

Sri Lankan Terrorist Attack

Issued: 27 April 2019

Bombing attacks throughout Sri Lanka, 21 April. DFAT advice: "Reconsider your need to travel"

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.
- Make yourself aware of the advice issued by DFAT via its website smartraveller.gov.au. 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 medical assistance, please contact our Emergency Assistance team on [+61 7 3305 7057](tel:+61733057057) (we accept reverse charges through the international operator).
- The Secure™ Holiday Travel Insurance policy does not provide cover for; cancelled travel and accommodation expenses (section 1), delayed transport – accommodation and meal expenses (section 5) and special event cancellation expenses (section 11) resulting from or in connection with any act of terrorism.
- If you 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.
- 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](tel:+61733057057)
- Keep up to date on advice from travel providers by visiting their websites directly.

If you have not yet departed

- 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](tel:+61733057057)

Policy coverage: If you entered into a policy after 9am (AEST) 22 April 2019

If you entered into a policy after 9am (AEST) 22 April 2019 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 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](tel:+61733057057) (we accept reverse charges through the international operator).