

Important Information Regarding: Coronavirus

Issued: 23 January 2020

It has been reported in the media that more than 540 people across the Hubei province in Central China have been taken to hospital with breathing difficulties resulting in at least 17 deaths. Some infectious disease experts have estimated the potential for 4,000 cases to be reported during the coronavirus outbreak, where the World Health Organisation (WHO) emergency committee was aware of diagnosed cases in Thailand, Japan, South Korea, and the United States

We urge you to please pay close attention to the local media and emergency services, including the World Health Organisation (WHO) and Department of Foreign Affairs and Trade (DFAT) smart traveller website.

Please be advised your travel insurance Product Disclosure Statement (PDS) includes certain terms, conditions, limits, and exclusions. In particular, there are certain policy exclusions that apply to specific benefit sections for claims arising due to an Epidemic, Pandemic or outbreak of an infectious disease or any derivative or mutation of such viruses, or the threat or perceived threat of any of these.

IMPORTANT PLEASE READ: IF YOU ARE OVERSEAS AND HAVE CONTRACTED THE CORONAVIRUS PLEASE BE ADVISED YOUR TRAVEL INSURANCE POLICY WILL COVER YOU FOR OVERSEAS MEDICAL EXPENSES INCURRED (UNLESS YOUR PARTICULAR POLICY GENERALLY EXCLUDES THIS).

Please call our 24 hour emergency assistance team immediately on +61 2 8907 5619 in the unfortunate event you have contracted the coronavirus whilst on your journey overseas.

Pending further developments, claims will be assessed based on what the cause of this event has been deemed to be. If you have any further enquiries, please contact our Customer Service team on 1300 72 88 22 between 8am and 7pm Monday to Friday (AEDT)