

## Updated travel insurance information for Indonesia's Mt Raung volcanic ash cloud

The following updated information concerns those affected by the Mt Raung volcanic ash cloud.

We will assess all claims in accordance with your Policy Wording and your Certificate of Insurance. Your cover will depend on the type of plan you purchased and your particular circumstances. For example if you have a Cancellation only policy, your policy does not include cover for any additional expenses.

### **If you entered into your policy between 12am (NZT) 3 July 2015 - 17 July 2015:**

- Our policies do not cover claims for losses caused by something that you were aware of at the time of purchasing your policy. If you entered into a policy **between 12am (NZT) 3 July 2015 – 17 July 2015** we would expect that this was done with an awareness of the Mt Raung volcanic ash cloud. For these policies, we will not, to the extent permitted by law, pay any claim caused by or arising from or in any way connected with the Mt Raung volcanic ash cloud.

### **If you entered into your policy between 18 July 2015 – 11:59am (NZT) Wednesday 5 August 2015:**

#### *If you are currently travelling:*

- If you have started your journey and your transport is delayed or cancelled or your accommodation is affected due to the Mt Raung volcanic ash cloud, there may be provision to claim for reasonable additional travel, accommodation and meal expenses.
- Limits, conditions and exclusions apply under your policy and for full details you should refer to the Policy Wording and Certificate of Insurance you received when you purchased your travel insurance.
- If you have not yet departed, your policy includes cover for cancellation of your journey, or the unused portions of your journey, as a result of the Mt Raung volcanic ash cloud.

#### *If you have not yet departed:*

- If your pre-booked travel arrangements are cancelled, delayed or rescheduled as a result of the Mt Raung volcanic ash cloud and you have not yet departed, you may be able to claim for cancellation or rearrangement of your journey (whichever is the lesser).
- We recommend you contact your travel agent or travel provider regarding the best option in altering your trip. Some travel providers may provide penalty free options to amend travel arrangements and we recommend you contact them for further details.

### **How can we help?**

Allianz Global Assistance New Zealand Limited  
PO Box 33-313,  
Takapuna, Auckland 0740

[www.allianz-assistance.co.nz](http://www.allianz-assistance.co.nz)

Claims enquiries to:

Allianz Global Assistance New Zealand Limited  
P O Box 112316  
Penrose, Auckland 1642  
Phone: 0800 630 117  
Fax: +64 9 489 8167  
Email: [travelclaims@allianz-assistance.co.nz](mailto:travelclaims@allianz-assistance.co.nz)

**If you entered into a policy after 12am (NZT) Wednesday 5 August 2015:**

- Our policies do not cover claims for losses caused by something that you were aware of at the time of purchasing your policy. If you entered into a policy after **12am (NZT) Wednesday 5 August 2015** we would expect that this was done with an awareness of the Mt Raung volcanic ash cloud. For these policies, we will not, to the extent permitted by law, pay any claim caused by or arising from or in any way connected with the Mt Raung volcanic ash cloud.

**What next steps should you take?**

- You should take all reasonable steps to minimise your expenses and this includes rearranging your journey where possible. By reasonable we mean appropriate and consistent—for example if you have been using two star or budget accommodation on your trip to date, then we advise that the replacement accommodation you seek should be of a similar standard.
- We will assess your claim under the terms and conditions of your travel insurance policy.
- You will need to submit all receipts for any additional transport, food or accommodation expenses. If you are claiming cancellation or additional expenses you will need to submit all documents showing what your original planned pre-paid arrangements were, along with any receipts and documents showing your new arrangements and advice from the travel provider indicating the non-refundable portion of the journey.
- Any compensation and/or refunds you receive from a third party (e.g. airline) for transport, food or accommodation will be deducted from any settlement if your claim is accepted.
- Finally, to help New Zealanders avoid difficulties overseas, the New Zealand Ministry of Foreign Affairs and Trade (MFAT) maintains travel advisories for more than 160 destinations overseas via its website [www.safetravel.govt.nz](http://www.safetravel.govt.nz). MFAT's travel advice provides accurate, up-to-date information about the risks New Zealanders might face overseas, assisting you to make well-informed decisions about whether, when and where to travel. We recommend that you stay up-to-date with its destination specific travel advisories for the country of your destination as your travel insurance cover may be affected if you travel to high risk areas or situations.

**Contact us**

- If you have any questions or queries, please contact our Allianz Global Assistance Information Hotline on 0800 800 048.
- We will publish this and any updated travel insurance advisories on our website: [www.allianz-assistance.co.nz](http://www.allianz-assistance.co.nz)

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