

Important update for Policyholders



Subject title	Travel insurance cover provisions Mount Rinjani volcano
Issue Date	4 December 2015
Policies affected	The following information may apply if your overseas travel cover was issued after midnight on 4 November 2015 (AEST)
Policy enquiries	Customer service +61 3 8523 2777
Emergency and medical assistance	QBE Assist +61 3 8523 2800

With the ash from Volcano Rinjani having now dissipated, we're pleased to advise QBE will lift the restrictions previously placed on cover for this event from 12:01am 5 December 2015.

The Mount Rinjani volcano erupted on Sunday 1 November 2015. 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 or Lombok.

QBE restricted cover for this event for policies issued between midnight 4 November 2015 and midnight 4 December 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 5 December 2015; and
- policies issued during the restriction period for travel to Bali after 12:01am 5 December 2015.

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

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, 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	travel.claims@qbe.com
QBE Customer Service	+61 3 8523 2777	travel.service@qbe.com
QBE Assist medical and emergency	+61 3 8523 2800	qbeassist@qbe.com

