

Important advice for Policyholders

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| Subject title | Travel insurance cover provisions Air Traffic Controllers Strike, France |
| Issue Date | 24 June 2014 |
| Policies affected | The following advice may apply if your QBE policy was issued prior to midnight 23 rd June 2014 (AEST). If your policy was issued after this time, there may be no provision for cover. |
| Policy enquiries | Customer service +61 3 8523 2777 |
| Emergency and medical assistance | QBE Assist +61 3 8523 2800 |

At approximately midnight local time (12am AEST on Monday, 23rd June 2014) the SNCTA and the Unsa-ICNA labour unions have called on air traffic controllers to participate in a six-day countrywide strike in France, between 24-29 June 2014.

Although airport authorities are in the process of developing contingency plans, it is anticipated that the strike will result in significant countrywide air travel disruptions, including flight delays and cancellations.

Travellers intending to make use of air transport services in France between 24 -29 June 2014 are advised to adjust their travel plans to account for the industrial action.¹

Policyholders are also advised to contact the airline or their travel provider prior to departure, to enquire about the status of their flight(s).

This advice will be updated as new information comes to hand and the current risk may escalate for travellers. Please refer to www.qbe.com.au/travel for our latest update or www.smarttraveller.gov.au

For policies issued prior to midnight 23rd June 2014 (AEST).

The following advice relates to policies issued prior to midnight 23rd June 2014. There is no provision to claim amendment/cancellation fees due to the air traffic controllers strike for policies issued after midnight 23rd June 2014.

[I'm overseas and affected](#)

There is provision to cover the following:

- 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.
- 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.

¹ Source: www.red24.com

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I'm yet to depart

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.

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

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:

- a. 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.
- 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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| QBE Customer Service | +61 3 8523 2777 | travel.service@qbe.com |
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