

Travel insurance agent update



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| Subject title | New Zealand Earthquake 2016 - Updated |
| Date | 22 nd November 2016 (originally listed on 14 th November 2016) |
| Policies affected | The following advice may apply if your QBE policy was issued prior to 1:01pm on 14 th November, 2016 (AEDT). If your policy was issued after this time, there may be no provision for cover. |
| Policy Enquiries | Customer service +61 3 8523 2777 |
| Emergency and medical assistance | QBE Assist +61 3 8523 2800 |

Updated Tuesday 22 November, 2016

We have now lifted the embargo on insurance cover associated with the New Zealand earthquake, which we notified our customers about on 14 November, 2016.

What this means for you?

If you purchased your policy after 12pm, Tuesday 22 November, 2016, there is no longer any embargo on claims arising from this event.

Please refer to the PDS for full details of your cover.

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.

Contact Us

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| 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 |