

7.0 Earthquake on Lombok, Indonesia

(Advice for the PDS effective 1 November 2012; as at 3:00pm on Tuesday, 7 August 2018, AEST)

At 9:46pm AEST (7:46pm local time) on the 5th August 2018, a magnitude 7.0 earthquake struck Lombok, Indonesia, damaging buildings, causing numerous injuries and fatalities and triggering a brief tsunami warning. The earthquake has already caused many aftershocks. This follows an earlier earthquake that hit Lombok on 29 July 2018. The Australian government advises to monitor media and follow the instructions of local authorities.

When you have purchased a policy before 9:46pm (AEST) on Sunday 5 August 2018, cover is available where you have no option but to change your travel plans because your service provider cancels or restricts services due to circumstances arising from or related to this event. Where your trip has not yet begun, cover is available for the lesser of rearrangement or cancellation costs.

Where travel has begun and you have no option but to change your travel plans, your policy covers the following benefits when they are listed under the plan you have purchased: medical expenses overseas; travel delay; cancellation costs or additional travel and/or accommodation expenses resulting directly from a provider cancelling or restricting your scheduled public transport services.

For policies purchased after 9:46pm (AEST) on Sunday 5 August 2018, cover is not available for claims arising from or in connection with this event, as this event is now known and no longer unforeseen.

This restriction of cover also applies to any travel plans made or changed after 9:46pm (AEST) on Sunday 5 August 2018 where you are impacted by the event.

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:

Department of Foreign Affairs and Trade	smartraveller.gov.au
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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