

Volcanic activity of Mount Agung, Bali – Updated Travel Information

(Advice for the PDS effective 15 August 2016; Updated as at 12pm on Tuesday 3 July 2018, AEST)

Mt Agung in Bali continues to be active. The official exclusion zone is still in place and the probability of further disruptions due to this activity is known. A number of flights have recently been cancelled or postponed. The cover cut-off below remains in place.

For policies purchased up to 8:05pm (AEDT) on Tuesday 21 November 2017, 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 after 8:05pm (AEDT) on Tuesday 21 November 2017, 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 after 8:05pm (AEDT) on Tuesday 21 November 2017 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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