

Important advice for Policyholders

Subject title	Important travel insurance information – Hurricane Madeline & Hurricane Lester
Date	1 September 2016
Policies affected	The following advice may apply if your QBE policy was issued prior to 12.01 am 1 September 2016 (AEST). If your policy was issued after this time, there may be no provision for cover.
Emergency and medical assistance	QBE Assist +61 3 8523 2800
Policy enquiries	Customer service 1300 555 017

Hurricane Madeline & Hurricane Lester

We are continuing to monitor both Hurricane Madeline and Hurricane Lester and the potential impacts for travellers in the Hawaiian Islands. High winds, heavy rainfall and storm surges are expected, so we urge all travellers to monitor local sources for information on the latest developments. It is likely this will impact travel in the area, so please check with your airline regarding cancelled or delayed flights.

Impact for QBE policyholders: Please note, QBE has issued a restriction on some travel policies. As such, any policies purchased after 12.01am 1 September for travel to the region, will not be covered.

Policies issued before 31 August will be covered as normal, but please check your PDS for your specific cover.

In the meantime, if you have any immediate concerns please do not hesitate to contact us on **1300 555 017** or visit **www.smarttraveller.gov.au** for travel advice updates.

In the event of an emergency, please contact QBE Assist:

Phone: +61 3 8523 2800

Email: qbeassist@qbe.com

Alternatively, you can contact us from an [international toll free number](#).

General advice

This information must be read in conjunction with the QBE 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.