

Travel insurance information for Fiji

Date issued: 15 March 2010

The following information concerns the recent cyclone warnings for Fiji and applies to travel insurance policies issued prior to Monday 15 March 2010.

What do you need to know about your policy?

If you are currently travelling and you have been injured as a result of the recent earthquake, we are able to assist you as your policy includes cover for emergency medical expenses.

- If you need emergency medical assistance please contact our 24 hour Mondial Assistance Emergency Assistance team on +61 7 3305 7499 reverse charge or 1800 010 075 free call within Australia.
- Your policy includes cover for additional accommodation and travel expenses if transport services have been cancelled, delayed or rescheduled as a result of the cyclone.

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 cyclone.

- Your policy includes cover when scheduled transport services have been cancelled or your accommodation has been made uninhabitable by the cyclone or if you are unable to reach your accommodation/destination.
- We recommend you contact your travel agent or travel provider regarding the best option in altering your trip. Some airlines are providing penalty-free options to amend travel arrangements and we also recommend you contact your airline for further details.

What next steps should you take?

- You should take all reasonable steps to minimise your expenses and this includes rearranging your journey where possible.
- Please submit your travel insurance claim to us for consideration.
- If you have a cancellation only policy, your policy does not include cover for additional expenses or overseas medical expenses. If you have a Budget policy, please refer to your Product Disclosure Statement for the precise benefits covered.
- You will need to submit all receipts for any additional accommodation and transport 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.

Important Note

- We will assess your claim under the terms and conditions of your Product Disclosure Statement (PDS). In some circumstances there may be limitations of cover or exclusions that apply to your individual situation that mean that we are not able to provide financial assistance. You should check your PDS and any endorsements we have provided to you for full terms and conditions that apply to your policy.

Contact us

- If you have questions or queries, please contact our Mondial Assistance Information Hotline on 1800 012 234.