

Travel insurance and the AirNZ strike - update

Thursday 13 December, 2018

We've been advised there is a proposed Air NZ engineering and logistics staff strike planned for 21, 22 and 23 December 2018.

As this is now a known event, an embargo has been put in place. This means there is no cover for claims arising from any travel disruption caused by this strike for policies purchased or cover activated after 10:00 AEDT on Thursday 13 December 2018.

Existing customers

For all our customers who have existing travel plans and purchased travel insurance prior to the above embargo, you will continue to be covered in line with your policy agreement.

For policies issued or activated before 10:00 AEDT on 13 December 2018, if your flight is **cancelled or delayed** you may be able to claim cancellation costs or additional costs to defer or reschedule your flight, provided the additional cost is not greater than the cancellation fees or lost deposits which would have been incurred had the trip been cancelled.

If you need to change your travel arrangements, contact your airline or travel agent for assistance in the first instance. Refer to your policy wording for more detail or contact our Customer Service team to discuss your plans before making any changes.

Important

We would like to warn existing policy holders that if they cancel or change their travel to avoid the proposed strike before it goes ahead, insurance will not cover their costs as the strike has not yet occurred. Travel insurance policies will only cover losses occurring as a result of actual disruptions suffered, not costs incurred as a result of pre-emptive avoidance.

Policy holders may contact us to find out if they are covered.

Contact us

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