

Travel insurance agent update



Subject title	Travel insurance cover provisions Mount Rinjani volcano eruption
Issue Date	5 August 2016
Policies affected	The following advice may apply if your QBE policy was issued after 12.01 am Tuesday 2 August, 2016 (AEST).
Policy enquiries	Customer service +61 3 8523 2777
Emergency and medical assistance	QBE Assist +61 3 8523 2800

The Mount Ringani volcano erupted on Monday 1 August, 2016.

With the ash from Mount Rinjani having now dissipated, we're pleased to advise QBE has lifted the restrictions previously placed on cover for this event.

QBE restricted cover for this event for policies issued after 12.01am on 2 August, 2016.

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

- Policies issued after midday 2 August, 2016;
- Policies issued during the restriction period for travel to Bali after midday 2 August, 2016.

For a detailed explanation of what is and is not covered, please refer to the 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 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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