

Important information regarding: Bali Mount Rinjani Volcanic Ash Cloud

Issued: 15/12/2015

Mt Rinjani's ash cloud began significantly affecting travel on 3 November 2015 and demonstrated heightened risk of ongoing eruptions for some time thereafter. The Australian Bureau of Meteorology ('BOM') and the Darwin Volcanic Ash Advisory Centre ('DVAAC') have ceased providing updates on the volcano's activity and as such we have deemed the event to be concluded as of 14 December 2015. This means that should any further eruptions occur from Mt Rinjani they would be considered a new event and coverable under the policy.

Your policy provides a number of terms, conditions, limits and exclusions that may be relevant to your travel plans. You should read the Product Disclosure Statement (PDS) which outlines the extent of your travel insurance cover.

Contact us

If you are overseas and require travel or medical assistance, please contact our 24 hour Emergency Assistance team on +61 (2) 8907 5619.

If you have any further enquiries please contact our Customer Service team on 1300 728 822 between 8.00am and 7.00pm Monday to Friday (AEDT).