

Volcanic activity Ambae Island, Vanuatu

(Advice for the PDS effective 15 August 2016; as at 4:30pm on Friday 27 July 2018, AEST)

Following an increase in the ongoing volcanic activity on Ambae, Vanuatu, a state of emergency has been re-instated and compulsory evacuation of the island has been ordered.

For policies purchased before 27 September 2017 7:00am AEST, and between 21 October 2017 and 26 July 2018 inclusive, cover is available for the lesser of cancellation or rearrangement costs when, as a result of the volcanic activity, you have no alternative but to cancel or rearrange your upcoming trip. Refer to *Event 2.2 - Your flight, other scheduled transport or overnight tour is delayed, cancelled or rescheduled before your trip starts*.

Cover is also available for cancellation or extra trip costs when, as a result of the volcanic activity, your flight, other scheduled transport or overnight tour is delayed, rescheduled or cancelled. Refer to *Event 3.2 - Your flight, other scheduled transport or tour is delayed – and it's not the operator's fault*. Other sections of the policy wording apply; please refer to the PDS for further details.

For policies purchased between 27 September 2017 7:00am AEST and 20 October 2017 inclusive, and on or after 27 July 2018, cover is not available for claims arising from any volcanic activity, including any new ash cloud events, as such events are no longer unforeseen.

This restriction of cover also applies to any travel plans made or changed between 27 September 2017 7:00am AEST and 20 October 2017 inclusive, and on or after 27 July 2018 where you are impacted by the volcanic activity.

We are monitoring the situation and will advise when this position changes. Refer to your providers following service interruptions; they can best assist with making alternative arrangements.

Emergency Assistance and Contacts

If you have an emergency, please contact emergency assistance as soon as possible on +61 2 9234 3113 or +61 2 8256 1513. They are available 24 hours a day, 7 days a week. For updated travel advice, refer to:

Bureau of Meteorology	www.bom.gov.au/info/vaac/advisories.shtml
Qantas Airways	13 13 13; +62 21 25556300
Virgin Australia	13 67 89; +61 7 3295 2296
Jetstar Australia	13 15 38; + 61 3 9645 5999
Garuda Air	+62 21 2351 9999

Any Questions?

Please contact our Customer Service team on 1300 787 376 or via our website at www.suresave.com.au.

Claims Information

In the event of a claim covered by your policy, you must do everything you can to minimise and reduce the cost of the claim and provide all supporting documentation of the event and expenses incurred. Claim forms are available from your agent, SureSave Customer Service or SureSave website at www.suresave.com.au.

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