

Information about Hurricane Irma

It has been reported that a category 5 storm is currently heading towards the Caribbean islands and Florida, USA. While the exact path is still unclear we are urging customers to take care during their travels.

If you are currently travelling

Safety is your first priority so if you are in any vulnerable areas please follow advice from local authorities (including evacuation orders) and the Ministry of Foreign Affairs and Trade (MFAT) <https://www.safetravel.govt.nz/>

MFAT is also urging people to register their details on their website; <https://register.safetravel.govt.nz/login>

If you require **emergency assistance**, including emergency medical assistance, please speak to your local operator and ask to be put through toll free/reverse charge to **+61 7 3305 7499**.

If your transport is delayed or cancelled or your accommodation is affected due to the adverse weather please contact your travel agent or travel provider directly regarding your options.

Under your policy coverage you may be able to claim for additional travel, accommodation and meal expenses. All claims are reviewed based on the circumstances of your claim in conjunction with your policy terms and conditions, limits, benefit exclusions and general exclusions. If you have any queries about your policy benefits please contact our Allianz Global Assistance Information Hotline on **0800 800 048 or +64 9 486 0048**.

If you have not yet departed

If your travel arrangements have been affected, please 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.

You may be able to claim for cancellation or rearrangement of your journey *if your pre-booked travel arrangements are cancelled, delayed or rescheduled as a result of Hurricane Irma*.

Policy Coverage

As every insurance policy and level of cover is likely to be different, we would like to take the opportunity to remind and encourage travellers who purchase travel insurance to always read their travel insurance Policy Wording, so that you know which risks you are covered for.

We will assess all claims in accordance with your Policy Wording and your Certificate of Insurance.

How can we help?

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

www.allianzworldwidepartners.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 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 that 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** or **+64 9 486 0048**.

We will publish this and any updated travel insurance advisories on our website:

<http://www.allianzworldwidepartners.co.nz>

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Claim lodgement to: travelclaims@allianz-assistance.co.nz