

# Important update for Policyholders



Subject title	Travel insurance cover provisions   Mount Raung volcano
Issue Date	4 September 2015
Policies affected	The following information may apply if your ANZ Overseas Travel cover was activated after 9 July 2015.
Policy enquiries	Customer service   +61 3 8523 2777
Emergency and medical assistance	QBE Assist   +61 3 8523 2800

The Mount Raung volcano erupted at approximately 11:30pm (EST) on 2 July 2015. The volcano is approximately 150km from Denpasar airport.

The resulting ash cloud caused flights to and from Denpasar to be affected, creating a backlog of travellers hoping to leave, or travel to, Bali.

QBE restricted cover for this event for policies that were issued between midnight 9 July 2015 until 28 August 2015.

These restrictions have now been lifted and subject to the terms of the policy there is cover for claims arising for this event for:

Policies issued after 12:01am 28 August 2015, and

Policies issued during the restriction period for travel to Bali after 12:01am 28 August 2015.

For a detailed explanation of what is and is not covered, please refer to the Certificate of Insurance and Product Disclosure Statement you received at the time of taking out your travel insurance.

## 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.

This travel advice relates to retail travel policies issued by QBE Insurance Australia. Please contact us for more information.

## Contact Us

QBE Claims	+61 3 8523 2777	<a href="mailto:travel.claims@qbe.com">travel.claims@qbe.com</a>
QBE Customer Service	+61 3 8523 2777	<a href="mailto:travel.service@qbe.com">travel.service@qbe.com</a>
QBE Assist medical and emergency	+61 3 8523 2800	<a href="mailto:qbeassist@qbe.com">qbeassist@qbe.com</a>

