

## Travel insurance information for Earthquake in the South Island coastal town of Kaikoura

The following information is for those concerned or affected by the earthquake on 13<sup>th</sup> November 2016.

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

### Background Information

**A magnitude-7.8 earthquake has struck New Zealand's South Island.**

We recommend you regularly check the Ministry of Foreign Affairs and Trade (MFAT) and Safe Travel website [www.safetravel.govt.nz](http://www.safetravel.govt.nz) for up to date information about the event.

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.

### If you entered into your policy before 8am (NZT) Monday 14th November 2016:

#### If you are currently travelling:

- If your transport is delayed or cancelled or your accommodation is affected due to the earthquake you may be able to claim for additional travel, accommodation and meal expenses.
- If you need assistance please contact our Allianz Global Assistance Information Hotline on 0800 800 048.
- Limits, conditions and exclusions apply under your policy and for full details you should refer to the Policy Wording and Certificate of Insurance you received when you purchased your travel insurance.

#### 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 earthquake 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 provide penalty free options to amend travel arrangements and we recommend you contact them for further details.

### If you entered into a policy after 8am (NZT) Monday 14th November 2016:

- We would expect that this was done with an awareness of the earthquake for these policies; we will not pay any claim caused by or in any way connected with the earthquake. Our policies do not cover claims for losses caused by something that you were aware of at the time of purchasing your policy.

### 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](http://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](mailto:travelclaims@allianz-assistance.co.nz)



## What next steps should you take?

- You should try to minimise your expenses including rearranging your journey where possible. If you have been using two star accommodation on your trip to date, then any replacement accommodation should be of a similar standard.
- 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.
- 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](http://www.allianz-assistance.co.nz).

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