

Important update for Policyholders

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 QBE

Subject	Australian Department of Immigration and Border Protection Strikes
Issue Date	30 March 2016
Policy enquiries	Customer service +61 3 8523 2777
Emergency and medical assistance	QBE Assist +61 3 8523 2800

Customs and immigration staff strikes

For all our customers concerned or affected by the pending Australian customs and immigration staff strikes, we'd like to assure you we're monitoring the situation and will continue to provide advice and updates about the impact it may have on your travel plans.

If you're planning a trip overseas or have already departed, this event may have an effect on your insurance cover.

We'll update this page as new information comes to hand. Keep an eye on our [Facebook](#) and [Twitter](#) pages for the latest updates.

Please do not hesitate to contact us on **1300 555 017**, or visit https://travel.qbe.com/qbe/travel_advice or www.smarttraveller.gov.au for travel updates.

[In the event of an emergency, please contact QBE Assist on +61 3 8523 2800 or on an international toll free number or email \[qbeassist@qbe.com\]\(mailto:qbeassist@qbe.com\).](#)

What we know so far:

International airline and cruise ship passengers are being warned to prepare for long delays with potential strikes planned by customs and immigration staff from Tuesday 29 March to Monday 4 April 2016. In addition, a campaign of rolling airport stoppages will continue for several weeks.

Travellers are being warned to expect lengthy delays. We encourage travellers to arrive at airports and cruise ship terminals even earlier than usual.

For a full timetable of when and where the stoppages will occur please see the Department of Immigration and Border Protection website - <http://www.border.gov.au>

What does this mean for me?

There is provision to cover the following:

Cancellation and additional expenses if you make reasonable additional travel arrangements within 48 hours of a public warning of the strike that could impact your travel arrangements. This cover is limited to \$1,000.

For policies issued after midnight 2 March 2016

There is no cover for any claims arising from this event for policies issued after midnight Wednesday 2 March 2016 (AEST).

If you are uncertain about how you may be affected, please contact QBE Customer Service for clarification prior to making any changes to your travel arrangements.

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 <https://travel.qbe.com/qbe/claims> 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

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

Contact Us

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