

Travel insurance information for Cyclone Debbie

The following information is for those concerned or affected by the extreme weather events caused by Cyclone Debbie in Queensland from 27 March 2017.

If you have been affected by this event we urge you to follow the advice of local authorities.

Background Information

A Category 4 cyclone in North Queensland

On 28 March a category 4 cyclone, Cyclone Debbie, crossed the Queensland coast causing significant weather events, including extremely heavy rain fall, gale force winds, flooding and tidal surges. Flow on weather events are also being experienced across the Queensland coastline.

We recommend you regularly check the Bureau of Meteorology, news and media outlines and transport websites for up to date information about the event and its impact on transportation services.

Policy Coverage

We are aware that this adverse weather activity has been an evolving event and has moved across multiple cities and towns over a number of days and continues to do so. To this end, we understand that this will have affected a number of different people in a number of different ways and across different timeframes. We will therefore be assessing claims based on their individual circumstances.

Please note that your policy provides a number of benefits, conditions, limits and exclusions that may be relevant to your travel plans. Your cover will depend on the type of plan you purchased and your circumstances. We will assess all claims in accordance with your Policy Wording and your Certificate of Insurance.

Please also be aware that our policies do not cover claims for losses caused by something that you were aware of at the time of purchasing your policy.

If you are currently travelling:

- If your transport is delayed or cancelled or your accommodation is affected due to the adverse weather you may be able to claim for additional travel, accommodation and meal expenses.
- If you need medical advice or emergency medical assistance please contact our 24-hour Emergency Assistance team on +61 7 3305 7499 reverse charge – please be advised that due to the impact of the weather, there may be long wait times.

How can we help?

AWP Services New Zealand Limited
Trading as Allianz Global Assistance
PO Box 33-313,
Takapuna, Auckland 0740

www.allianz-assistance.co.nz

Claims enquiries to:

Allianz Global Assistance
P O Box 112316
Penrose, Auckland 1642
Phone: 0800 630 117
Fax: +64 9 489 8167
Email: travelclaims@allianz-assistance.co.nz



If you have not yet departed:

- If your pre-booked travel arrangements are cancelled, delayed or rescheduled by your travel provider as a result of the cyclone you may be able to claim for cancellation or rearrangement of your journey.
- If your travel arrangements have been affected, contact your travel agent or travel provider regarding the best option in altering your trip. Some travel providers may offer penalty free options to amend travel arrangements and we recommend you contact them first for further details.

If you need to make a claim, what next steps should you take?

- Keep all receipts for any additional transport, food or accommodation expenses. If you are claiming cancellation or additional expenses you will need to submit documents showing what your original planned pre-paid arrangements were, along with any receipts and documents showing your new arrangements, and advice from the travel provider indicating the non-refundable portion of the journey.
- Where possible, ensure any replacement accommodation and additional expenses are of a similar standard to that of the rest of your journey.
- Please note: Any compensation and/or refunds you receive from a third party (e.g. airline) for transport, food or accommodation will be deducted if your claim is accepted.

Contact us

- If you have any questions or queries, please contact our Allianz Global Assistance Information Hotline on 0800 800 048.
- We will publish this and any updated travel insurance advisories on our website: www.allianz-assistance.co.nz.

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