note: All other policy terms and benefits remain unchanged.

Making a claim

Making a claim on your travel insurance policy can be made once you are back home by contacting QBE. But while you are on your journey, it's important to remember that:

- We require you to take all reasonable steps to minimise your claim. In most cases, airlines and travel agents are able to facilitate this. We recommend you contact your airline, cruise company or travel agent for assistance with your plans in the first instance.

¹ Source: Smartraveller 22 May, 2014

Important advice for Policyholders

- b. It helps us to process your claim if we have itemised receipts for your overseas medical and additional accommodation and transport expenses. Medical and admission/discharge reports from hospitals you visit are also useful. Please keep these if you can.
- c. Claims can be lodged while you are away or on your return home. You can complete a claim form online at www.qbe.com.au/travel or contact QBE claims directly.

General advice

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

Contact Us

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