Bush Fires, Australia

Issued: 03 January 2020

From November 2019, active bush fires have been burning throughout Australia. The bush fires have resulted in damage to land and dwellings and in road closures across Australia. If you are travelling near the affected areas, we recommend that you contact family and friends to confirm you're safe. We recommend customers follow the news and listen to the instructions of local authorities.

The Bush Fires across Australia have tragically resulted in loss of life. We express our deepest sympathies for the families and individuals involved in these incidents.

The following advice is for customers who are currently travelling or with upcoming journeys in Australia in bushfire prone areas or where there are currently active bushfires.

If you are currently travelling

It is always our priority to assist our customers where possible and within our ability to do so.

- Please consider your safety first and follow advice from local authorities.
- Please make yourself aware of the advice issued by your local Rural Fire Service or State Government Agency via their website. Always monitor the media and other sources about possible new security risks.
- If you have been affected as a result of this event and require assistance, please contact our Emergency Assistance team on +61 7 3305 7057 (we accept reverse charges).
- If your travel arrangements have been affected by this event, we firstly recommend contacting your travel agent or travel provider regarding the best option in altering your trip. Some travel providers may provide penalty-free options to amend travel arrangements.
- If your pre-booked travel arrangements have been affected and you have a travel insurance policy that provides coverage for delays or cancellation of travel arrangements, you may be able to claim for additional travel, accommodation and meal expenses. Please ensure you keep all receipts and proof of purchases to submit with your claim.
- Please refer to your Policy Disclosure Statement for the terms, conditions, limits and exclusions that apply.
- If you have any queries about your policy benefits please contact our Information Hotline on +61 7 3305 7057
- Keep up to date on advice from travel providers by visiting their websites directly.

If you have not yet departed

- If your pre-booked travel arrangements are cancelled, delayed or rescheduled as a result of this event and you have a travel insurance policy that provides coverage for delays or cancellation of travel arrangements you may be able to make a claim for cancellation or rearrangement of your journey (whichever is the lesser). Please refer to your Policy Disclosure Statement for the terms, conditions, limits and exclusions that apply.
- We recommend you contact your travel agent or travel provider regarding the best option in altering your trip. Some travel providers may provide penalty free options to amend travel arrangements and we recommend you contact them for further details.
- If you have any queries about your policy benefits please contact our Information Hotline on +61 7 3305 7057

Policy coverage: If you entered into a policy after 3:00pm (AEST) 02 January 2020

If you entered into a policy after 3:00pm (AEST) 02 January 2020 we would expect that this was done with an awareness of this event and that it could affect travel. For these policies, claims that arise due to this event (for example, flight delays or cancellations) may not be covered or have reduced cover.

Policy coverage and benefits vary based on individual circumstances. We encourage travellers to read their travel insurance Product Disclosure to understand what they are covered for and any limits and exclusions that apply.

We will assess all claims in accordance with your Product Disclosure Statement (PDS) and Certificate of Insurance.

Contact us

- If you have any general queries, please contact our Information Hotline and Emergency Assistance team on +61 7 3305 7057 (we accept reverse charges).