

Information about travel to the United Kingdom

The United Kingdom has suffered several terrorist attacks within the past few months. With the ongoing threat of terrorism, Allianz Global Assistance reminds travellers to be vigilant when in public places and follow the advice of local authorities.

The latest attacks took place on 3 June 2017, at London Bridge and Borough Market. Multiple deaths and injuries have been reported with at least one New Zealander listed among the victims.

If you are currently travelling:

It is always our priority to assist our customers where possible and within our ability to do so.

- If you have been affected as a result of events in the United Kingdom and require medical or emergency medical assistance, our on-the-ground local United Kingdom team are here to help. Simply contact the **United Kingdom Emergency Assistance team on 0808 589 3893** toll free.
- If you are looking to change your travel arrangements 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. Please note that costs associated with amending your plans may be at your own cost.
- Please make yourself aware of the advice issued by MFAT via its website www.safetravel.govt.nz. MFAT is urging New Zealanders in London to be vigilant, particularly in public places, follow any instructions issued by local authorities, stay informed of potential risks to safety and security by monitoring the media and other local information sources.

If you are about to travel:

If you are about to travel to the United Kingdom, please note that this incident will not affect your travel policy and your travel plans should be expected to proceed as per usual.

If you have any general queries, please contact our Allianz Global Assistance Information Hotline on 0800 800 048.

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.

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:

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

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