



**MEDIA RELEASE**

**19 OCTOBER 2016**

## **Don't be out of pocket due to unexpected cancellations!**



[SureSave](#) encourages all agents to advise customers to purchase travel insurance at the same time as booking their travel plans. The leading provider of travel insurance within the agency channel reveals that, of those who purchased travel insurance on their most recent international leisure trip, only 64% purchased it at the same time as booking their holiday. This means that 36% of travellers were left susceptible to losing out financially due to unexpected cancellations.

These insights were uncovered by the 'SureSave 2016 Travel Insurance Index', which is annual, independently commissioned research by the travel insurance brand, involving 1,000 respondents in Australia. The findings also show that 13.3% of travellers only purchase travel insurance 'sometimes, when they visit destinations that might be risky'.

Talbot Henry, National Sales Director, SureSave, said,

"We're encouraging agents to remind travellers that, if they purchase insurance at the time of booking a holiday and they subsequently need to cancel due to unexpected circumstances, they are covered at any point between the time of booking and the departure date. Many customers don't realise the major advantages of purchasing travel insurance at the first stage of the travel booking process, however it's hugely beneficial as it can end up saving them thousands of dollars. For example, for those who don't have travel insurance, and need to cancel a luxury cruise, it could prove to be a very costly exercise."

"A number of events could occur before or during an overseas trip that might require travellers to cancel all or part of their trip. Having a travel insurance policy allows customers to claim for cancellation costs, as well as rearrangement or extra trip costs. For example, cancellation costs under the new SureSave policy, cover the value of any unused, pre-booked accommodation, prepaid transport, prepaid tours and prepaid public events, such as a concert, and cancellation fees\*."

"Although 64% of respondents said they purchased travel insurance at the time of booking travel, we still have a long way to go in terms of highlighting the importance of travel insurance to the rest of Australian travellers," said Henry.

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“We encourage everyone to ensure that they thoroughly read the PDS and ensure that their policy provides them with adequate cover to meet their individual needs. We want to ensure that travellers are educated regarding their options and are covered, so they have peace of mind before and also during their holiday,” said Henry.

### **Events you might not know you could be covered for under Cancellation:**

SureSave will provide cover under certain events, including these lesser-known scenarios:

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1. If a policy holder is made redundant from a full-time or part-time permanent position before their trip starts.
  2. If a policy holder has their pre-approved leave cancelled before the trip begins.
  3. If a policy holder’s travelling companion or someone at home becomes sick, injured or dies, including someone temporarily managing your business interests.
  4. If a policy holder’s home in Australia is damaged by a natural disaster, severe weather, or fire.
  5. If your travel services provider (airline, hotel, bus company, cruise ship etc) becomes insolvent.

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\*Terms and conditions apply.

### **ENDS**

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### **Notes to Editors:**

SureSave is a leading travel insurance provider that offers ‘help that’s designed for travellers’. SureSave provides World Assistance through its agent support team, claims and in-house 24/7 Emergency Assistance operation, ‘WE Assist’.

SureSave covers more than 300,000 travellers each year in Australia, is Australian owned and is a coverholder at Lloyd's.

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