

TRAVEL  
INSURANCE





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## More than just a travel insurance policy

We're as passionate about travel as you are, and we want every single trip you take to be amazing – whether you're exploring Australia or a faraway destination.

We also want to help you feel safe when you travel. Our benefit inclusions cover more moments that matter to you, so we can help protect you and your travel experience when you need us most.

### The purpose of the Product Disclosure Statement (PDS)

The PDS provides information to help you understand this travel insurance policy, compare cover and make an informed decision about whether to buy a policy.

Please read the PDS carefully to ensure it provides the cover you need. If you have any questions please contact us.

The PDS details:

- the benefits – read these together with the options to vary cover;
- if You are booking a multi-night cruise, the Cruise Cover required;
- requirements if you have an Existing Medical Condition or are pregnant;
- obligations in relation to your duty to take reasonable care not to make a misrepresentation;
- definitions of 'words with special meaning' where they are used in the policy; and
- what is and isn't covered.

When you purchase a policy, keep a copy of this PDS and the Certificate of Insurance we'll give you in a safe place for future reference.

### How to buy a policy

Visit: [covermore.com.au](http://covermore.com.au)

Call: 1300 72 88 22

#### Customer Service and Claims

Call: 1300 72 88 22

Email: [enquiries@covermore.com.au](mailto:enquiries@covermore.com.au)



The insurer of this product is Zurich Australian Insurance Limited (ZAIL), ABN 13 000 296 640, AFSL 232507.

## International benefits table – page 1 of 3

Following is a summary of the benefits provided. Please read this PDS carefully to understand what this policy covers. Importantly, please note that conditions, exclusions, limits and sub-limits apply.

Policy Benefits		Excess applies?	International Plans		
			Basic Plan	Comprehensive Plan	Comprehensive+ Plan
			Single Trip	Single Trip or Annual Multi-Trip	
			Limit per person unless stated otherwise		
1	Overseas Medical And Dental Expenses (including emergency repatriation/evacuation)				
	Overseas Medical Expenses	Yes	\$Unlimited~	\$Unlimited~	\$Unlimited~
	Overseas Emergency Dental Expenses	Yes	\$2,000	\$2,000	\$2,000
2*	Additional Expenses	Yes	\$Unlimited	\$Unlimited	\$Unlimited
	Return of Mortal Remains	Yes	\$25,000	\$50,000	\$60,000
	Pet Cat or Dog Boarding*	Yes	\$Nil	\$300	\$300
3	Travel Services Provider Insolvency	No	\$Nil	\$5,000	\$10,000
4*	Amendment or Cancellation Costs	Yes	\$Cover Chosen^	\$Cover Chosen^	\$Cover Chosen^
<b>Cancellation Extensions - See pages 33-34</b>					
	Upgrade: If a non-travelling Relative or Your business partner becomes ill, injured or dies	Yes	No Cover	Cover as per policy wording See pages 33-34	Cover as per policy wording See pages 33-34
	Upgrade: If there are complications of pregnancy from the start of the 24th week up until the start of the 32nd week (or up to the start of the 28th week for a multiple pregnancy)◆	Yes			
	An Act of Terrorism	Yes			
	If Your pet cat or dog becomes ill or injured or dies	Yes			
	Wedding related cancellation	Yes			
	Dissolution of Your relationship with Your spouse or de facto	Yes			
5*	Luggage and Travel Documents		\$5,000	\$15,000	\$25,000
	Phone or Smart Watch - limit per item•		\$1,000	\$1,500	\$2,500
	Camera or Video Camera - limit per item•		\$3,500	\$4,000	\$6,000
	Laptop Computer - limit per item•		\$3,000	\$4,000	\$5,000
	Tablet Computer - limit per item•	Yes	\$3,000	\$3,000	\$3,000
	Drone (with or without camera) - limit per item•		\$1,000	\$1,200	\$2,000
	Artificial Limb, Removable Dental Appliance, Dentures or Medical Device E.g. Hearing Aids, CPAP Machine - limit per item•		\$1,000	\$1,200	\$1,500
	Jewellery or Watch or any other item - limit per item•		\$1,000	\$1,200	\$1,500
6*	Delayed Luggage Allowance	Yes	\$600	\$1,100	\$1,500
7	Money	No	No Cover	\$250	\$500
8	Driving Holidays				
	Rental Vehicle Insurance Excess	No	No Cover	\$5,000	\$5,000
	Rental Vehicle Comprehensive Cover - See pages 38-39	No		No Cover	Cover as per policy wording. See pages 38-39
9*	Travel Delay	No		\$2,000	\$3,000
10	Resumption of Journey	Yes		\$3,000	\$6,000
11*	Missed Connections	Yes	\$3,000	\$3,000	

~Cover will not exceed 12 months from onset of the illness, condition or injury.

^Cover chosen applies per policy. See page 10.

◆Conditions apply if You are aware of the pregnancy at the Relevant Time. See page 19.

\*Sub-limits apply. Refer to the Policy Wording pages 24-52.

•Item limit applies for any one item, set or pair of items including attached and unattached accessories. You may increase these items limits if You wish. See page 12.

## International benefits table – page 2 of 3

			International Basic Plan	International Comprehensive Plan	International Comprehensive+ Plan
			Single Trip	Single Trip or Annual Multi-Trip	
Policy Benefits		Excess applies?	Limit per person unless stated otherwise		
12	Special Events	Yes	No Cover	\$5,000	\$6,000
13*	Hospital Incidentals	No		\$6,000	\$10,000
14*	Hijacking	No		\$5,000	\$10,000
15*	Loss of Income	No		\$30,000 <sup>◊</sup>	\$45,000 <sup>◊</sup>
16	Disability	No		\$25,000 <sup>◊</sup>	\$30,000 <sup>◊</sup>
17	Accidental Death	No		\$25,000 <sup>◊</sup>	\$30,000 <sup>◊</sup>
18	Personal Liability	No	\$1,000,000	\$2,500,000	\$5,000,000
<b>20</b>	<b>Business Pack</b>				
	Business Equipment	Yes	No Cover	No Cover	\$7,500
	Business Equipment Hire	Yes			\$1,500
	Alternative Staff	No			\$15,000
	Business Money	No			\$2,000
	Kidnap and Ransom	No			\$250,000
<b>21</b>	<b>Cruise Cover</b>				
	(i) Cruise Cancellation	Yes	\$Cover Chosen <sup>^</sup>	\$Cover Chosen <sup>^</sup>	\$Cover Chosen <sup>^</sup>
	(ii) On-board Medical and Dental Cover	Yes	\$Unlimited~	\$Unlimited~	\$Unlimited~
	(iii) Ship to Shore Medical Cover	Yes	\$Unlimited	\$Unlimited	\$Unlimited
	(iv) Sea Sickness Cover	Yes	\$Unlimited~	\$Unlimited~	\$Unlimited~
	(v) Cabin Confinement – \$100 per day	No	Up to a maximum of \$1,500	Up to a maximum of \$1,500	Up to a maximum of \$1,500
	(vi) Missed Port (embarkation)	No	\$1,000	\$1,000	\$1,000
	(vii) Missed Shore Excursions	No	\$1,000	\$1,000	\$1,000
<b>22</b>	<b>Adventure Activities Packs</b>	Yes - as applicable	See page 14		

~Cover will not exceed 12 months from onset of the illness, condition or injury.

^Cover chosen applies per policy. See page 10.

\*Sub-limits apply. Refer to the Policy Wording pages 24-52.

◊Liability collectively for Sections 15, 16 and 17 is \$45,000 on the Comprehensive+ plan and \$30,000 on the Comprehensive plan.

		International Basic Plan	International Comprehensive Plan	International Comprehensive+ Plan
		Single Trip	Single Trip or Annual Multi-Trip	
<b>Policy Benefits</b>		Limit per person unless stated otherwise		
<b>23</b>	<b>COVID-19 Benefits</b> Below are only some of the main features to be aware of.	Yes - as applicable		
		See pages 48-50 for the full details of what is and isn't covered.		
<b>Before departure: Amendment or Cancellation Costs</b> cover if You or Your travelling companion are diagnosed with COVID-19 and You cannot travel and the policy is purchased <b>MORE THAN 21 days</b> before Your scheduled trip departure date		No cover	No cover	Included Up to \$5,000 per policy <sup>Δ</sup>
<b>Before departure: Amendment or Cancellation Costs</b> cover if You or Your travelling companion are diagnosed with COVID-19 and You cannot travel and the policy is purchased <b>WITHIN THE 21 days</b> before Your scheduled trip departure date		No cover	No cover	Included Up to \$5,000 per policy only for costs paid after, and in the 48 hours prior to, buying the policy
<b>On trip: Overseas Medical Expenses</b> Overseas Medical Expenses cover if You are diagnosed with COVID-19 overseas		Included \$Unlimited~	Included \$Unlimited~	Included \$Unlimited~
<b>On trip: Amendment or Cancellation Costs</b> cover if You or Your travelling companion are diagnosed with COVID-19 on Your trip and You cannot travel <sup>#</sup>		Included Up to \$5,000 per policy <sup>Δ</sup>	Included Up to \$5,000 per policy <sup>Δ</sup>	Included Up to \$5,000 per policy <sup>Δ</sup>
		Special excess \$500 <sup>#</sup>	Special excess \$500 <sup>#</sup>	Special excess \$500 <sup>#</sup>
<b>On trip: Additional Expenses</b> cover if You are diagnosed with COVID-19 on Your trip and incur Additional transport and/or accommodation expenses <sup>#</sup>		Included \$2,500	Included \$2,500	Included \$2,500
		Special excess \$250 <sup>#</sup>	Special excess \$250 <sup>#</sup>	Special excess \$250 <sup>#</sup>

PART 2

<sup>Δ</sup>Up to this amount or the \$amount chosen for SECTION 4: Amendment or Cancellation Costs, whichever is the lesser

~Cover will not exceed 12 months from onset of the illness, condition or injury.

<sup>#</sup>A special excess will apply to SECTION 2: Additional Expenses if You are diagnosed with COVID-19 on Your trip and to SECTION 4: Amendment or Cancellation Costs if You or Your travelling companion are diagnosed with COVID-19 on Your trip. If Your claim is under both sections, the higher special excess will be deducted. The special excess applies in addition to any other excess.

## Domestic benefits table – page 1 of 2

Following is a summary of the benefits provided. Please read this PDS carefully to understand what this policy covers. Importantly, please note that conditions, exclusions, limits and sub-limits apply.

			Domestic Plans		
			Domestic Basic Plan	Domestic Comprehensive Plan	Domestic Comprehensive+ Plan
			Single Trip	Single Trip or Annual Multi-Trip	
Policy Benefits		Excess applies?	Limit per person unless stated otherwise		
2*	Additional Expenses	Yes	\$10,000	\$10,000	\$25,000
	Return of Mortal Remains	Yes	Included in limit above	Included in limit above	Included in limit above
	Pet Cat or Dog Boarding*	Yes	No cover	\$300	\$300
3	Travel Services Provider Insolvency	No		\$5,000	\$10,000
4*	Amendment or Cancellation Costs	Yes	\$Cover Chosen^	\$Cover Chosen^	\$Cover Chosen^
<b>Cancellation Extensions - See pages 33-34</b>					
	Upgrade: If a non-travelling Relative or Your business partner becomes ill, injured or dies	Yes	No cover	Cover as per policy wording <b>See pages 33-34</b>	Cover as per policy wording <b>See pages 33-34</b>
	Upgrade: If there are complications of pregnancy from the start of the 24th week up until the start of the 32nd week (or up to the start of the 28th week for a multiple pregnancy) ♦	Yes			
	An Act of Terrorism	Yes			
	If Your pet cat or dog becomes ill or injured or dies	Yes			
	Wedding related cancellation	Yes			
	Dissolution of Your relationship with Your spouse or de facto	Yes			
5*	Luggage and Travel Documents				
	Phone or Smart Watch - limit per item•		\$5,000	\$15,000	
	Camera or Video Camera - limit per item•		\$1,500	\$2,500	
	Camera or Video Camera - limit per item•		\$4,000	\$6,000	
	Laptop Computer - limit per item•		\$4,000	\$5,000	
	Tablet Computer - limit per item•	Yes	\$3,000	\$3,000	
	Drone (with or without camera) - limit per item•		\$1,200	\$2,000	
	Artificial Limb, Removable Dental Appliance, Dentures or Medical Device E.g. Hearing Aids, CPAP Machine - limit per item•		\$1,200	\$1,500	
	Jewellery or Watch or any other item - limit per item•		\$1,200	\$1,500	
6*	Delayed Luggage Allowance	Yes	\$1,100	\$1,500	
7	Money	No	\$250	\$500	
8	Driving Holidays				
	Cover for the Insurance Excess on Your Personal Vehicle	No	No cover	\$2,500	\$2,500
	Rental Vehicle Insurance Excess	No		\$5,000	\$5,000
	Rental Vehicle Comprehensive Cover - See pages 38-39	No		No cover	Cover as per policy wording. See pages 38-39
9*	Travel Delay	No		\$1,000	\$1,000
10	Resumption of Journey	Yes	\$Nil	\$2,000	
11	Missed Connections	Yes	\$Nil	\$2,000	

~Cover will not exceed 12 months from onset of the illness, condition or injury.

^Cover chosen applies per policy. See page 10.

♦Conditions apply if You are aware of the pregnancy at the Relevant Time. See page 19.

\*Sub-limits apply. Refer to the Policy Wording pages 24-52.

•Item limit applies for any one item, set or pair of items including attached and unattached accessories. You may increase these items limits if You wish. See page 12.

## Domestic benefits table – page 2 of 2

			Domestic Basic Plan	Domestic Comprehensive Plan	Domestic Comprehensive+ Plan
			Single Trip	Single Trip or Annual Multi-Trip	
Policy Benefits		Excess applies?	Limit per person unless stated otherwise		
12	Special Events	Yes	No cover	\$2,000	\$2,000
15*	Loss of Income	No		\$30,000 <sup>◇</sup>	\$45,000 <sup>◇</sup>
16	Disability	No		\$25,000 <sup>◇</sup>	\$30,000 <sup>◇</sup>
17	Accidental Death	No		\$25,000 <sup>◇</sup>	\$30,000 <sup>◇</sup>
18	Personal Liability	No	\$1,000,000	\$2,500,000	\$5,000,000
<b>20</b>	<b>Business Pack</b>				
	Business Equipment	Yes	No cover	No cover	\$7,500
	Business Equipment Hire	Yes			\$1,500
	Alternative Staff	No			\$15,000
	Business Money	No			\$2,000
	Kidnap and Ransom	No			\$250,000
<b>22</b>	<b>Adventure Activities Packs</b>	Yes - as applicable	See page 14		
<b>23</b>	<b>COVID-19 Benefits</b> Below are only some of the main features to be aware of.	Yes - as applicable	See pages 48-50 for the full details of what is and isn't covered.		
	<b>Before departure: Amendment or Cancellation Costs</b> cover If You or Your travelling companion are diagnosed with COVID-19 and You cannot travel and the policy is purchased <b>MORE THAN 21 days</b> before Your scheduled trip departure date		No cover	No cover	Included Up to \$2,500 per policy <sup>△</sup>
	<b>Before departure: Amendment or Cancellation Costs</b> cover If You or Your travelling companion are diagnosed with COVID-19 and You cannot travel and the policy is purchased <b>WITHIN THE 21 days</b> before Your scheduled trip departure date		No cover	No cover	Included Up to \$2,500 per policy only for costs paid after, and in the 48 hours prior to, buying the policy
	<b>On trip: Amendment or Cancellation Costs</b> cover if You or Your travelling companion are diagnosed with COVID-19 on Your trip and You cannot travel <sup>#</sup>		Included Up to \$2,500 per policy <sup>△</sup>	Included Up to \$2,500 per policy <sup>△</sup>	Included Up to \$2,500 per policy <sup>△</sup>
			Special excess \$250 <sup>#</sup>	Special excess \$250 <sup>#</sup>	Special excess \$250 <sup>#</sup>
	<b>On trip: Additional Expenses</b> cover if You are diagnosed with COVID-19 on Your trip and incur Additional transport and/or accommodation expenses <sup>#</sup>		Included \$2,500	Included \$2,500	Included \$2,500
			Special excess \$250 <sup>#</sup>	Special excess \$250 <sup>#</sup>	Special excess \$250 <sup>#</sup>

~Cover will not exceed 12 months from onset of the illness, condition or injury.

<sup>△</sup>Up to this amount or the \$amount chosen for SECTION 4: Amendment or Cancellation Costs, whichever is the lesser

<sup>△</sup>Cover chosen applies per policy. See page 10.

\*Sub-limits apply. Refer to the Policy Wording pages 24-52.

<sup>◇</sup>Liability collectively for Sections 15, 16 and 17 is \$45,000 on the Comprehensive+ plan and \$30,000 on the Comprehensive plan.

**#A special excess will apply to SECTION 2: Additional Expenses if You are diagnosed with COVID-19 on Your trip and to SECTION 4: Amendment or Cancellation Costs if You or Your travelling companion are diagnosed with COVID-19 on Your trip. If Your claim is under both sections, the higher special excess will be deducted. The special excess applies in addition to any other excess.**

## Inbound benefits table – page 1 of 2

Following is a summary of the benefits provided. Please read this PDS carefully to understand what this policy covers. Importantly, please note that conditions, exclusions, limits and sub-limits apply.

Policy Benefits		Excess applies?	Inbound Plan
			Single Trip
			Limit per person unless stated otherwise
1	Overseas Medical and Dental Expenses (including emergency repatriation/evacuation)		
	Overseas Medical Expenses	Yes	\$Unlimited~
	Overseas Emergency Dental expenses	Yes	\$2,000
2*	Additional Expenses	Yes	\$Unlimited
	Return of Mortal Remains	Yes	\$50,000
	Pet Cat or Dog Boarding*	Yes	\$300
3	Travel Services Provider Insolvency	No	\$5,000
4*	Amendment or Cancellation Costs	Yes	\$Cover Chosen^
	<b>Cancellation Extensions - See pages 33-34</b>		
	Upgrade: If a non-travelling Relative or Your business partner becomes ill, injured or dies	Yes	Cover as per policy wording <b>See pages 33-34</b>
	Upgrade: If there are complications of pregnancy from the start of the 24th week up until the start of the 32nd week (or up to the start of the 28th week for a multiple pregnancy)◆	Yes	
	An Act of Terrorism	Yes	
	If Your pet cat or dog becomes ill or injured or dies	Yes	
	Wedding related cancellation	Yes	
	Dissolution of Your relationship with Your spouse or de facto	Yes	
5*	Luggage and Travel Documents		\$15,000
	Phone or Smart Watch - limit per item•	Yes	\$1,500
	Camera or Video Camera - limit per item•		\$4,000
	Laptop Computer - limit per item•		\$4,000
	Tablet Computer - limit per item•		\$3,000
	Drone (with or without camera) - limit per item•		\$1,200
	Artificial Limb, Removable Dental Appliance, Dentures or Medical Device E.g. Hearing Aids, CPAP Machine - limit per item•		\$1,200
	Jewellery or Watch or any other item - limit per item•		\$1,200
6*	Delayed Luggage Allowance	Yes	\$1,100
7	Money	No	\$250
8	Driving Holidays		
	Rental Vehicle Insurance Excess	No	\$5,000
9*	Travel Delay	No	\$2,000
10	Resumption of Journey	Yes	\$3,000
11*	Missed Connections	Yes	\$3,000
12	Special Events	Yes	\$5,000

~Cover will not exceed 12 months from onset of the illness, condition or injury.

^Cover chosen applies per policy. See page 10.

◆Conditions apply if You are aware of the pregnancy at the Relevant Time. See page 19.

\*Sub-limits apply. Refer to the Policy Wording pages 24-52.

•Item limit applies for any one item, set or pair of items including attached and unattached accessories. You may increase these items limits if You wish. See page 12 for details.



## Inbound benefits table – page 2 of 2

Policy Benefits		Excess applies?	Inbound Plan
			Single Trip
			Limit per person unless stated otherwise
13*	Hospital Incidentals	No	\$6,000
14*	Hijacking	No	\$5,000
15*	Loss of Income	No	\$9,000 <sup>o</sup>
16	Disability	No	\$25,000 <sup>o</sup>
17	Accidental Death	No	\$25,000 <sup>o</sup>
18	Personal Liability	No	\$2,500,000
19	Medical and Dental Expenses in Australia		
	Medical Expenses in Australia	Yes	\$1,000,000~
	Emergency Dental Expenses in Australia	Yes	\$2,000
<b>21</b>	<b>Cruise Cover</b>		
	(i) Cruise Cancellation	Yes	\$Cover Chosen <sup>^</sup>
	(ii) On-board Medical and Dental Cover	Yes	\$Unlimited~
	(iii) Ship to Shore Medical Cover	Yes	\$Unlimited
	(iv) Sea Sickness Cover	Yes	\$Unlimited~
	(v) Cabin Confinement	No	\$100 per day - up to a maximum of \$1,500
	(vi) Missed Port (embarkation)	No	\$1,000
	(vii) Missed Shore Excursions	No	\$1,000
<b>22</b>	<b>Adventure Activities Packs</b>	Yes - as applicable	See page 14
<b>23</b>	<b>COVID-19 Benefits</b>	Yes - as applicable	See pages 48-50 for the full details of what is and isn't covered.
	<b>Before departure: Amendment or Cancellation Costs</b> Cover if You or Your travelling companion are diagnosed with COVID-19 and You cannot travel		No cover
	<b>On trip: Overseas Medical Expenses</b> Overseas Medical Expenses cover if You are diagnosed with COVID-19 overseas		Included Overseas Medical Expenses \$Unlimited~ Medical Expenses in Australia \$1,000,000~
	<b>On trip: Amendment or Cancellation Costs</b> cover if You or Your travelling companion are diagnosed with COVID-19 on Your trip and You cannot travel <sup>#</sup>		Included Up to \$5,000 per policy <sup>^</sup> Special excess \$500 <sup>#</sup>
	<b>On trip: Additional Expenses</b> cover if You are diagnosed with COVID-19 on Your trip and incur Additional transport and/or accommodation expenses <sup>#</sup>		Included \$2,500 Special excess \$250 <sup>#</sup>

~Cover will not exceed 12 months from onset of the illness, condition or injury.

<sup>^</sup>Up to this amount or the \$amount chosen for SECTION 4: Amendment or Cancellation Costs, whichever is the lesser

<sup>^</sup>Cover chosen applies per policy. See page 10.

\*Sub-limits apply. Refer to the Policy Wording pages 24-52.

<sup>o</sup>Liability collectively for Sections 15, 16 and 17 is \$25,000 on the Inbound plan.

**<sup>#</sup>A special excess will apply to SECTION 2: Additional Expenses if You are diagnosed with COVID-19 on Your trip and to SECTION 4: Amendment or Cancellation Costs if You or Your travelling companion are diagnosed with COVID-19 on Your trip. If Your claim is under both sections, the higher special excess will be deducted. The special excess applies in addition to any other excess.**

# Policy inclusions and choices

## Single Trip or Annual Multi-Trip

You can choose a policy to cover one Single Trip or, if You are a frequent traveller, rather than buying a Single Trip policy each time You travel, You may want to buy an Annual Multi-Trip policy.

With Our Annual Multi-Trip policy You can select from the available choices, a Journey duration to suit Your needs and be covered for an unlimited number of Journeys up to the maximum Journey duration chosen.

For Your Journey to be covered by the Annual Multi-Trip policy, Your destination must be more than 250 kilometres from Home or, if less than that, Your trip must include at least one night paid accommodation booked with an accommodation supplier or provider (including a hotel, Bed & Breakfast (B&B), serviced apartment or peer to peer service such as Airbnb).

## Areas of travel

We need You to tell Us Your destination(s). Select from the list of countries and areas when You get a quote on [covermore.com.au](http://covermore.com.au) or over the phone.

Where You travel will influence Your premium.

### Guide to entering/selecting Your destination

#### Where are You travelling to?

- Enter or select every country You will be travelling to wherever possible.

If that is not possible, enter Worldwide or, enter an entire region(s) from the list available (cover then applies for travel to all countries within that region).

#### Examples:

- If You are travelling to Japan and Thailand and You might also go to Vietnam but You're not sure yet, enter "All of Asia (excluding Nepal)".
- If You are travelling around Europe, enter "All of Europe".
- If You are travelling to multiple continents including North America, select "Worldwide".

#### Stopping over somewhere?

- If You are stopping in a country for less than 72 hours, You do not need to enter that country.

#### What about a cruise?

- Within Australia on an inland waterway (e.g. a Murray River cruise) or within Australian coastal waters (e.g. a Kimberley cruise where the cruise does not leave these waters) – Please chose or enter "Australia" for a Domestic Plan.
- A cruise from a port in Australia to another port(s) in Australia that does not stop at a port outside of Australia (e.g. a cruise from Sydney to Brisbane or a Kimberley cruise that leaves Australian waters) – Please choose or enter "Domestic Cruising" for an International plan which includes SECTION 1: Overseas Medical and Dental (including emergency repatriation/evacuation).
- Overseas, possibly stopping in many destinations (e.g. a European river cruise, a Caribbean cruise or a cruise from Hong Kong to Sydney) or from a port in Australia to another port or ports outside Australia (e.g. Sydney/Singapore) – Please enter every country You will be travelling to or enter a region.

## Inbound plan

The Inbound plan is for non-Australian residents travelling to and within Australia.

There is no cover for any Existing Medical Conditions other than those conditions We automatically include. See Existing Medical Conditions We automatically include on page 17.

## Choose Your excess

When travelling internationally You can choose the excess. The excess will be shown on Your Certificate of Insurance and only applies in the event of a claim.

When You make a claim arising from the one event, an excess (if applicable) will only be applied once. See 1. Excess on page 26 for more information.

### Special excess

In addition to Your chosen excess or the excess on the Domestic plans, a special excess will apply to:

- SECTION 2: Additional Expenses if You are diagnosed with COVID-19 on Your trip: International plans – \$250 Inbound – \$250, Domestic plans – \$250.
- SECTION 4: Amendment or Cancellation Costs if You or Your travelling companion are diagnosed with COVID-19 on Your trip: International plans – \$500 Inbound – \$500, Domestic plans – \$250.

If Your claim is under both sections, the higher special excess will be deducted. The special excess applies in addition to any other excess. You cannot remove this special excess.

What that means is, for example, if You chose a \$250 excess on the International Comprehensive plan, and claim for Additional accommodation costs and cancellation costs because You were diagnosed with COVID-19 on Your overseas trip, We would deduct an excess of \$750 in total from Your claim. (\$250 excess + \$500 special excess).

## Cancellation Cover

The plans on this policy may not automatically include cancellation cover however, You can add the amount of cancellation cover that suits You. Select an amount from the options available at the time of applying for cover.

The level of cancellation cover You choose will influence Your premium. Typically people look to choose an amount that will cover all prepaid travel tickets, hotels, tours or other travel related expenses for all travellers on the policy.

The level of cover You choose will be shown on Your Certificate of Insurance and will be the total amount of cover available under SECTION 4: Amendment or Cancellation Costs on a per policy basis (not on a per person basis).

### Cancellation cover and COVID-19 benefits

For claims related to COVID-19 sub-limits and a special excess may apply, and cover is not available on all plans. Please see SECTION 23: COVID-19 Benefits pages 48-50 for details.

## Extending Your Journey

If You are travelling and wish to be insured for longer than the original period shown on Your original Certificate of Insurance, You need to purchase a new policy by calling or emailing Cover-More prior to the expiry date. It is not an extension of the previous policy. Your Certificate of Insurance will be adjusted with the new dates.

### Please note:

- Should a medical condition present itself before the new policy is issued, it may be considered an Existing Medical Condition under a new policy. Therefore it may not be covered by the new policy. Purchasing a longer duration up front may avoid this risk. Restrictions on duration apply. For example, the maximum overall period for Worldwide cover is 12 months in total.
- If You can't return Home on Your original date due to an unforeseeable circumstance outside Your control, the policy will automatically extend - See policy condition 9 Free extension of insurance on page 27 for details.

## Cooling-off period

You can cancel or change Your policy at any time before You leave Home. If You cancel this policy for any reason within the cooling-off period which is within 21 days of the date of purchase, We will give You Your money back.

Our cooling-off period ensures a refund of the entire premium unless You have already made a claim under the policy or departed on Your Journey.

If You wish to cancel Your policy and receive a full refund, please contact us within the cooling-off period.

### Multi-night cruise travel and COVID-19

If You are diagnosed with COVID-19 on board a multi-night cruise, cover applies to:

- On-board medical and dental cover
- Ship to shore medical cover.

See SECTION 23: COVID-19 Benefits pages 48-50 and SECTION 21: Cruise Cover on pages 44-45 for details of what cover is included.

## Cruise Cover

Available on the International Plans and Inbound plans

### Will You be travelling for 2 or more nights on an ocean or sea going cruise?

If Your cruise is on an ocean or sea overseas or outside Australian Coastal Waters, to be insured for claims relating to cruise travel (i.e. cancelling the cruise, cruise travel or that occur while on a cruise such as getting sick or injured on-board a cruise vessel), You must tell Us You are doing a cruise and pay an extra premium to have cover. Cruise Cover will then be shown on Your Certificate of Insurance.

**For all multi-night cruise travel:** By adding Cruise Cover all of the benefit sections as per the plan You chose will apply for a multi-night cruise. The Cruise Cover benefits in the table following will also be included.

Summary of benefits	Excess applies?	Limit per adult
(i) Cruise Cancellation	Yes	\$Cover Chosen <sup>^</sup>
(ii) On-board Medical and Dental Cover	Yes	\$Unlimited <sup>~</sup>
(iii) Ship to Shore Medical Cover	Yes	\$Unlimited
(iv) Sea Sickness Cover	Yes	\$Unlimited <sup>~</sup>
(v) Cabin Confinement	No	Up to a maximum of \$1,500
(vi) Missed Port (embarkation)	No	\$1,000
(vii) Missed Shore Excursions	No	\$1,000

<sup>~</sup>Cover will not exceed 12 months from the onset of the illness or injury.

<sup>^</sup>Cover chosen applies per policy. See page 10.

For all multi-night cruise travel: By adding Cruise Cover all of the benefit sections as per the plan You chose will apply for a multi-night cruise. The Cruise Cover benefits in the table following will also be included.

### When don't I need to add Cruise Cover?

You don't need to add cruise cover if You are:

- travelling on a river cruise;
- not travelling on a cruise ship;
- on a cruise for only one night;
- only taking a ferry trip;
- are cruising in Australia (e.g. on the Murray River) or in Australian coastal waters (e.g. a Kimberley Cruise); or
- are sailing. (Note: Sailing is not covered in International Waters).



# Options to vary cover

## Existing Medical Conditions and pregnancy

See Travel and health pages 16-19.

## Luggage and personal effects

It is Your responsibility to provide Us with evidence to support Your claim for an item. This is ‘proof of ownership’.

- We will accept the original or a copy of a purchase receipt, invoice and/or bank statement showing the purchase, the date of the purchase and the amount paid.
- We may consider valuation certificates (issued prior to the Relevant Time), ATM receipts and warranty cards with accompanying bank statement of purchases.
- We will not accept photographs, packaging or instruction manuals as proof of ownership.

### Safety of Your belongings

- Don't check in Your Valuables – keep them with You as they're not covered by Us when checked-in with the Transport Provider (unless security regulations meant You were forced to check them in).
- Items left Unattended in any motor vehicle (for example, a car, campervan or motorhome) or towed land vehicle during daylight hours are not covered, unless they are stored in the Concealed Storage Compartment of the locked motor vehicle or towed land vehicle and forced entry was gained. A limit of \$500 per item and a maximum of \$2,000 in total applies.
- Don't leave items Unattended in ANY motor vehicle or towed land vehicle overnight, as they're not covered.
- Don't walk away from or leave Your belongings Unattended in a Public Place. They're not covered by Us.
- Report any loss or theft to the police within 7 days of when You first become aware of the incident, as a police report is required so We can validate that the incident occurred.  
Also, Your belongings may have been handed in and may be recovered or the police may have a chance to follow up an alleged crime.
- Additionally, We require the relevant report from the related party. For example, an Airline Property Irregularity Report (PIR) is also required if Your items were lost or stolen when travelling with an airline.
- If You are unable to provide Us with a copy of the relevant report, You must provide Us with a reasonable explanation and details of the time and place You made the report, including their contact details.

## Increase luggage item limit cover

You may be able to increase the item limit on a specific item by paying an additional premium.

Receipts or valuations (less than 24 months old) must be available if requested by Us.

## Luggage item limits automatically included in Your cover

Depending on the plan You choose, We provide cover for any one item, set or pair of items (including attached and unattached accessories), up to the following limits, after taking into account depreciation. See page 35 for depreciation rates and an example of how a claim is worked out.

Items and limits	International Basic Plan	International and Domestic Comprehensive & Inbound Plans	International and Domestic Comprehensive+ Plans
Phone	\$1,000	\$1,500	\$2,500
Smart watch	\$1,000	\$1,500	\$2,500
Camera	\$3,500	\$4,000	\$6,000
Video camera	\$3,500	\$4,000	\$6,000
Drone (with or without camera)	\$1,000	\$1,200	\$2,000
Laptop computer	\$3,000	\$4,000	\$5,000
Tablet computer	\$3,000	\$3,000	\$3,000
Artificial limb	\$1,000	\$1,200	\$1,500
Dentures (full or partial)	\$1,000	\$1,200	\$1,500
Removable dental appliance	\$1,000	\$1,200	\$1,500
Medical device	\$1,000	\$1,200	\$1,500
Jewellery	\$1,000	\$1,200	\$1,500
Watch	\$1,000	\$1,200	\$1,500
Any other item	\$1,000	\$1,200	\$1,500

There is no luggage cover on the Domestic Basic plan.

## Activities and adventure activities cover

This policy may cover You when You are engaging in sports and activities in a non-Professional capacity.

Please check the lists of activities following to make sure that any activities You plan to take part in are covered or if You need to vary the cover and pay the extra premium to include cover for participation in the activity You wish to do on Your trip.

If Your activity is not listed please check with us.

### Activities automatically included on all plans

- Abseiling
- Activity Centre Holidays
- Amateur Sports (e.g. Baseball, Basketball, Football, Rugby)
- Archaeological Digging
- Archery
- Assault Course
- Badminton
- Bamboo Boat Rafting
- Battle Re-enactment
- Beach Games
- Boogie/Body Boarding
- Boxing (training only)
- Breathing Observation Bubble (BOB) (maximum depth 30 metres)
- Bridge Walking (supervised by a fully-trained guide)
- Bungee Jumping
- Camel or Elephant Riding or Trekking
- Canoeing/Kayaking/Rafting (including white water grades 1-3 and sea inside territorial waters)
- Canyon/Gorge Swinging
- Canyoning (organised tours only)
- Cave Tubing (organised tours only)
- Clay Pigeon Shooting (at a commercial range)
- Cycling/Cycle Touring (leisure)
- Dinghy Sailing Inside Territorial Waters
- Dragon Boating (Organised event or tour)
- Falconry
- Fell Walking (under 2,000 metres)
- Fencing
- Fishing (including Deep Sea Fishing)
- Glacier Crossing/Hiking (organised tours, using ropes and guides)
- Golf
- Gorge Walking
- Gymnastics
- Helicopter Tours (as a passenger)
- Hiking/Trekking/Walking (under 3,000 metres)
- Horse Riding (not in competitions, no touring or playing polo, no hunting or jumping)
- Hot Air Ballooning – as a passenger (organised activity only)
- Husky Dog Sledding
- Ice Fishing (organised day tour or as a resort activity)
- Ice Skating
- Indoor Climbing (commercial business)
- Jet Boating/Power Boating (as a passenger only)
- Jet Skiing
- Kabaddi
- Kite Landboarding
- Martial Arts (no contact)
- Muay Thai (Thai Boxing, training only)
- Mountain Biking (not BMX or racing)
- Mountain Boarding
- Off Road or 4WD Driving (organised tour)
- Orienteering Outward-Bound Pursuits
- Paint Balling/War Games
- Paragliding/Parascending/Parasailing (over water only)
- Quad Biking (organised day tour)
- Racing (On foot) – Up to Marathon Distance (not extreme/ultra marathons)
- Rambling
- Rifle Range (at a commercial range)
- River Tubing
- Roller Blading/Skating
- Rounders
- Safari (organised tours)
- Sail Boarding
- Sailing Within Territorial Waters
- Sand Boarding
- Scuba Diving – (up to 30 metres) if diving with a diving school or qualified instructor
- Skate Boarding
- Sledging/Tobogganing
- Sleigh Riding (reindeer, horses or dogs)
- Snorkeling
- Stand Up Paddle Boarding
- Summer Tobogganing
- Surfing
- Swimming With Dolphins
- Tall-Ship/Yachting Crewing (commercial crewing ship with a maximum of 14 days)
- Target Rifle Shooting (at a commercial shooting range)
- Tree Canopy Walking
- Weightlifting
- Windsurfing
- Working-Holiday Visa: Manual Work (ground level, no powered machinery) and Non-Manual Work
- Zip Trekking/Zip Lining
- Zorbing – On land or water only

## Adventure Activities Cover

Claims involving participation by You (during the Journey) in the following activities are only able to be covered by Your policy if You select the relevant option to vary the cover and pay an additional premium. Cover starts from the time the additional premium is paid.

There are two levels of cover:

- Adventure
- Adventure+

Please note that if You purchase Adventure+ cover, You will also be covered for those activities listed under the Adventure cover.

### Adventure Activities

- Black Water Canoeing/ Kayaking/Rafting (grades 1-3)
- Blow Karting (organised tour)
- Bouldering (under 5 metres)
- Cycle (Cross Continental) Endurance Cycling
- Dirt Boarding
- Dune Buggy
- Golf Cover (Own equipment)\*
- High Diving (up to 10 metres – excluding cliff diving)
- Hydrospeeding
- Ice Fishing
- Iron Man
- Lacrosse
- Land Skiing
- Land Yachting (organised tour)
- Mud Buggy (organised tour)
- Paddle Boarding – white water (grades 1-3)
- Paragliding/Parascending/ Parasailing (over land)
- Pony/Horse Trekking (for more than one day)
- Quad Biking (recreational use only, no racing)
- River Boarding (white water grades 1-3)
- Rock Climbing - Outdoor (with ropes and/or guides, or bolted) less than 2,000 metres above sea level
- Rock Scrambling (under 4,000 metres without ropes and/or guides or bolted)
- Rowing – Outside coastal waters (not trans-oceanic)
- Sailing/Yachting/Motor Cruising – Outside territorial limits (vessel over 45ft)
- Sand Dune Surfing/Skiing
- Scuba Diving – if the maximum depth is between 30 metres and 50 metres below the surface provided You are diving under the direction of an accredited dive marshal, instructor or guide; or, if qualified, diving within the guidelines of the relevant<sup>^</sup> diving or training agency or organisation and not diving alone.  
<sup>^</sup>BSAC Sports Diver – 35 metres, BSAC Dive Leader – 50 metres, PADI Advanced Open Water – 30 metres, PADI Dive Master – 40 metres, PADI Deep Dive Speciality – 40 metres, SSI Advanced Open Water – 30 metres, SSAC Sports Diver – 35 metres or SSAC Master Diver – 50 metres.
- Speed Sailing
- Speed Skating
- Trekking (that doesn't require specialist climbing equipment) that reaches an altitude between 3,000 and 4,000 metres above sea level, if the trek takes more than 2 days to complete
- Triathlon – Closed circuit triathlon up to a 1.5 kilometre swim, 40 kilometre bike ride and 10 kilometre run
- Ultimate Frisbee
- Via Ferrata (up to 2,000 metres)
- Wadi Bashing (organised tour)
- Wake Boarding
- Water Skiing
- Wrestling

### Adventure+ Activities

- Biathlon (organised events only)
- BMX Stunt/Obstacle/ Riding (leisure)
- Bob sleighing (organised events only)
- Canoeing/Kayaking/ Rafting (including black and white water grades 4-5)
- Cascading (organised tours)
- Coasteering (organised tours only, all safety equipment must be worn)
- Gliding (as a passenger)
- Horse Jumping (no hunting)
- Hydro Jetting
- Ice Climbing (organised tour up to 2,000 metres above sea level)
- Ice Hockey
- Micro Lighting (organised events only)
- Mountain Biking\*
- Overland Expedition (organised tours only)
- Parachuting or Skydiving (not including BASE jumping)
- Polo Playing (helmet must be worn)
- Rock Climbing (with ropes and/or guides or bolted) 2,000 metres up to 4,000 metres
- Roller Derby
- Scuba Diving\* (criteria as per Adventure Activities)
- Trekking (that doesn't require specialist climbing equipment) that reaches an altitude between 4,000 metres and 6,000 metres above sea level, if the trek takes more than 2 days to complete
- Trekking Everest Base Camp (fully organised tours only)
- Trekking the Kokoda Track
- Triathlon\* – Closed circuit triathlon up to a 1.5 kilometre swim, 40 kilometre bike ride and 10 kilometre run

Your participation in any of the activities listed is subject to the terms of cover and in particular General exclusions 22-27 on page 52 and SECTION 18: Personal Liability exclusions 3 and 4 on page 42.

### \*SECTION 22: Adventure Activities Packs - Bonus Packs

- **Golf Cover**
- **Triathlon**
- **Scuba Diving**
- **Mountain Biking**

You may see the same activity listed in more than one level of activities. For example, Golf which is considered a low risk activity and is an activity automatically included on all plans.

However, if You choose to travel with Your personal clubs and want extra cover, You may choose to pay the additional premium under Adventure Activities cover and the Golf Cover benefits will then apply. The Golf Cover pack provides higher limits for Your Golf Equipment, reimburses You if You need to hire equipment because Your clubs are lost or stolen, green fees and there is a hole in one benefit.

**Please see SECTION 22: Adventure Activities Packs on pages 45-47 for more information.**



## Motorcycle/moped riding cover

Claims involving participation by You (during the Journey) in motorcycling or moped riding for any purpose are specifically excluded by this policy.

To obtain motorcycle/moped riding cover (as the driver or pillion passenger) while You are travelling, We have options to vary the cover available and You must pay an additional premium. Cover starts from the time the additional premium is paid.

There are 2 levels of cover:

- Motorcycle/Moped Riding
- Motorcycle/Moped Riding+

### Motorcycle/Moped Riding

Engine capacity 250cc or less

Even if You pay the additional premium for Motorcycle/Moped Riding, You will only be covered if:

- the engine capacity is 250cc or less;
- while in control of a motorcycle or moped You hold a valid Australian motorcycle rider's licence or Australian motor vehicle driver's licence;
- while You are a passenger the driver holds a valid licence for riding that vehicle;
- You are wearing a helmet;
- You are not participating in a Professional capacity;
- You are not racing; and
- You are not participating in motocross.

### Motorcycle/Moped Riding+

Engine capacity unlimited

Even if You pay the additional premium for Motorcycle/Moped Riding+, You will only be covered if:

- the motorcycle/moped is hired;
- You have held an Australian motorcycle rider's licence for the last 5 years;
- while in control of a motorcycle or moped You hold a valid Australian motorcycle rider's licence;
- You are the registered owner of a motorcycle in Australia that has an engine capacity greater than or equal to the engine capacity of the motorcycle/moped You are hiring;
- while You are a passenger the driver holds a valid licence for riding that vehicle;
- You are wearing a helmet;
- You are not participating in a Professional capacity;
- You are not racing; and
- You are not participating in motocross.

**Note:** No cover will apply under SECTION 18: Personal Liability on page 42. This means You are responsible to pay costs associated with damage to the motorcycle, moped or property or injury to another person.

## Snow sports: snow skiing, snowboarding and snowmobiling cover

Claims involving participation by You (during the Journey) in snow skiing, snowboarding or snowmobiling are specifically excluded by this policy.

To obtain cover for snow skiing, snowboarding and snowmobiling while You are travelling, We have options to vary the cover available and You must pay an additional premium for either level. Cover starts from the time the additional premium is paid.

There are 2 levels of cover:

- Snow Sports
- Snow Sports+

### Snow Sports

On-Piste snow skiing, snowboarding and snowmobiling, and cross-country skiing only

Even if You pay the additional premium for Snow Sports, You will only be covered if:

- You are snow skiing, snowboarding or snowmobiling On-Piste, or cross-country skiing;
- You are not participating in a Professional capacity; and
- You are not racing.

### Snow Sports+

Includes the activities shown above as well as snow skiing/boarding off-piste and heli-skiing/boarding

Even if You pay the additional premium for Snow Sports+ You will only be covered:

- while heli-skiing/boarding if You are on a guided tour with a licensed tour operator;
- when skiing or snowboarding outside piste boundaries, You are not going against local advice or warning;
- if You are not participating in a Professional capacity; and
- if You are not racing.

**Note:** No cover will apply under SECTION 18: Personal Liability on page 42. This means You are responsible to pay costs associated with damage to the vehicle or property or injury to another person.

# Travel and health

## Do You have an Existing Medical Condition?

Claims which in any way relate to, or are exacerbated by, an Existing Medical Condition or related new infections are specifically excluded from this policy unless Your Existing Medical Condition is approved by Us.

### What does this mean?

If You have an Existing Medical Condition and for example take medication to keep that condition in check, it doesn't mean You can't purchase travel insurance.

It does however, mean that You should tell Us about all Your Existing Medical Conditions including anything for which medication is prescribed so We can complete an online health assessment and, if We approve, offer You cover.

If You choose to declare some conditions and not others or choose not to declare any conditions, You run the risk of a claim being denied. See Existing Medical Conditions for more information.

### Assessing Your health

So We can assess the risk, We may also require You to answer some questions about Your general health as well as completing an online health assessment at the time of applying for this travel insurance. You may also contact us for assistance.

## Existing Medical Conditions

### (Of You or Your travelling companion)

Cover for claims which in any way relate to, or are exacerbated by, an Existing Medical Condition or related new infections are specifically excluded from this policy. However, We may separately provide cover for an Existing Medical Condition. If such cover is applied for and approved, an extra premium may apply.

### What is an Existing Medical Condition?

“Existing Medical Condition” means a disease, illness, medical or dental condition or physical defect that, at the Relevant Time, meets any one of the following:

- a) Has required an emergency department visit, hospitalisation or day surgery procedure within the last 12 months.
- b) Requires:
  - (i) prescription medication from a qualified medical practitioner;
  - (ii) regular review or check-ups;
  - (iii) ongoing medication for treatment or risk factor control; or
  - (iv) consultation with a specialist.
- c) Has:
  - (i) been medically documented involving the brain, circulatory system, heart, kidneys, liver, respiratory system or cancer; or
  - (ii) required surgery involving the abdomen, back, brain, joints or spine that required at least an overnight stay in hospital.
- d) Is:
  - (i) chronic or ongoing (whether chronic or otherwise) and medically documented;
  - (ii) under investigation;
  - (iii) pending diagnosis; or
  - (iv) pending test results.

“Relevant Time” in respect of:

- a) Single Trip policies means the time of issue of the policy.
- b) Annual Multi-Trip policies means the first time at which any part of the relevant trip is paid for or the time at which the policy is issued, whichever occurs last.

If You are unsure whether You have an Existing Medical Condition, please call us on 1300 72 88 22 for assistance.

## Getting cover for Your Existing Medical Conditions

There are 3 categories of Existing Medical Conditions:

- Conditions which cannot be covered
- Conditions We automatically include
- Conditions We need to assess

Please review each of the categories to determine which category applies.

### Existing Medical Conditions which cannot be covered

This policy does not provide cover for claims arising from, or exacerbated by:

- conditions involving drug or alcohol dependency;
- travel booked or undertaken against the advice of any medical practitioner;
- routine or cosmetic medical or dental treatment or surgery during the Journey, even if Your Existing Medical Condition has been approved;
- conditions for which You are travelling to seek advice, treatment or review or to participate in a clinical trial.

### Medical conditions that are undiagnosed or awaiting specialist opinion

We are unable to offer cover for medical conditions You were aware of, or a person in Your circumstances reasonably should have been aware of, or arising from signs or symptoms\* that You were aware of or a person in Your circumstances reasonably should have been aware of, at or before the Relevant Time, and for which at that time:

- You had not yet sought a medical opinion regarding the cause;
- You were currently under investigation to define a diagnosis; or
- You were awaiting specialist opinion.

You will still be eligible for the other benefits provided by the policy but You may not apply for cover for any Existing Medical Conditions. There will be no cover for claims which in any way relate to, or are exacerbated by, any Existing Medical Condition or any condition where the points listed above apply.

If You receive a diagnosis before You depart on Your Journey, You may be able to complete a health assessment and, if approved, add Existing Medical Condition cover to Your policy by paying Us the required premium.

\*Examples of signs or symptoms include, but are not limited to, chest pain, shortness of breath, pain or discomfort in any part of Your body, persistent cough or unexplained bleeding.

## Existing Medical Conditions We automatically include

We automatically include the Existing Medical Conditions listed in the table following provided:

- **all Your Existing Medical Conditions are on this list;**
- You have not been hospitalised or required treatment by a medical practitioner in the last 12 months for any of the listed conditions;
- You are not under investigation for any of the listed conditions;
- You are not awaiting investigation, surgery, treatment or procedures for any of the listed conditions; and
- Your condition satisfies the criteria in the table following.

All time frames are measured in relation to the Relevant Time, unless specified otherwise.

Condition	Criteria
<b>Acne</b>	No additional criteria.
<b>ADHD (Attention Deficit Hyperactivity Disorder)</b>	No additional criteria.
<b>Allergy</b>	In the last 6 months, You haven't required treatment by a medical practitioner for this condition. You have no known respiratory conditions (e.g. Asthma).
<b>Anxiety</b>	You have not been diagnosed with Depression in the last 3 years. In the last 12 months, Your prescribed medication hasn't changed. You are not currently waiting to see a mental health clinician (e.g. psychologist or psychiatrist). You have not previously been required to cancel or curtail Your travel plans due to Your Anxiety.
<b>Asthma</b>	You are less than 60 years of age when You purchase the policy. In the last 12 months, You haven't had an Asthma exacerbation requiring treatment by a medical practitioner. You have been a non-smoker for at least the last 18 months. You don't need prescribed oxygen outside of a hospital. You don't have a chronic lung condition or disease (whether chronic or otherwise) including Chronic Bronchitis, Chronic Obstructive Pulmonary Disease (COPD), Emphysema or Pulmonary Fibrosis.
<b>Bell's Palsy</b>	No additional criteria.
<b>Bunions</b>	No additional criteria.
<b>Carpal Tunnel Syndrome</b>	No additional criteria.
<b>Cataracts Glaucoma</b>	In the last 90 days, You haven't had an operation for this condition. You have no ongoing complications of this condition.
<b>Coeliac Disease</b>	No additional criteria.
<b>Congenital Blindness</b>	No additional criteria.
<b>Congenital Deafness</b>	No additional criteria.

<b>Depression</b>	You have not been hospitalised for this condition in the last 2 years. In the last 12 months, Your prescribed medication hasn't changed. You are not currently waiting to see a mental health clinician (e.g. psychologist or psychiatrist). You have not previously been required to cancel or curtail Your travel plans due to Your Depression.
<b>Ear Grommets</b>	You don't have an ear infection.
<b>Epilepsy</b>	You don't have an underlying medical condition (e.g. previous head trauma, Brain Tumour or Stroke).
<b>Gastric Reflux</b>	Your Gastric Reflux doesn't relate to an underlying diagnosis (e.g. Hernia/ Gastric Ulcer).
<b>Goitre</b>	No additional criteria.
<b>Graves' Disease</b>	No additional criteria.
<b>Gout</b>	No additional criteria.
<b>Hiatus Hernia</b>	No additional criteria.
<b>Hip Replacement Knee Replacement Shoulder Replacement Hip Resurfacing</b>	The procedure was performed more than 12 months ago and less than 10 years ago. You haven't had any post-operative complications related to that surgery. Post-operative complications include joint dislocation and infection.
<b>Hypercholesterolaemia (High Cholesterol)</b>	You don't have a known heart or cardiovascular condition.
<b>Hypertension (High Blood Pressure)</b>	You don't have a known heart or cardiovascular condition. You don't have Diabetes (Type I or Type II). Your Hypertension is stable and managed by Your medical practitioner. In the last 12 months, Your prescribed blood pressure medication hasn't changed. You aren't suffering symptoms of Hypertension. You aren't having investigations related to blood pressure.
<b>Migraine</b>	No additional criteria.
<b>Peptic Gastric Ulcer</b>	In the last 12 months, the Peptic/ Gastric Ulcer has been stable.
<b>Plantar Fasciitis</b>	No additional criteria.
<b>Raynaud's Disease</b>	No additional criteria.
<b>Skin Cancer</b>	Your Skin Cancer isn't a Melanoma. You haven't had chemotherapy or radiotherapy for this condition. Your Skin Cancer does not require any follow up treatment e.g. chemotherapy, radiotherapy or further excision.
<b>Stenosing Tenosynovitis (Trigger Finger)</b>	No additional criteria.
<b>Urinary Incontinence</b>	No additional criteria.
<b>Underactive Thyroid Overactive Thyroid</b>	The cause of Your Underactive/ Overactive Thyroid wasn't a tumour.



## Existing Medical Conditions We need to assess

If Your condition:

- does not meet the criteria above;
- You have one or more conditions which are not listed in the table of conditions We automatically include; or
- a combination of both the above points

You will need to complete an online health assessment by declaring all Your Existing Medical Conditions to Us.

To be clear, the conditions We automatically include only apply if You do not have other Existing Medical Conditions beyond those on this list.

## Conditions to pay particular attention to

### Chronic lung conditions

If You have a chronic lung condition\*, unless You complete a health assessment for that condition at the Relevant Time which is then approved by Us and You pay the required extra premium, You won't be covered for claims which in any way relate to or are exacerbated by:

- that condition;
- a respiratory infection e.g. Influenza; or
- a lung infection e.g. Pneumonia.

\*Chronic lung condition includes Chronic Asthma, Chronic Bronchitis, Chronic Obstructive Pulmonary Disease (COPD), Emphysema or Pulmonary Fibrosis.

#### What does this mean?

For example, if You have COPD and are diagnosed with a respiratory infection, Your claim will not be covered because We consider the respiratory infection to complicate and be a complication of the underlying Existing Medical Condition, COPD.

### Cardiovascular Disease

If You have a condition involving Your heart and blood vessels, collectively known as Cardiovascular Disease\*, unless You complete a health assessment for that condition at the Relevant Time which is then approved by Us and You pay the required extra premium, You won't be covered for claims which in any way relate to or are exacerbated by:

- that condition; or
- another heart/cardiovascular system problem including a Heart Attack or Stroke.

\*Cardiovascular Disease includes Aneurysms, Angina, Cardiac Arrhythmias (disturbances in heart rhythm) Cardiomyopathy, Cerebrovascular Accident (CVA or Stroke), previous heart surgery (including valve replacements, bypass surgery or stents), Myocardial Infarction (Heart Attack) or Transient Ischaemic Attack (TIA).

#### What does this mean?

For example, if You have ever been diagnosed with Coronary Artery Disease, also known as Ischaemic Heart Disease (IHD), it is considered a life-long condition. The risk of disease is elevated whether or not You have been treated with bypass surgery or coronary artery stent insertion. If You haven't told Us about Your condition, We haven't approved it and You haven't paid the additional premium, We won't be able to consider Your claim if something goes wrong before or during Your Journey with respect to these conditions.

### Reduced immunity

If You have reduced immunity at the Relevant Time (e.g. as the result of a medical condition or medical treatment), unless You complete a health assessment which is then approved by Us and You pay the required extra premium, We won't be able to approve claims which in any way relate to, or are exacerbated by, the underlying medical condition or a new infection.

#### What does this mean?

For example, if You currently suffer from a condition that is associated with significant immunosuppression or You require medication that significantly impairs immune function (e.g. Methotrexate, Azathioprine or high dose steroids), You should tell Us about Your condition, otherwise We won't be able to cover Your claim if You develop an opportunistic infection with respect to these conditions.

### What happens if I have an existing medical condition but do not take steps to cover it under my travel insurance policy?

We will not pay any claims which in any way relate to, or are exacerbated by, Your Existing Medical Condition if:

- You do not apply for this cover for that Existing Medical Condition at the Relevant Time or, at the latest, before You depart on Your Journey;
- You apply for this cover for that Existing Medical Condition and We do not agree to provide cover; or
- We agree to provide cover for that Existing Medical Condition and You do not pay the required extra premium.

This means, for example, that You will have to pay for an overseas medical emergency which can be very expensive in some countries.

## How to complete a health assessment

You can complete an online health assessment with Your travel insurance quote. You may also contact us for assistance.

- You'll need to have sufficient knowledge about each Existing Medical Condition to be able to complete a full declaration so We can assess the risk.

For example, We need to know the name of the medical condition You take medication for, rather than the name of the medication. Check with Your doctor first if unsure. Check all Existing Medical Conditions have been disclosed to Us. Telling Us about all Your Existing Medical Conditions is important. If You leave off any Existing Medical Condition it may jeopardise the outcome of Your claim if You need to make one.

- We will provide Your assessment outcome and a number.
- If We can approve Your health assessment, You must pay an extra premium to add cover for Your Existing Medical Conditions to the policy.
- An approval number for this cover will then be listed on the Certificate of Insurance We give You.

Special conditions, limits and excesses may apply depending on Your Existing Medical Condition, age, trip destination and duration. This will be stated on Your Certificate of Insurance or separately advised to You in writing.

## Pregnancy

Our policy provides limited cover for pregnancy.

If You know You are pregnant at the Relevant Time, You will need to apply for cover if:

- there have been complications with this pregnancy or a previous pregnancy;
- You have a multiple pregnancy e.g. twins or triplets; or
- the conception was medically assisted e.g. using assisted fertility treatment including hormone therapies or IVF.

“**Relevant Time**” in respect of:

- a) Single Trip policies means the time when the policy is issued.
- b) Annual Multi-Trip policies, means the first time when a part of the relevant trip is paid for or the time when the policy is issued, whichever occurs last.

Please complete additional questions in an online medical assessment in order to determine eligibility and obtain a quote.

If You have any questions about the online assessment or prefer to talk with a customer service agent, please call us on 1300 72 88 22 for assistance.

### Pregnancy restrictions

Whether or not You have to apply for pregnancy cover, the following restrictions apply to claims arising in any way from the pregnancy of any person.

- Cover is only provided for serious, unexpected pregnancy complications that occur up until the 24th week of pregnancy i.e. up to 23 weeks, 6 days. Gestational age is measured in weeks and days and is calculated from the last known date of Your menstrual period or calculated from staging ultrasound.
- Childbirth is not covered.
- Costs relating to the health or care of a newborn child are not covered, irrespective of the stage of pregnancy when the child is born.

#### What does this mean?

Expectant mothers should consider if Our products are right for them when travelling after 20 weeks gestation as costs for childbirth and neonatal care overseas can be expensive.

## Cancellation Extension

Terms and conditions apply to the extension.

**See pages 33-34**

**Please note:** If You know You are pregnant at the Relevant Time, You will need to apply for cover if:

- there have been complications with this pregnancy or a previous pregnancy;
- You have a multiple pregnancy e.g. twins or triplets; or
- the conception was medically assisted e.g. using assisted fertility treatment including hormone therapies or IVF.

### Applies to Comprehensive and Comprehensive+ plans

We provide an extension to the cancellation cover (only) if there are serious, unexpected pregnancy complications from the start of the 24th week or pregnancy:

- up until the 32nd week (i.e. up to 31 weeks, 6 days) for a single pregnancy; or
- up until the 28th week (i.e. up to 27 weeks, 6 days) for a multiple pregnancy.

## Health of other people impacting Your travel (non-traveller)

This policy provides cover if You need to change Your trip due to the health of a Relative or Your business partner who is not travelling. In some circumstances the maximum We will pay is \$1,000.

### What is covered?

We will pay for claims arising from the sudden disabling injury, sickness or disease or death of a Relative or Your business partner who is not travelling if, at the Relevant Time, that person:

- a) in the last 12 months, had not been hospitalised (including day surgery or emergency department attendance) for a condition that was in any way related to, or exacerbated by, the condition that gave rise to the claim;
- b) was not residing in a facility such as a nursing home, an aged care facility, a residential aged care home, a high and/or low care facility, a privately owned accommodation facility such as Supported Residential Services or Facilities (SRS/SRF) or, a residential care facility;
- c) was residing independently at home or in a retirement home or village, including independent living arrangements, and they did not require home care or flexible care services;
- d) was not on a waiting list for, or did not know they needed surgery, inpatient treatment or tests at a hospital or clinic;
- e) did not have a drug or alcohol addiction; and
- f) did not have a Terminal Illness.

### What are the restrictions and limits?

If any point a-f cannot be met e.g. if Your non-travelling Relative was in a nursing home or did have a Terminal Illness, the maximum We will pay is \$1,000 under all sections of the policy combined.

- For Your reference, “**Relative**” means a person who is Your spouse, de facto; parent, parent-in-law, stepparent, guardian; grandparent; child, foster child, grandchild; brother, brother-in-law, half-brother, stepbrother, sister, sister-in-law, half-sister, stepsister; daughter, daughter-in-law, stepdaughter, son, son-in-law, stepson; fiancé, fiancée; uncle, aunt; or niece, nephew.

## Cancellation Extension

Terms and conditions apply to the extension.

**See pages 33-34**

### Applies to Comprehensive and Comprehensive+ plans

If any point a-f cannot be met e.g. if Your non-travelling Relative was in a nursing home or did have a Terminal Illness and the value of Your claim is over \$1,000, the claim will be assessed under the Cancellation Extension Upgrade: If a non-travelling Relative or Your business partner becomes ill, injured or dies.

**What isn't covered?**

- Claims related to non-travellers who aren't a Relative or Your business partner.
- Claims where You are aware of a circumstance which is likely to give rise to a claim.
- Claims which in any way relate to circumstances You knew of, or a person in Your circumstances would have reasonably known or foreseen, at the Relevant Time, that could lead to the Journey being delayed, abandoned or cancelled.

**Examples**

- Jim's father was hospitalised after a serious accident. After hearing the bad news, Jim cancelled his upcoming trip and received a 50% refund.  
He then bought a travel insurance policy so he could claim the rest of the money back.  
When Jim bought the policy, he had already cancelled the trip so his claim would not be covered.
- Khalida's mother had been unwell for several months and was booked to have medical tests. Khalida organised a holiday and travel insurance. Unfortunately, the test results showed her mother had a serious sickness so Khalida cancelled her holiday to spend time with her mother. Because her mother was having tests after being unwell when Khalida bought her policy, her claim would not be covered as she knew at that time, or a person in her circumstances would have reasonably known or foreseen, that she may need to cancel her trip due to her mother's health.

# 24 hour emergency assistance

We hope You have a great trip but should something go wrong, We're here to help.

When travelling, You have access to Our emergency assistance team of doctors, nurses, case managers and travel agents 24 hours a day, 365 days a year.

Our team provides the following services to all policyholders:

- **Help to find a medical facility and monitor Your medical care**
- **Paying bills**  
Becoming ill overseas can be very expensive so those significant medical expenses can be paid by Us directly to the hospital if Your claim is approved.
- **Keeping You travelling or getting You Home**  
Our team can decide if and when it is appropriate to move You or bring You Home and will coordinate the entire exercise.
- **Help if passports, travel documents or credit cards are lost**  
If You need assistance in contacting the issuer of the document or card, Our emergency assistance team can help.
- **Help to change travel plans**  
If Your travel consultant is not available to assist with rescheduling in an emergency, Our team can help.

Certain services are subject to Your claim being approved.

**You, or someone on Your behalf, should phone Our emergency assistance team as soon as possible if You require hospitalisation, if Your medical expenses will exceed \$2,000 or if You want to return early.**

When You call, please have the following information at hand:

- Your policy number; and
- a phone number to call You back on.

Please call Australia DIRECT and TOLL FREE from:

**USA** 1800 937 9763    **Canada** 1800 645 8714

**UK** 0800 892 014    **NZ** 0800 445 524

Charges may apply if calling from a pay phone or mobile phone.

**From all other countries** or if You experience difficulties with the numbers above:

Call direct: +61 2 8907 5619

# Claims

## How to make a claim

### Visit [claims.covermore.com.au](https://claims.covermore.com.au)

Follow the prompts to complete Your claim and the checklist to gather the supporting documents You need to submit with it.

### Submit the claim online

Upload Your scanned supporting documents when submitting the claim online, or

If You are unable to upload documents, still submit the claim online, but post the documents to Us. We will give You a claim number to note on the original supporting documents. Please note: We need original supporting documents, so if You are uploading Your documents, please hold on to them as We may request them. If You are posting them, keep a copy.

Cover-More Travel Insurance  
Claims Department  
Private Bag 913  
North Sydney NSW 2059  
Australia

We need original documents, so please hold on to Your documents as We may request them. If You are posting them, keep a copy.

### For additional assistance

Call: 1300 72 88 22 (in Australia)  
+61 2 8907 5000 (from overseas)  
Email: [enquiries@covermore.com.au](mailto:enquiries@covermore.com.au)

## When will I hear back about the claim?

We try to process claims as quickly as possible.

We may approve and settle, investigate or decline the claim or request further information. In any case, You will hear back within 10 working days from the time We receive Your claim or each time we receive further information on it.

Check that the amount you want to claim is higher than any excess and special excess that applies to your claim.



# Important information

## Who is the insurer?

### Zurich Australian Insurance Limited

ZAIL is the insurer and is part of the Zurich Insurance Group, a leading multi-line insurer that serves its customers in global and local markets. Zurich provides a wide range of general insurance and life insurance products and services in more than 210 countries and territories. Zurich's customers include individuals, small businesses, and mid-sized and large companies, including multinational corporations.

Zurich Australian Insurance Limited  
PO Box 677, North Sydney NSW 2059

## Who is Cover-More and the providing entity?

Cover-More Insurance Services Pty Ltd ABN 95 003 114 145, AFSL 241713 (Cover-More) acts on behalf of the insurer under a binder authority from the insurer.

Cover-More administers the policy including customer service, medical assessments and managing claims on behalf of the insurer.

Cover-More arranges for the issue of this insurance.

Cover-More provides You with this PDS and is the providing entity. The capacity in which they act is displayed in the Financial Services Guide at the end of this booklet.

## Duty to take reasonable care not to make a misrepresentation

This is a consumer insurance contract under the Insurance Contracts Act 1984 (Cth) (Act).

Under the Act, You have a duty to take reasonable care not to make a misrepresentation to Us.

This duty applies whenever You enter into, renew, extend or vary this contract of insurance. In all cases, We will ask You questions that are relevant to Our decision to insure You and on what terms.

It is important that You understand You are answering Our questions in this way for Yourself and anyone else that You want to be covered by the contract.

When You answer the questions You must give a true and accurate account of matters. Your response should tell Us everything that You know about the question because Your response is relevant to whether We offer You insurance and the terms We offer You.

A misrepresentation made fraudulently is made in breach of the duty to take reasonable care not to make a misrepresentation.

## Circumstances relevant to Your duty

Whether or not You took reasonable care not to make a misrepresentation will be determined with regard to all the relevant circumstances.

If We know, or ought to know about Your particular characteristics or circumstances, We will consider these to determine if You took reasonable care not to make a misrepresentation to Us.

We may consider the following matters to determine if You took reasonable care not to make a misrepresentation to Us:

- the type of consumer insurance contract in question, and its target market;
- explanatory material or publicity produced or authorised by Us;
- how clear, and how specific, the questions We asked were;
- how clearly We communicated to You the importance of answering those questions and the possible consequences of failing to do so;
- whether or not an agent/insurance broker was acting for You; or
- whether the contract was a new contract or was being renewed, extended, varied or reinstated.

You are not to be taken to have made a misrepresentation merely because You:

- failed to answer a question; or
- gave an obviously incomplete or irrelevant answer to a question.

## Consequences if You fail to take reasonable care and do make a misrepresentation

If You do not take reasonable care when answering Our questions and the result is You do make a misrepresentation to Us, We may cancel Your contract or reduce the amount We will pay You if You make a claim, or both.

If Your failure to take reasonable care not to make a misrepresentation to Us is fraudulent, We may refuse to pay a claim and treat the contract as if it never existed.

## When and how benefits are provided

The benefits for which You are insured under this policy are payable:

- when an insured event occurs during the Period of Insurance causing You to suffer loss or damage or incur legal liability; and
- Your claim is accepted by Us.

After calculating the amount payable We will either:

- pay for specified Additional expenses;
- pay the person or provider to whom You are legally liable;
- pay the cash value, repair cost or arrange replacement of Your personal items (after deducting depreciation where applicable); or
- pay You.

## The amount You pay for this insurance

You can obtain a quote from the providing entity. The amount We charge You for this insurance policy is the total amount of the premium that We calculate to cover the risk and any relevant government charges (such as Goods and Services Tax (GST) and stamp duty). These amounts add up to the total amount You must pay.

Once the policy is issued Your total premium and any relevant government charges are shown on the Certificate of Insurance. If You wish to change Your policy in any way please contact us.

## How various factors affect the Amount Payable

We consider a number of factors in calculating the total Amount Payable. The following is a guide on these key factors, how they combine and how they may impact the assessment of risk and therefore Your premium.

- **Area** – higher risk areas cost more.
- **Departure date and trip duration** – the longer the period until You depart and the longer Your trip duration, the higher the cost may be.
- **Age** – higher risk age groups cost more.
- **Plan** – International Comprehensive+, which provides more cover, costs more than International Comprehensive or Domestic.
- **Excess** – on some policies You can choose the excess amount.
- **Cruise Cover** – additional premium applies.
- **Cancellation cover** – on some policies You can choose Your own level of cancellation cover. The more cancellation cover You require, the higher the cost may be.
- **Adding cover for Existing Medical Conditions and pregnancy** (where available) – additional premium may apply if a medical assessment is completed and cover is accepted by Us.
- **Options to vary cover** (where available) – additional premium applies.

## How a claim settlement is calculated

When We pay a claim We consider a number of aspects in calculating the settlement. These include:

- the amount of loss or damage or liability;
- the excess;
- the maximum benefit limits and sub-limits;
- depreciation; and
- the terms and conditions of the policy.

The following is an example to show how We will calculate claim settlement:

- Your new video camera with an original purchase price of \$4,000 is stolen from a hotel room.
- You are travelling on International Comprehensive+ plan.
- The excess shown on Your Certificate of Insurance is \$100.
- You have not paid an additional amount to increase the standard item limit.

The claim settlement would be calculated as follows:

- Consider the original purchase price of the video camera – \$4,000 (no depreciation applies because the video camera was new).
- Consider the maximum benefit limit for Luggage and Travel Documents – \$25,000.
- Consider the maximum item limit payable for cameras and video equipment – \$6,000.
- Consider the excess of \$100. As the excess in this example is \$100, an excess of \$100 is deducted. This results in a claim settlement of \$3,400 or We may replace the item. Our choice will have regard to the circumstances of Your claim and consider any preference You may have.

## Policy wording

The benefits described in this policy wording should be read in conjunction with Cruise Cover (page 11), Policy inclusions and choices (page 10), Options to vary cover (pages 12-15), Travel and health (pages 16-20), Duty to take reasonable care not to make a misrepresentation (page 22), Words with special meaning (pages 24-26), Policy conditions (pages 26-28) and General exclusions (pages 51-52).

### **THE POLICY IS NOT VALID UNLESS THE CERTIFICATE OF INSURANCE IS ISSUED TO YOU.**

We will give You the insurance cover described in the policy in return for receiving the total Amount Payable.

It is a condition of the policy that:

- You are not aware of any circumstance which is likely to give rise to a claim;
- You are a resident of Australia with a valid Australian Medicare card or currently living in Australia with a visa allowing You to live, work or study in Australia (or non-resident of Australia travelling on the Inbound plan) and will be returning Home at the completion of the Period of Insurance;
- If You purchase the Annual Multi-Trip policy:
  - cover will only extend to a Journey
    - to a destination more than 250 kilometres away from Your Home; or
    - that includes at least one night paid accommodation booked with an accommodation supplier or provider (including a hotel, Bed & Breakfast (B&B), serviced apartment or peer to peer service such as Airbnb); and
  - the length of each Journey cannot exceed the maximum duration shown on Your Certificate of Insurance.

## Words with special meaning

In this PDS the following words have the meanings shown below. The use of the singular shall also include the use of the plural and vice versa.

**“We”, “Our”, “Us”** means Zurich Australian Insurance Limited (ZAIL).

**“You”, “Your”, “Yourself”** means the people listed on the Certificate of Insurance and includes Accompanied Children. Where more than one person is listed on the Certificate of Insurance all benefits, limitations, conditions and exclusions will be interpreted as if a separate policy was issued to each of the persons listed other than:

- a) in the event a claim arising from the one event is made, an excess (if applicable) will only be applied once;
- b) in the case of luggage item limits which shall be as per a single policy;
- c) for SECTION 4: Amendment or Cancellation Costs applies per policy.

In respect of organised groups, each child not travelling with their usual guardian must purchase a separate policy.

**“Accompanied Children”** means Your children or grandchildren who are identified on the Certificate of Insurance and travelling with You on the Journey, provided they are not in full-time employment, they are financially dependent on You and they are under the age of 21 years.

**“Act of Terrorism”** means any act by a person, alone or with an organisation or foreign government, who:

- a) uses or threatens force or violence;
- b) aims to create public fear; or
- c) aims to resist or influence a government, or has ideological, religious, ethnic or similar aims.

**“Additional”** means the cost of the accommodation or transport You actually use less the cost of the accommodation or transport You expected to use had the Journey proceeded as planned.

**“Amount Payable”** means the total amount payable for this insurance cover and the amount shown on Your Certificate of Insurance.

**“Business Equipment”** means computer equipment, communication devices and other business-related equipment which You need in the course of Your business (carried with You while travelling) and which is not insured elsewhere. The equipment must be owned by Your employer or, if You are self-employed, it must be owned by You.

**“Car Club Company”** means a company or agency which is fully licensed with the regulatory authority of the country, state or local authority in which the company or agency provides the registered paying members use of all Rental Vehicles within the Car Club Company fleet. A car club provides its members with quick and easy access to a car or a van for short term hire. Members can make use of car club and van club vehicles, as and when they need them.

**“Computer System”** means any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility, owned or operated by the coach, airline, shipping line, cruise line or railway company that You were due to travel on.

**“Concealed Storage Compartment”** means a boot, glove box, enclosed centre console, or concealed cargo area.

**“Cyber Act”** means an unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any Computer System.

**“Cyber Incident”** means any:

- a) Cyber Act or error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any Computer System; or
- b) Cyber Act including any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any Computer System.

**“Disabling Injury, Sickness or Disease”** means a disabling injury, sickness or disease which first shows itself during the Period of Insurance and which requires immediate treatment by a qualified medical practitioner or dentist.

**“Epidemic”** means a fast-spreading contagious or infectious disease or illness in an area as documented by a recognised public health authority.

**“Existing Medical Condition”** means a disease, illness, medical or dental condition or physical defect that, at the Relevant Time, meets any one of the following:

- a) Has required an emergency department visit, hospitalisation or day surgery procedure within the last 12 months.
- b) Requires:
  - (i) prescription medication from a qualified medical practitioner;
  - (ii) regular review or check-ups;
  - (iii) ongoing medication for treatment or risk factor control; or
  - (iv) consultation with a specialist.
- c) Has:
  - (i) been medically documented involving the brain, circulatory system, heart, kidneys, liver, respiratory system or cancer; or
  - (ii) required surgery involving the abdomen, back, brain, joints or spine that required at least an overnight stay in hospital.
- d) Is:
  - (i) chronic or ongoing (whether chronic or otherwise) and medically documented;
  - (ii) under investigation;
  - (iii) pending diagnosis; or
  - (iv) pending test results.

**“Golf Equipment”** means items used for playing golf including, but not limited to a golf bag, clubs (drivers, irons, putters and woods), golf gloves and shoes.

**“Home”** means Your usual place of residence in Australia.

**“Insolvency”** means bankruptcy, provisional liquidation, liquidation, insolvency, appointment of a receiver or administrator, entry into a scheme of arrangement, statutory protection, presentation of a petition for the compulsory winding up of, stopping the payment of debts or the happening of anything of a similar nature under the laws of any jurisdiction.

**“International Waters”** means waters outside the jurisdiction territory of any country.

**“Journey”** means the period commencing at the time You leave Home and ceasing at the time You return Home. On an Annual Multi-Trip policy, Your destination must be more than 250 kilometres from Home or, if less than that, Your trip must include at least one night paid accommodation staying at a registered accommodation provider.

**“Kidnap, Kidnapped or Kidnapping”** means You being illegally seized by force and held captive by a previously unknown and unrelated party for the purpose of demanding payment or concessions in return for Your release.

**“Limbs”** means a hand at or above the wrist or a foot at or above the ankle.

**“Loss of Use”** The period during which the Rental Vehicle hired by You is not available for hire due to damage caused during the Vehicle Rental Agreement period. Loss of Use charges are calculated at the same rate You paid when You hired the Rental Vehicle.

**“Mountain Biking Equipment”** means items used for mountain bike riding including, but not limited to, a helmet, gloves, mountain bike, protective body wear and protective eyewear.

**“Natural Disaster”** means a major adverse event resulting from natural processes of the Earth; examples are bushfire, hurricane, tornado, volcanic eruption, earthquake, tsunami, falling object from space (including a meteorite), and in general any extraordinary atmospheric, meteorological, seismic, or geological phenomenon. It does not mean an Epidemic or Pandemic.

**“On-Piste”** means on a marked trail or slope prepared for the purpose of skiing or snowboarding within the boundary of the ski field or ski resort and used in accordance with any regulations published by the ski field or ski resort.

**“Pandemic”** means an Epidemic that is expected to affect an unusually large number of people or involves an extensive geographic area.

**“Period of Insurance”** means:

- a) In respect of Single Trip Policies from the time You commence the Journey or the travel start date shown on Your Certificate of Insurance (whichever is later) until the time You complete the Journey or the travel end date shown on Your Certificate of Insurance (whichever is the earlier).
- b) In respect of Annual Multi-Trip Policies from the time You commence each Journey or the travel start date shown on Your Certificate of Insurance (whichever occurs last) until the earliest of the following times:
  - (i) the time that You complete the Journey;
  - (ii) the expiry of the maximum insured duration per Journey (this maximum duration is shown on Your Certificate of Insurance); or
  - (iii) 12 months from the travel start date shown on Your Certificate of Insurance.

Cover under SECTION 4: Amendment or Cancellation Costs begins from the time the policy is issued. The dates on Your Certificate of Insurance can only be changed with Our consent.

In respect of SECTION 10: Resumption of Journey, cover is suspended while You are in Australia and will recommence once You resume the Journey, subject to the original expiry date.

If You have left Home and are already on Your trip when buying the policy, the Period of Insurance will not commence until 3 days after the travel start date/policy issue date shown on Your Certificate of Insurance. The 3 day no-cover period applies to all policy benefits.

**“Permanent”** means a period of time lasting 12 consecutive months after the expiry of which there is no reasonable prospect of improvement.

**“Professional”** means undertaking any activity for which financial payment is received from another person or party.

**“Public Place”** means any place the public has access to, including but not limited to airports, bus terminals, buses, cruise ships, planes, stations, taxis, trains, wharves and beaches, galleries, hostels, hotels, hotel foyers and grounds, museums, private car parks, public toilets, shops, streets, restaurants and general access areas.

**“Relative”** means a person who is Your spouse, de facto; parent, parent-in-law, stepparent, guardian; grandparent; child, foster child, grandchild; brother, brother-in-law, half-brother, stepbrother, sister, sister-in-law, half-sister, stepsister; daughter, daughter-in-law, stepdaughter, son, son-in-law, stepson; fiancé, fiancée; uncle, aunt; or niece, nephew.



**“Relevant Time”** in respect of:

- a) Single Trip policies means the time of issue of the policy.
- b) Annual Multi-Trip policies means the first time at which any part of the relevant trip is paid for or the time at which the policy is issued, whichever occurs last.

**“Rental Company”** means a company or agency which is fully licensed with the regulatory authority of the country, state or local authority where the Rental Vehicle is collected.

**“Rental Vehicle”** means a campervan/motorhome/caravan that does not exceed 6 tonnes, SUV, sedan, station wagon, hatchback, people mover, coupe, convertible, four-wheel drive or mini bus rented from a licensed motor vehicle rental company, Car Club Company or agency.

**“Scuba Equipment”** means items used for scuba diving including, but not limited to, air tanks, dive computer, diving mask, fins, gloves, gauges, regulators and wetsuit.

**“Sickness”** means a disabling sickness or disease that first shows itself during the Period of Insurance and requires immediate treatment by a qualified medical practitioner.

**“Terminal Illness”** means a medical condition for which a terminal prognosis has been given by a qualified medical practitioner and which is likely to result in death.

**“Transport Provider”** means a properly licensed coach operator, airline, cruise line, shipping line or railway company.

**“Travel Services Provider”** means a scheduled services airline, hotel, accommodation provider, car rental agency, coach, bus, shipping line or railway company.

**“Triathlon Equipment”** means the equipment carried with You while travelling and used when training for or racing in a triathlon including, but not limited to, a GPS bicycle computer and muscle recovery machine, but does not include a bicycle.

**“Unattended”** means not on Your person or within Your sight and reach.

**“Valuables”** means articles made of or containing gold, silver or precious metals; binoculars; jewellery; mobile phones; photographic, audio, video, tablet computer, computer and electrical equipment of any kind (including but not limited to devices such as drones, computer games, portable navigation equipment or media); precious stones; smart phones; telescopes and watches.

## Policy conditions

### 1. Excess

The excess is the first amount of a claim that We will not pay for. It is deducted from Your claim if it is approved by Us. The excess applies per event i.e. If You fall over and need medical treatment, and smashed Your smart phone in the fall, the excess will be deducted once.

**Claim example:** You have a \$250 excess on Your policy. If You made a claim for \$2,500 under Section 1: Overseas Medical Expenses, You already paid the expenses and We approve Your claim, We would deduct the \$250 excess from the claim before We paid You. If, via Our emergency assistance team, We approved a claim directly with an overseas medical provider, We may ask You to pay the \$250 excess directly to the provider at the time or request You to pay it to Us before We can finalise Your claim with the provider. In any event, the total claim We pay is \$2,250.

The excess, if applicable, applies to any claim arising from a separate event in respect of Sections 1, 2, 4, 5, 6, 10, 11, 12, 19, Additional Cruise Benefits (i)-(iv), and for Sections 20, 22 and 23 where relevant. The excess amount will be shown on Your Certificate of Insurance.

An additional or higher excess may apply in certain circumstances.

### Special excess

In addition to Your chosen excess or the excess on the Domestic plans, a special excess will apply to:

- SECTION 2: Additional Expenses if You are diagnosed with COVID-19 on Your trip: International plans – \$250 Inbound – \$250, Domestic plans – \$250.
- SECTION 4: Amendment or Cancellation Costs if You or Your travelling companion are diagnosed with COVID-19 on Your trip: International plans – \$500 Inbound – \$500, Domestic plans – \$250.

If Your claim is under both sections, the higher special excess will be deducted. The special excess applies in addition to any other excess. You cannot remove this special excess.

What that means is, for example, if You chose a \$250 excess on the International Comprehensive plan, and claim for Additional accommodation costs and cancellation costs because You were diagnosed with COVID-19 on Your overseas trip, We would deduct an excess of \$750 in total from Your claim. (\$250 excess + \$500 special excess).

### 2. Limits of liability

The limits of Our liability for each Section of the policy are the amounts shown in the relevant table for the plan purchased as shown on pages 3-9 except:

- a) where the policy limit for SECTION 4: Amendment or Cancellation Costs applies on a per policy basis and will be shown on Your Certificate of Insurance;
- b) the maximum liability collectively for Sections 15, 16 and 17, shall not exceed \$45,000 on the Comprehensive+ and \$30,000 on the Comprehensive and Inbound plans;
- c) where You have paid the additional premium to include Cruise Cover on the International or Inbound plans, the standard benefits apply as per the plan purchased and the Cruise Cover additional benefits and limits apply (see pages 44-45);
- d) where We have notified You in writing of different limits; or
- e) in some circumstances, prior to Your entry into the policy or when You apply for cover for Your Existing Medical Conditions, whichever occurs later, We may impose an additional or higher excess for claims arising from Existing Medical Conditions. We will inform You in writing if this applies: These will be set out in Your Certificate of Insurance or in a letter from Our medical assessment team.

### 3. Claims

- a) You must report any loss or theft of luggage, personal effects, travel documents or money to the police, the Transport Provider or accommodation provider as relevant within 7 days of You first becoming aware of the loss or theft. You should obtain a report confirming the incident to submit to Us with Your claim.
- b) You must take all reasonable steps to prevent or minimise a claim.
- c) You must not make any offer, promise of payment or admit any liability without Our consent.

- d) You must advise Us of any claim or occurrence which may give rise to a claim as soon as possible and within 60 days of the return date shown on Your Certificate of Insurance by sending a completed claim form.
- e) You must at Your own expense, supply any documents in support of Your claim which We may request, such as a police report, a Property Irregularity Report (PIR), receipts, valuations, a repair quote, a death certificate and/or medical certificate.
- f) You must co-operate fully in the assessment or investigation of Your claim.
- g) When making a claim, You are responsible for assisting Us and acting in an honest and truthful manner. If You make or try to make a false, exaggerated or fraudulent claim or use any false, exaggerated or fraudulent means in trying to make a claim, We will not pay Your claim, Your cover under this policy will be voided (without any return of the amount You have paid), We may report You to the appropriate authorities and You may be prosecuted.
- h) Where You are a registered entity on one of the Domestic Plans You may be entitled to an input tax credit for Your Amount Payable and/or for things covered by this policy. You must disclose these entitlements to Us if You make a claim under Your policy.
- i) If We agree to pay a claim under Your policy We will base any claim payment on the GST inclusive costs (up to the relevant limits of liability). However, We will reduce any claim payment by any input tax credit You are, or would be, entitled to for the repair or replacement of insured property or for other things covered by this policy.
- j) We will be entitled, at Our expense, to have You medically examined or, in the event of death, a post-mortem examination carried out. We will give You or Your legal representative reasonable notice of the medical examination.

#### **4. If You are able to claim from a statutory fund, compensation scheme or Transport Provider**

If You are able to claim from a statutory fund, compensation scheme (for example a private health fund or workers compensation scheme) or Transport Provider for monies otherwise payable under this policy You must do so and the policy will only cover the remaining amount.

#### **5. You must help Us to make any recoveries**

We have the right to recover from any other party in Your name, money payable under the policy or to choose to defend any action brought against You. You must provide reasonable assistance to Us.

#### **6. Claims payable in Australian dollars**

All amounts payable and claims are payable in Australian dollars at the rate of exchange applicable at the time the expenses were incurred.

#### **7. Policy interpretation**

The policy shall be interpreted in accordance with the law of the Australian State or Territory in which it is issued.

#### **8. Emergency assistance**

- a) Where Your claim is excluded or falls outside the policy coverage, the giving of emergency assistance will not in itself be an admission of liability.

- b) The medical standards, sanitary conditions, reliability of telephone systems and facilities for urgent medical evacuations differ from country to country. Responsibility for any loss, medical complication or death resulting from any factor reasonably beyond Our control cannot be accepted by Our emergency assistance, Cover-More or Us.
- c) If Your trip involves travel to a country or part of the country the Australian Government on the [smartraveller.gov.au](http://smartraveller.gov.au) website\* advises travellers to “Reconsider your need to travel” or “Do not travel”, and You choose to continue with Your trip, You should understand that We may not be able to provide You with emergency assistance there because the current situation (which is the subject of the warning) in that country or part of the country may limit our ability to do so. For example, in a case where You travel to a war zone the airspace may be closed which may prevent Us from arranging emergency repatriation for a covered claim. This condition applies regardless of whether Your claim relates to the warning.  
\*Or the equivalent authority responsible in Your country of residence for setting advisories for citizens and/or residents.

#### **9. Free extension of insurance**

Where Your Journey is necessarily extended due to an unforeseeable circumstance outside Your control, Your Period of Insurance will be extended until You are physically able to travel Home by the quickest and most direct route. The Period of Insurance will not be extended for any other reason.

#### **10. Special conditions, limitations, excesses and Amounts Payable**

If You:

- a) want cover for an Existing Medical Condition or pregnancy which does not satisfy the provisions set out on pages 16-19 You will need to complete a health assessment. We will notify You of the outcome.  
If We are able to approve cover for the condition(s) or pregnancy You must pay an extra premium to Us. Cover may be subject to special conditions, limitations, limits, and excesses.
- b) in the last 5 years have:
  - (i) made 3 or more travel insurance claims;
  - (ii) had insurance declined or cancelled or had a renewal refused or claim rejected; or
  - (iii) been in prison or had any criminal conviction (other than driving offences)
 cover must be separately applied for and accepted by Us, and it may be subject to special conditions, limitations, excesses and amounts payable.

We will notify You in writing of these before We issue the policy.

#### **11. Automatic reinstatement of sums insured**

If You purchase the Annual Multi-Trip Policy the limits of liability under each Section of the policy are automatically reinstated on completion of each Journey and in respect of SECTION 5: Luggage and Travel Documents, also once on each Journey.

## **12. Policy conditions applying to SECTION 1: Overseas Medical and Dental (including emergency repatriation/evacuation) and SECTION 2: Additional Expenses**

- a) We have the option of returning You to Australia if the cost of medical and/or Additional expenses overseas are likely to exceed the cost of returning You to Australia subject always to medical advice. We also have the option of evacuating You to another country.
- b) In all cases the cost of evacuation or to bring You back to Australia will only be met if Your claim is approved by Us and it was arranged by and deemed necessary by Our emergency assistance network.
- c) If We request that You be moved to another hospital, return to Australia or be evacuated to another country and You refuse, We will only consider:
  - (i) Your costs and expenses per Sections 1 and 2 (as applicable) incurred up to the time of Our request; and
  - (ii) the lesser of:
    - an amount equivalent to the costs and expenses per Sections 1 and 2 (as applicable) that You would have incurred after Our request had You moved to another hospital, returned to Australia or been evacuated to another country as requested; or
    - Your costs and expenses actually incurred after Our request.
- d) If You are hospitalised We will pay for a share room. If a share room is not available We will pay to upgrade You to a single room.
- e) If You do not hold a return airline ticket an amount equal to the cost of an economy class one way ticket will be deducted from Your claim for repatriation expenses.

## **13. Policy conditions applying to SECTION 15: Loss of Income, SECTION 16: Disability and SECTION 17: Accidental Death**

- a) If the conveyance You are travelling in disappears, sinks or crashes and Your body has not been found after 12 months You will be presumed to have died.
- b) You must obtain and follow advice and treatment given by a qualified doctor as soon as possible after suffering a disabling injury, during the Period of Insurance.

## **14. Non-Australian residents travelling to Australia – Inbound**

This policy condition applies if You have paid the Inbound Amount Payable and You are a non-Australian resident.

In this policy wording (other than in this policy condition, the second bullet point under Policy wording on page 24, SECTION 1: Overseas Medical and Dental Expenses including emergency repatriation/evacuation, SECTION 19: Medical and Dental Expenses in Australia (Inbound plan) and the General exclusions):

- a) the word “Australia” should be replaced with Your country of residence; and
- b) the word “overseas” should be interpreted to mean a place outside Your country of residence.

## **15. Already travelling**

### **Not available on the Inbound plan**

If You purchase this policy on Your trip after leaving Home, this cover is subject to a 3 day no-cover period. This means there is no cover under any section of the policy for any event that has occurred already or that arises within the first 3 days of buying the policy.

## **16. Sanctions regulation**

Notwithstanding any other terms or conditions under this policy, We shall not be deemed to provide coverage and will not make any payments nor provide any service or benefit to You or any other party to the extent that such cover, payment, service, benefit and/or activity of Yours would violate any applicable trade or economic sanctions, law or regulation.

# The benefits

## SECTION 1: Overseas Medical and Dental Expenses (including emergency repatriation/evacuation)

### Overseas Medical Expenses

If during the Period of Insurance You suffer a Disabling Injury, Sickness or Disease We will pay the usual and customary cost of medical treatment and ambulance transportation which is provided outside Australia by or on the advice of a qualified medical practitioner.

Also includes the usual and customary cost of emergency repatriation or evacuation. In all cases the cost of evacuation or to bring You back to Australia will only be met if Your claim is approved by Us and it was arranged by and deemed necessary by Our emergency assistance network.

### Overseas Emergency Dental Expenses

If during the Period of Insurance You suffer a Disabling Injury, Sickness or Disease We will pay up to \$2,000 for the usual and customary cost of emergency dental treatment provided outside Australia by or on the advice of a qualified medical practitioner or dentist to relieve pain or temporarily restore function. For example, if You have a sore tooth and need a regular filling or if a capped front tooth breaks and a temporary cap is required.

#### Please note

Cover applies for a maximum of 12 months from the date of suffering the Disabling Injury, Sickness or Disease.

If any costs or expenses are incurred without Our approval and before contacting Us, We will only cover any such costs or expenses or for any evacuation/repatriation or airfares if We would have approved them up to an amount We would have otherwise incurred, had contact been made and approval provided.

Overseas medical and dental expenses cover may end less than 12 months from the date of suffering the Disabling Injury, Sickness or Disease as We do not provide cover if these expenses are incurred outside the Period of Insurance. In certain circumstances The Period of Insurance will automatically extend for a period of time – see Policy condition 9 Free extension of insurance on page 27 for more information.

The maximum benefit limit for this section is:

	Domestic	International Overseas Dental Expenses	International Overseas Medical Expenses
Comprehensive+	\$Nil	\$2,000	\$Unlimited
Comprehensive	\$Nil	\$2,000	\$Unlimited
Inbound	—	\$2,000	\$Unlimited
Basic	\$Nil	\$2,000	\$Unlimited

### We will not pay for:

1. medical treatment, dental treatment or ambulance transportation provided in Australia.  
If You are cruising and have paid the additional premium for Cruise Cover, this exclusion does not apply to medical treatment provided while on a ship (including cruise ship, passenger ship or passenger ferry) even if that ship is within Australian territorial waters. However, this additional benefit does not apply to any medical treatment provided on Australian inland waterways or while the ship is tied up in an Australian port.
2. dental expenses involving the use of precious metals, whitening or involving cosmetic dentistry.
3. the continuation or follow-up of treatment (including medication and ongoing immunisations) started prior to Your Journey.
4. routine medical or dental treatment or prenatal visits.
5. medical treatment, dental treatment or ambulance transportation provided in Your country of residence.
6. private medical or hospital treatment where public funded services or care is available, including medical or hospital treatment under any Reciprocal Health Agreement between Australia and the Government of any other country unless We agree to the private treatment.

**Also refer to: General exclusions – pages 51-52.**

**Policy conditions – pages 26-28.**

## SECTION 2: Additional Expenses

### 1. If You Become Sick

Cover is subject to the advice of the treating qualified medical practitioner and acceptance by Our emergency assistance team. If Your claim is coverable, We or Our emergency assistance team will not unreasonably withhold or delay Our acceptance.

If during the Period of Insurance You suffer a Disabling Injury, Sickness or Disease, We will pay the reasonable Additional accommodation expenses (room rate only) and Additional transport expenses, at the same accommodation standard and fare class as originally booked, incurred by:

- a) You. The benefit ceases when You are able to continue Your Journey, travel Home or on the completion of the Period of Insurance, whichever is the earlier.
- b) Your travelling companion who remains with or escorts You until You are able to continue Your Journey, travel Home or on the completion of the Period of Insurance, whichever is the earlier.
- c) one person (e.g. a Relative) (If You don't have a travelling companion with You already) who travels to and remains with You following You being hospitalised as an inpatient. The benefit ceases when You are able to continue Your Journey, travel Home or on the completion of the Period of Insurance, whichever is the earlier.

Room rate only means that other expenses You may incur such as food, drinks, groceries, laundry etc. are not included.

We will also pay the necessary cost to return Your Rental Vehicle to the nearest depot if You suffer a Disabling Injury, Sickness or Disease provided that, on the advice of the treating qualified medical practitioner, You are unfit to drive it.

If during the Period of Insurance Your return Journey is delayed for an event that is covered by this policy and You incur additional kennel or cattery boarding fees, We will reimburse You up to \$25 for each 24 hour period to a maximum of \$300 for domestic pet and cats owned by You.



**We will not pay for:**

1. any costs or expenses incurred prior to You being certified by a qualified medical practitioner as unfit to travel.

**2. If You Die**

We will pay reasonable overseas funeral or cremation expenses or the cost of returning Your remains to Australia if You die during the Period of Insurance.

In either event the maximum amount We will pay in total will not exceed the amount shown in the table below for the plan You have.

The maximum benefit limit for this section (2.2) is:

	International
Comprehensive+	\$60,000
Comprehensive	\$50,000
Inbound	\$50,000
Basic	\$25,000*

**\*Basic plan:** If You hold a valid Schengen Visa and You die in a Schengen member state during the Period of Insurance We will pay up to 30,000EUR for expenses incurred in that Schengen member state.

On a Domestic plan, if You die on Your Journey during the Period of Insurance We will pay reasonable costs for:

- a) cremation and returning Your ashes to Your Home locale; or
- b) repatriation of Your remains to Your Home locale.

In either event the maximum amount We will pay in total will not exceed the amount shown in the benefits table for SECTION 2: Additional Expenses (shown over the page) for the plan You have.

**3. If a Relative or Your business Partner Not Travelling With You Becomes Sick**

We will pay reasonable Additional transport expenses at the same fare class as originally booked if You are required to return Home due to the sudden disabling injury, sickness or disease or death of a Relative or Your business partner who are not travelling.

**4. If Your Home Is Destroyed By Fire, Earthquake Or Flood**

We will pay the Additional transport expenses at the same fare class as originally booked for Your early return Home if it is totally destroyed by fire, earthquake or flood while You are on Your Journey.

**5. Other Circumstances**

We will pay Your reasonable Additional accommodation expenses (room rate only) and Additional transport expenses, at the same accommodation standard and fare class as originally booked, incurred on the Journey due to an unforeseeable circumstance outside Your control and resulting from:

- a) disruption of Your scheduled transport because of riot, strike or civil commotion occurring after the commencement of the Journey provided You act reasonably in avoiding Additional costs;
- b) disruption of Your scheduled transport because of a Cyber Incident provided You act reasonably in avoiding Additional costs;
- c) loss of passport or travel documents except involving government confiscation or articles sent through the mail;

- d) a Natural Disaster;
- e) a collision of a motor vehicle, watercraft, aircraft or train in which You are travelling;
- f) Your scheduled transport being delayed for at least 12 hours due to severe weather conditions. We will pay up to \$300 providing confirmation from the Transport Provider has been obtained.

If You are unable to provide Us with a copy of the relevant report confirming the delay, You must provide Us with a reasonable explanation and details of the time and place the delay occurred, including any contact details You were provided with for the provider of the scheduled transport.

Room rate only means that other expenses You may incur such as food, drinks, groceries, laundry etc. are not included.

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$25,000 (Includes Return of Mortal Remains)	\$Unlimited
Comprehensive	\$10,000 (Includes Return of Mortal Remains)	\$Unlimited
Inbound	—	\$Unlimited
Basic	\$10,000 (Includes Return of Mortal Remains)	\$Unlimited

**We will not pay for claims (under Section 2.3) caused by:**

1. an Epidemic, Pandemic or outbreak of an infectious disease or any derivative or mutation of such viruses.
2. the sudden disabling injury, sickness or disease or death of a Relative or Your business partner who is not travelling, unless at the Relevant Time that person:
  - a) in the last 2 years, had not been hospitalised (including day surgery or emergency department attendance) for a condition that was in any way related to, or exacerbated by, the condition that gave rise to the claim;
  - b) was not residing in a facility such as a nursing home, an aged care facility, a residential aged care home, a high and/or low care facility, a privately owned accommodation facility such as Supported Residential Services or Facilities (SRS/SRF) or, a residential care facility;
  - c) was residing independently at home or in a retirement home or village, including independent living arrangements, and they did not require home care or flexible care services;
  - d) was not on a waiting list for, or did not know (they needed surgery, inpatient treatment or tests at a hospital or clinic;
  - e) did not have a drug or alcohol addiction; and
  - f) did not have a Terminal Illness.

**If any point a)-f) cannot be met e.g. if Your non-travelling Relative was in a nursing home or did have a Terminal Illness, which means Your claim would otherwise be excluded, We will pay no more than \$1,000 under all Sections of the policy combined (unless the Cancellation Extension applies. See pages 30-31).**

**Also refer to: General exclusions – pages 51-52. Policy conditions – pages 26-28.**

## SECTION 3: Travel Services Provider Insolvency

If due to the Insolvency of a Travel Services Provider:

1. You have to rearrange Your Journey, We will pay the reasonable cost of doing so (We will not pay more for the cost of rearranging Your Journey than the non-refundable costs which would have been incurred had the Journey been cancelled, and the cover is limited to the same or similar standard of transport and accommodation as was originally booked).
2. You have to cancel the Journey (because You cannot rearrange it), We will pay You the non-refundable unused portion of all travel costs prepaid in advance including the travel agent's commission (the travel agent's commission is limited to the lesser of \$4,000 or the amount of commission the agent had earned on the prepaid refundable amount of the cancelled travel arrangements).
3. You necessarily incur Additional expenses in returning Home, We will pay the reasonable Additional hotel accommodation expenses incurred and Additional transport expenses.

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$10,000	\$10,000
Comprehensive	\$5,000	\$5,000
Inbound	—	\$5,000
Basic	\$Nil	\$Nil

You can only claim for one of EITHER Section 3.1, 3.2 or 3.3 for the same Insolvency event.

### We will not pay for claims caused by:

1. the Insolvency of a Travel Services Provider if the booking was made on Your Journey unless You made the booking with a travel agent or the licensed Travel Services Provider.
2. the Insolvency of any travel agent, tour wholesaler, tour operator or booking agent.
3. Insolvency of a Travel Services Provider if at the Relevant Time, the Travel Services Provider was Insolvent or a reasonable person would have reason to expect the Travel Services Provider might become Insolvent.
4. accommodation expenses incurred after the date You originally planned to return to Your Home.
5. an Act of Terrorism.

**Also refer to: General exclusions – pages 51-52.  
Policy conditions – pages 26-28.**

## SECTION 4: Amendment or Cancellation Costs

**Please note:** If Your claim is for the cancellation of a cruise, You must have Cruise Cover on Your policy which will be shown on Your Certificate of Insurance.

If due to circumstances outside Your control and unforeseeable at the Relevant Time:

1. You have to rearrange Your Journey prior to leaving Home, We will pay the cost of doing so (We will not pay more for rearranging Your Journey than the cancellation costs which would have been incurred had the Journey been cancelled); or
2. You have to cancel the Journey (where You cannot rearrange it prior to leaving Home) We will pay You:
  - a) the value of the unused portion of Your prepaid travel or accommodation arrangements that are non-refundable and not recoverable in any other way;
  - b) the travel agent's commission (this is limited to the lesser of \$4,000 or the amount of commission the agent had earned on the prepaid refundable amount of the cancelled travel arrangements); and
  - c) the value of frequent flyer or similar flight reward points, air miles, redeemable vouchers or similar schemes lost by You following cancellation of the services paid for with those points, if You cannot recover Your loss in any other way. The amount We will pay is calculated as follows:
    - (i) For frequent flyer or similar flight reward points, loyalty card points, air miles:
      - The cost of an equivalent booking, based on the same advance booking period as Your original booking. We will deduct any payment You made towards the booking and multiply it by the total number of points or air miles lost, divided by the total number of points or air miles used to make the booking
    - (ii) For vouchers, the face value of the voucher up to the current market value of an equivalent booking.

The proportion of any trip costs for a travelling companion not insured on this policy is not claimable. This applies even if the trip was paid for by someone insured on this policy.

### The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$Cover Chosen*	\$Cover Chosen*
Comprehensive	\$Cover Chosen*	\$Cover Chosen*
Inbound	—	\$Cover Chosen*
Basic	\$Cover Chosen*	\$Cover Chosen*

\*Shown on Your Certificate of Insurance.

**Please note: This policy does not cover claims relating to government travel bans; “Do not travel” warnings; government directed border closure; or mandatory quarantine or self-isolation requirements related to cross area, border, region or territory travel.**

**We will not pay for claims caused by:**

1. Transport Provider caused cancellations, delays or rescheduling other than when caused by strikes. This exclusion does not apply to the unused portion of:
  - a) any accommodation, day tour or car hire;
  - b) an overnight tour or overnight cruise if the leg of transport that is initially delayed or cancelled arrives at its destination more than 90 minutes later than originally scheduled.
2. Your or any other person's unwillingness or reluctance to proceed with the Journey or deciding to change plans.
3. You cancelling or amending Your Journey prior to being certified by a qualified medical practitioner as unfit to travel.
4. the death or sudden disabling injury, sickness or disease of a Relative or Your business partner who is not travelling, unless at the Relevant Time that person:
  - a) in the last 12 months, had not been hospitalised (including day surgery or emergency department attendance) for a condition that was in any way related to, or exacerbated by, the condition that gave rise to the claim;
  - b) was not residing in a facility such as a nursing home, an aged care facility, a residential aged care home, a high and/or low care facility, a privately owned accommodation facility such as Supported Residential Services or Facilities (SRS/SRF) or, a residential care facility;
  - c) was residing independently at home or in a retirement home or village, including independent living arrangements, and they did not require home care or flexible care services;
  - d) was not on a waiting list for, or did not know they needed surgery, inpatient treatment or tests at a hospital or clinic;
  - e) did not have a drug or alcohol addiction; and
  - f) did not have a Terminal Illness.

**If any point a)-f) cannot be met e.g. if Your non-travelling Relative was in a nursing home or did have a Terminal Illness, which means Your claim would otherwise be excluded, We will pay no more than \$1,000 under all Sections of the policy combined (unless the Cancellation Extension applies. See pages 30-31).**
5. the health or death of any other person (not listed in point 4).
6. any contractual or business obligation or Your financial situation. This exclusion does not apply to claims where You are involuntarily made redundant from Your permanent full-time or permanent part-time employment in Australia and where You would not have been aware before, or at the Relevant Time, that the redundancy was to occur.
7. failure by You or another person to obtain the relevant visa, passport or travel documents.
8. errors or omissions by You or another person in a booking arrangement.
9. the standards or expectations of Your prepaid travel arrangements being below or not meeting the standard expected.
10. the failure of Your travel agent, Our agent who issued this policy, any tour operator, transport or accommodation supplier or provider (including but not limited to peer to peer service such as Airbnb and Uber), person or agency to pass on monies to operators or to deliver promised services.
11. a request by Your employer, Your leave application being denied, or Your leave being revoked. This exclusion does not apply if You are a full-time member of the Australian Defence Force or of federal, state or territory emergency services (e.g. police, fire, ambulance, paramedic) and Your leave is revoked.
12. a lack in the number of persons required to commence any tour, conference, accommodation or travel arrangements or due to the negligence of a wholesaler or operator. However, if a tour or river cruise, that is prepaid and overnight, is cancelled due to a lack of numbers We will pay in respect of Your other prepaid arrangements the lesser of:
  - a) necessary amendment costs; or
  - b) the non-refundable unused portion of costs if You cancel the trip.

In any case the most We will pay is the lesser of \$800 or Your sum insured under this section of the policy.
13. customs and immigration officials acting in the course of their duties or You travelling on incorrect travel documents.
14. an Act of Terrorism.
15. an Epidemic, Pandemic or outbreak of an infectious disease or any derivative or mutation of such viruses.
16. the cancellation of Your wedding or the wedding You were due to attend.
17. the illness, injury or death of an animal or pet.
18. the breakdown or dissolution of any personal or family relationship.

**Also refer to: General exclusions – pages 51-52.  
Policy conditions – pages 26-28.**

# Cancellation Extension

## Included in Comprehensive and Comprehensive+ Plans

**Please note:** These benefits are not available to You if the policy issue date is 7 days or less before the travel start date.

### Conditions that apply to the Cancellation Extension covers:

We will only cover those travel costs that You paid:

- within the 48 hours before buying this policy
- at the same time as buying this policy
- after buying this policy.

#### For example

<b>You book a last minute holiday 5 days before departure and buy this policy at the same time</b>	You cannot claim those travel costs under this Cancellation Extension because the policy issue date is less than 7 days before the travel start date.
<b>6 months before buying this policy</b> - You paid \$2,000 for Your flights	You cannot claim the flight cost under this Cancellation Extension because this travel cost was paid more than 48 hours before buying the policy.
<b>At the same time as paying for Your trip You buy this policy</b> and make the rest of Your trip arrangements over the few months prior to the departure date	You can claim those travel costs because those travel costs were paid at the same time as, and also after, buying the policy.
<b>A day before buying this policy</b> - You paid \$1,000 for Your accommodation	You can claim the accommodation cost under the Cancellation Extension because this travel cost was paid within 48 hours of buying the policy and the policy issue date is more than 7 days before the travel start date.

### Cover is also subject to the reasons and criteria following.

This policy excludes certain scenarios under SECTION 4: Cancellation or Amendment Costs. **Also refer to the General exclusions – pages 51-52 and the Policy conditions – pages 26-28.**

However, the Comprehensive and Comprehensive+ plans, provide cover if You have to cancel Your Journey for the following reasons:

- 1. Upgrade: If a non-travelling Relative or Your business partner becomes ill, injured or dies**
- 2. Upgrade: If there are serious, unexpected pregnancy complications after the start of the 24th week or pregnancy:**
  - up until the 32nd week (i.e. up to 31 weeks, 6 days) for a single pregnancy; or
  - up until the 28th week (i.e. up to 27 weeks, 6 days) for a multiple pregnancy.
- 3. An Act of Terrorism**
- 4. If Your pet cat or dog becomes ill or injured or dies**
- 5. Wedding related cancellation**
- 6. Dissolution of Your relationship with Your spouse or de facto**

## What's covered for points 1-5:

See the policy wording for the extensions following. If Your claim is approved, We will pay the lesser of:

- 75% of the non-refundable unused portion of all travel costs prepaid in advance; or
- 75% of Your Cancellation Cover sum insured under SECTION 4: Cancellation or Amendment Costs.

In any case, We will not pay more than \$10,000 per policy.

### Claim example

You chose the following for Your policy

- Comprehensive plan with \$250 excess
- \$5,000 cancellation cover chosen

Your claim is for \$4,500.

**Amount claimed:** 75% x \$4,500 = \$3,375

**Maximum limit:** \$10,000. The claim amount is under this limit.

**Excess:** Minus policy excess \$250

**Total:** The total in this case is \$3,125

## What's covered for point 6:

See the policy wording for the extensions following. If Your claim is approved, We will pay the lesser of

- 75% of the non-refundable unused portion of all travel costs prepaid in advance; or
- 75% of Your Cancellation Cover sum insured under SECTION 4: Cancellation or Amendment Costs.

In any case, We will not pay more than \$3,000 per policy.

### Claim example

You chose the following for Your policy

- Comprehensive plan with \$250 excess
- \$5,000 cancellation cover chosen

Your claim is for \$4,500.

**Amount claimed:** 75% x \$4,500 = \$3,375

**Maximum limit:** \$3,000. The claim amount is higher than this so the \$3,000 limit applies.

**Excess:** Minus policy excess \$250

**Total:** The total in this case is \$2,750.

### 1. Upgrade: If a non-travelling Relative or Your business partner becomes ill, injured or dies

Where Your claim for cancellation or amendment costs would not normally be accepted, We will provide cover if a non-travelling Relative or Your business partner becomes ill or injured or dies, and

- that person hadn't been hospitalised in the last 3 months for a condition related to the cause of the claim; and
- the claim wasn't caused by Liver, Lung, Oesophageal or Pancreatic Cancer, Mesothelioma, or a life-threatening COVID-19 diagnosis (unless Your Relative or business partner is in Australia or New Zealand, in which case the COVID-19 benefit applies instead).



## 2. Upgrade: If there are complications of pregnancy

Where Your claim for cancellation or amendment costs would not normally be accepted, We will provide cover if You need to cancel Your trip due to serious, unexpected pregnancy complications from the start of the 24th week or pregnancy:

- a) up until the 32nd week (i.e. up to 31 weeks, 6 days) for a single pregnancy; or
- b) up until the 28th week (i.e. up to 27 weeks, 6 days) for a multiple pregnancy.

### Remember, We will not pay for:

- childbirth related costs regardless of the age at which the child is born.
- costs relating to the health or care of a newborn child, regardless of the age at which the child is born.

## 3. An Act of Terrorism

Where Your claim for cancellation or amendment costs would not normally be accepted, We will provide cover if an Act of Terrorism occurs:

- a) within 7 days of You being due to be at the place where the Act of Terrorism occurred; and
- b) within 50 kilometres:
  - (i) of Your port of entry or exit; or
  - (ii) of Your prepaid or prearranged accommodation; and(For example if You are at Home and due to be in Amsterdam in 5 days time, and there is a terrorist event there, You are able to make a claim to cancel Your Amsterdam travel arrangements)
- c) there was no Australian Government “Do not travel” terrorism related warning for the place at the Relevant Time.

## 4. If Your pet cat or dog becomes ill or injured or dies

Where Your claim for cancellation or amendment costs would not normally be accepted, We will provide cover if Your pet cat or dog suffers a life-threatening illness or injury or dies suddenly.

You will need to provide evidence from a qualified veterinarian.

## 5. Wedding related cancellation

Where Your claim for cancellation or amendment costs would not normally be accepted, We will provide cover if:

### a) You are the bride or groom and Your relationship breaks down which means You need to cancel Your wedding as a result.

Cover is only for Your prepaid, unused, non-refundable flights, accommodation and tours. We will not cover any costs associated with the wedding event (e.g. wedding attire, vehicle hire, flowers, professional services, the reception etc).

### b) You are part of the bridal party (but not the bride or groom) or an invited wedding guest and the wedding is called off \*for any reason\*

Cover is not available if You are travelling to the wedding only to provide a professional service e.g. photographer or make-up artist.

### c) You are a close family member (not invited to the wedding) but are travelling to the wedding for the purpose of babysitting a minor

### d) the start of Your pre-booked, outward Journey is delayed by the Your Transport Provider for more than 24 hours which means that You will not make it to the wedding in time and You abandon the trip.

In all scenarios, supporting evidence is required such as event bookings, invitations etc

## 6. Dissolution of Your relationship with Your spouse or de facto

Where Your claim for cancellation or amendment costs would not normally be accepted, We will provide cover if You genuinely separate from Your spouse or de facto partner who You are living with, due to Your relationship with that person dissolving.

To support Your claim You need to provide the following documentation.

- Evidence that You were living together at the same address at the time of the relationship breakdown such as utility bills, phone/internet, rent or insurances.
- Evidence that Your relationship with Your spouse or de facto has dissolved and You are separated or have commenced separation such as:
  - a statement from an independent third party who has dealt with Your circumstances in a professional capacity, such as a counsellor, minister of religion, social worker or solicitor.
  - a statutory declaration from a third party who You have both known for at least 6 months to support the fact You were in a relationship and that the relationship has broken down.

A statutory declaration is a legal document that contains a written statement about something that is true. It must be witnessed by an approved person. If someone makes a false statement in a statutory declaration on purpose, they can be charged with a criminal offence. They could be imprisoned for up to 4 years.
  - confirmation from a government agency such as Centrelink to demonstrate change of family situation.

## SECTION 5: Luggage and Travel Documents

### 1. Loss, Theft or Damage

If during the Period of Insurance Your luggage or personal effects are lost, stolen or damaged, after deducting depreciation as shown in the depreciation table, We will repair the item if it is practical and economic to do so. If it is not practical and economic to repair the item and depreciation is not applicable, We will replace the item or provide You with a replacement voucher if the item is available from Our usual suppliers. If the above do not apply, We will pay You the monetary value of the item.

If Your prescription medication is lost, stolen or damaged during the Period of Insurance We will also pay up to \$500 for expenses incurred overseas to replace that prescription medication.

If Your claim for loss or theft can be approved but Your items are found in the meantime and can be posted to You, We will instead pay up to \$500 for postage costs.

It is Your responsibility to provide Us with evidence to support Your claim for an item. This is 'proof of ownership'.

- We will accept the original or a copy of a purchase receipt, invoice and/or bank statement showing the purchase, the date of the purchase and the amount paid.
- We may consider valuation certificates (issued prior to the Relevant Time), ATM receipts and warranty cards with accompanying bank statement of purchases.
- We will not accept photographs, packaging or instruction manuals as proof of ownership.

#### Depreciation table

This policy operates on an indemnity basis which means settlement of Your claim is based on the value of an item at the time of the loss.

Depreciation takes into account the amount paid originally for the item, its age, wear and tear and advances in technology.

We will reduce the value of the items because of age, wear and tear, and advances in technology according to the table following:

Age of item and depreciation that applies	Items		
	Jewellery (not watches or costume jewellery)	Communication devices, all computers, electrical devices, electronics equipment, phones, all, photographic equipment, smart watches, tablet computers	Any other items
New-24 months	0%	0%	0%
25-36 months	0%	60%	36%
More than 36 months	0%	60%	60%

This means depreciation will not be deducted from items less than 2 years old at the time of loss. Items greater than 2 years old will have the percentage amount shown above deducted.

### Item limits

Our payment will not exceed the original purchase price of an item with a limit for any one item, set or pair of items including attached and unattached accessories of.

Items and limits	International Basic Plan	International and Domestic Comprehensive & Inbound Plans	International and Domestic Comprehensive+ Plans
Phone	\$1,000	\$1,500	\$2,500
Smart watch	\$1,000	\$1,500	\$2,500
Camera	\$3,500	\$4,000	\$6,000
Video camera	\$3,500	\$4,000	\$6,000
Drone (with or without camera)	\$1,000	\$1,200	\$2,000
Laptop computer	\$3,000	\$4,000	\$5,000
Tablet computer	\$3,000	\$3,000	\$3,000
Artificial limb	\$1,000	\$1,200	\$1,500
Dentures (full or partial)	\$1,000	\$1,200	\$1,500
Removable dental appliance	\$1,000	\$1,200	\$1,500
Medical device	\$1,000	\$1,200	\$1,500
Jewellery	\$1,000	\$1,200	\$1,500
Watch	\$1,000	\$1,200	\$1,500
Any other item	\$1,000	\$1,200	\$1,500

The following are examples of items considered as one item for the purpose of this insurance (an item limit will apply):

- Camera, lenses, tripods and camera accessories (attached or not)
- Smart phone and cover/case
- Matched or unmatched set of golf clubs, golf bag and buggy
- Necklace and pendant
- Charm bracelet and charms.

#### Claim example:

A phone purchased for \$1,300 was 28 months old when it was stolen. An excess of \$100 applies. A claim would be calculated as follows.

**Item:** Phone cost \$1,300 when purchased over 2 years ago.

**Depreciation:** Minus \$780 depreciation ( $\$1,300 \times 60\%$ ) = \$520

**Excess:** Minus policy excess \$100 (where applicable)

**Total:** The total in this case is \$420

**International Basic, Comprehensive and Comprehensive+, Domestic Comprehensive and Comprehensive+ and Inbound:**

- **Increase Luggage Item Limit:** Where an additional premium has been paid to increase the luggage item limit for a single item, the claim will be assessed based on the item and item limit specified on the Certificate of Insurance. Depreciation applies. For multiple items, the overall increase in limits cannot exceed \$15,000.

**2. Travel Document Replacement**

We will pay You for the cost of replacing travel documents and credit cards lost or stolen on the Journey. We will also pay for Your legal liability arising from their illegal use. You must however, comply with all the conditions of the issue of the document prior to and after the loss or theft.

**3. Automatic Reinstatement of Sum Insured**

In the event that a claimable loss, or damage to Your luggage and personal effects is incurred, We will allow You one automatic reinstatement of the sum insured, stated in the plan purchased, while on Your Journey.

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$15,000	\$25,000
Comprehensive	\$5,000	\$15,000
Inbound	—	\$15,000
Basic	\$Nil	\$5,000

**We will not pay for:**

1. loss or theft that is not reported to the:
  - a) police or security personnel;
  - b) responsible Transport Provider (if Your items are lost or stolen while travelling with a Transport Provider); or
  - c) accommodation provider.

All cases of loss or theft must be reported as soon as possible and within 7 days. A copy of the relevant report must be submitted for any claim involving loss or theft. If You are unable to provide Us with a copy of the relevant report, You must provide Us with a reasonable explanation and details of the time and place You made the report, including their contact details.

2. damage, loss or theft of Valuables placed in the care of a Transport Provider unless security regulations prevented You from keeping the Valuables with You.
3. items left Unattended in any motor vehicle (for example, a car, campervan or motorhome) or towed land vehicle overnight even if they were in a Concealed Storage Compartment.
4. items left Unattended in any motor vehicle (for example, a car, campervan or motorhome) or towed land vehicle during daylight hours, unless they were stored in a Concealed Storage Compartment of a locked motor vehicle or towed land vehicle and forced entry was gained.
5. any amount exceeding \$500 per item and \$2,000 in total for all items left Unattended in any motor vehicle (for example, a car, campervan or motorhome) or towed land vehicle.
6. items left Unattended in a Public Place.

7. loss, theft or damage to drones (including attached and unattached accessories) while in use.
8. sporting equipment (including bicycles) damaged, lost or stolen while in use.
9. items sent under the provisions of any freight contract or any luggage forwarded in advance or which is unaccompanied. This exclusion for unaccompanied items will be waived if Your claim for lost stolen items can be approved but Your items are found in the meantime and can be posted to You.
10. surfboards or waterborne craft of any description. This exclusion does not apply if the item is lost, stolen or damaged while in the custody of a Transport Provider.
11. damage to fragile or brittle articles unless caused by a fire or motor vehicle collision. This exclusion does not apply to spectacles; lenses in cameras and video cameras; laptop and tablet computers; or binoculars.
12. damage caused by atmospheric or climatic conditions, wear and tear, vermin or any process of cleaning, repairing, restoring or alteration.
13. electrical or mechanical fault or breakdown.
14. information stored on any electronic device or other media, including digital photos, downloaded files, electronic applications, programmed data, software or any other intangible asset.
15. bonds, coupons, gift cards, stamps, vouchers, warranties, pre-loaded or rechargeable cards including but not limited to phone, debit or stored value cards.
16. bullion, deeds, insurance premiums, manuscripts, negotiable instruments, precious metals or securities.
17. items described in SECTION 7: Money.

**Also refer to: General exclusions – pages 51-52. Policy conditions – pages 26-28.**

**SECTION 6: Delayed Luggage Allowance**

If all Your luggage is delayed by a Transport Provider during the Journey for more than 12 hours We will reimburse You up to:

- \$300 per item (\$500 in total on the International Basic plan, \$1,000 in total on the International Comprehensive plan or Inbound plan, or \$1,400 in total on International Comprehensive+ plan) for underwear, socks, toiletries, non-prescription medication and change of shoes and clothing (and a bag) You bought after a 12 hour delay and before the luggage was returned to You; and
- \$100 for transport to retrieve Your luggage.

The original receipts for the items and confirmation of the length of delay from the Transport Provider must be produced in support of Your claim.

This section does not apply on the leg of the Journey that returns You Home.

**What You must do if You want to make a claim**

- Notify Your Transport Provider or their handling agents of the situation as soon as possible after arriving at the destination. The quicker You report the fact Your luggage has been delayed, the better chance the Transport Provider has of finding it and reuniting it with You promptly.
- Obtain a report from them as soon as possible to give to Us with Your claim so We have evidence of what happened.

- Get receipts for the essential items You bought to tide You over. You need to give Us the receipts proving the amount You spent and that You waited at least 12 hours before buying essential items. We need receipts so We can reimburse You.

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$1,500	\$1,500
Comprehensive	\$1,100	\$1,100
Inbound	—	\$1,100
Basic	\$Nil	\$600

**We will not pay for:**

1. delay that is not reported to the responsible Transport Provider. All reports must be confirmed in writing by the Transport Provider at the time of making the report. If You are unable to provide Us with a copy of the Transport Provider's report, You must provide Us with a reasonable explanation and details of the time and place You made the report, including their contact details.

**Also refer to: General exclusions – pages 51-52.**

**Policy conditions – pages 26-28.**

## SECTION 7: Money

We will reimburse You for cash, bank or currency notes, postal or money orders accidentally lost or stolen from Your person, or stolen from a locked safe or safety deposit box, during the Period of Insurance.

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$500	\$500
Comprehensive	\$250	\$250
Inbound	—	\$250
Basic	\$Nil	\$Nil

**We will not pay for:**

1. loss or theft that is not reported to the:
  - a) police or security personnel;
  - b) responsible Transport Provider (if Your items are lost or stolen while travelling with a Transport Provider); or
  - c) accommodation provider.

All cases of loss or theft must be reported as soon as possible and within 7 days. A copy of the relevant report must be submitted for any claim involving loss or theft. If You are unable to provide Us with a copy of the relevant report, You must provide Us with a reasonable explanation and details of the time and place You made the report, including their contact details.

2. loss or theft of cash, bank or currency notes, postal or money orders unless carried on Your person or stored in a locked safe or safety deposit box.

**Also refer to: General exclusions – pages 51-52.**

**Policy conditions – pages 26-28.**

## SECTION 8: Driving Holidays

### Rental Vehicle Insurance Excess

This cover applies if You:

- a) hire a Rental Vehicle;
- b) are the nominated driver on the Rental Vehicle agreement; and
- c) have comprehensive motor vehicle insurance for the Rental Vehicle for the hire period.

If the Rental Vehicle is damaged or stolen while in Your control during the Journey We will pay the lower of the Rental Vehicle insurance excess or the repair costs to the Rental Vehicle that You become liable to pay.

It is Your responsibility to provide the final loss/repair report to substantiate Your claim.

If You paid for one of the motorcycle/moped riding cover options, We will also include cover for the insurance excess You become liable to pay for damage to or theft of a motorcycle or moped rented from a licensed motor vehicle rental company. The word "Rental Vehicle" should be interpreted to include motorcycle or moped.

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$5,000	\$5,000
Comprehensive	\$5,000	\$5,000
Inbound	—	\$5,000
Basic	\$Nil	\$Nil

**We will not pay for:**

1. damage or theft, arising from the operation of a Rental Vehicle in violation of the terms of the rental agreement.
2. damage sustained to a Rental Vehicle while it is being driven on an unsealed surface.
3. administration costs or loss of use penalties.

**Also refer to: General exclusions – pages 51-52.**

**Policy conditions – pages 26-28.**

### Domestic Comprehensive+ plan: Bonus cover for the Insurance Excess on Your Personal Vehicle

This cover applies if You have comprehensive car or motorcycle insurance on Your own vehicle.

If Your personal car or motorcycle is damaged or stolen while in Your control on the Journey during the Period of Insurance, We will reimburse You up to \$2,500 for:

- a) the prescribed excess paid under Your comprehensive personal car or motorcycle policy of insurance, relative to the loss or damage to Your own car or motorcycle and which is not legally recoverable from any other source; or
- b) the actual costs paid for any repairs to Your own car or motorcycle should they be less than the prescribed excess applicable under Your comprehensive personal car or motorcycle policy of insurance, relative to the damage to Your own car or motorcycle and which is not legally recoverable from any other source.



## Comprehensive+ plan: Rental Vehicle Comprehensive Cover

	Domestic	International
Comprehensive+	Cover available	Cover available
Comprehensive	\$Nil	\$Nil
Inbound	\$Nil	\$Nil
Basic	\$Nil	\$Nil

This cover applies if You:

- have purchased a Comprehensive+ policy;
- hire a Rental Vehicle;
- are the nominated driver on the Rental Vehicle agreement; and
- have comprehensive motor vehicle insurance for the Rental Vehicle for the hire period.

You must:

- take all reasonable steps to protect the Rental Vehicle against loss and damage;
- ensure the Rental Vehicle value does not exceed \$200,000 and that it is not more than 10 years old.

**The maximum benefit limits for this section are:**

Benefits	Maximum benefit limits	
	USA & Canada	World excl USA/ Canada
Rental Vehicle Insurance Excess	\$10,000	\$10,000
Collision/Loss Damage Waiver	\$200,000	\$Nil
Misfuelling	\$1,500	\$1,500
Lock Out	\$1,000	\$1,000
Replacing Lost/Stolen Keys	\$1,000	\$1,000
Loss of Use Charges	\$250	\$250
Cancellation of Rental Agreement Fees	\$750	\$750
Accidental Damage to permanent fixtures to Campervans and Motorhomes	\$500 per item (\$1,500 Maximum limit)	\$500 per item (\$1,500 Maximum limit)
Unsealed roads (if Your Rental Agreement allows driving on unsealed roads)	\$2,000	\$2,000

### Rental Vehicle Insurance Excess

If the Rental Vehicle is damaged or stolen whilst in Your control during the Journey We will pay the lower of the Rental Vehicle insurance excess or the repair costs to the Rental Vehicle that You become liable to pay.

It is Your responsibility to provide the final loss/repair report to substantiate Your claim.

#### We will not pay:

- any payment or any claim for which You are not liable under the Vehicle Rental Agreement for loss or damage to the Rental Vehicle.
- any payment or any claim where You have not met the terms of Your Vehicle Rental Agreement.
- where the Rental Vehicle is not driven by You or in Your charge or is driven by a person not named on the Vehicle Rental Agreement.

### Collision/Loss Damage Waiver in USA and Canada

Available If You selected USA or Canada as Your destination or if Your area of travel is Worldwide policy that includes travel to the USA and Canada.

If, during the Period of Insurance and during the term of any single Vehicle Rental Agreement You become liable to pay for any accidental damage to the Rental Vehicle (including damage caused by fire, theft, vandalism and damage to windscreens, tyres, roof and the under-carriage), We will pay the costs You become liable to pay.

We will also pay for any rental fees charged by the Rental Company You are liable for during the period that the Rental Vehicle is unable to be used by You and for any related towing costs as long as those fees or costs are the result of accidental damage or theft.

#### We will not pay:

- any payment or any claim for that You are not liable for under the Vehicle Rental Agreement for loss or damage to the Rental Vehicle.
- where You were not driving or in control of the Rental Vehicle.
- where the Rental Vehicle is being driven by a driver who is not stated or named on Your Vehicle Rental Agreement.

### Misfuelling

If You are liable to pay for accidental damage if the wrong type of fuel is put into the Rental Vehicle by any person named on the Rental Vehicle agreement.

### Lock Out

If You are unintentionally locked out of Your Rental Vehicle during the Period of Insurance, We will pay costs incurred up to a maximum of \$1,000 for a Rental Vehicle hire company approved locksmith to open the vehicle without causing further damage to the Rental Vehicle.

#### We will not pay:

- where the locksmith is not approved by the Rental Company.
- where receipts and invoices are not presented.

### Replacing Lost/Stolen Keys

We will pay You costs incurred up to a maximum of \$1,000, for each and every claim, for replacing a lost or stolen Rental Vehicle key, including replacement locks and locksmith charges.

### Loss of Use Charges

If You cause damage to the Rental Vehicle which means the Rental Company is unable to re-rent the Rental Vehicle before it is repaired or replaced, We will pay up to \$250, towards any Loss of Use charges incurred by You.

In the event of a claim, You must submit evidence:

1. of a garage invoice or receipt showing that the Rental Vehicle was not able to be used.
2. to confirm how long the Rental Vehicle was in the garage i.e. when the Rental Vehicle was booked in and booked out of the garage.

This section only applies to Rental Vehicle bookings made and/or reserved and/or transacted after the inception date of Your policy as shown on Your Certificate of Insurance.

#### We will not pay:

1. any claim if the car rental agreement was for less than 7 days.
2. any Rental Vehicle booking made and/or reserved and/or transacted before the start date of Your policy.

### Cancellation of Rental Agreement Fees

We will pay up to \$750, towards any cancellation charges incurred from the Rental Company or Car Club Company if You cancel the Vehicle Rental Agreement prior to its start date.

This section only applies to Rental Vehicle bookings made and/or reserved and/or transacted after the inception date of Your policy as shown on Your Certificate of Insurance.

#### We will not pay:

1. where You cancel the Vehicle Rental Agreement after its start date.
2. any Rental Vehicle booking made and/or reserved and/or transacted before the start date of Your policy.

### Accidental damage to permanent fixtures to Campervans and Motorhomes

If You rent a Rental Vehicle that is a Campervan/Motorhome, We will pay You up to \$500 per item for accidental damage You cause to the permanent interior fixtures and fittings of a Campervan/Motorhome such as walls and wall fixings, cupboards, beds, seats, upholstery, curtains, lighting and sanitary ware.

#### We will not pay:

1. any payment or any claim where You have not met the terms of Your Vehicle Rental Agreement.

### Unsealed roads

We will pay for any single incident or for a series of incidents during any single Vehicle Rental Agreement for the reimbursement of the excess applied by the Rental Company caused by accidental damage to the Rental Vehicle as well as for any repair costs that the Rental Company charges You or for payments that You are responsible for under the terms of Your Vehicle Rental Agreement following accidental damage to windscreens, tyres, roof and under-carriage whilst You are driving the Rental Vehicle on an Unsealed Road.

#### We will not pay:

1. any payment or any claim for which You are not liable under the Vehicle Rental Agreement for loss or damage to the Rental Vehicle.
2. any payment or any claim where You have not met the terms of Your Vehicle Rental Agreement.
3. where the Rental Vehicle is not driven by You or in Your charge or is driven by a person not named on the Vehicle Rental Agreement.
4. any costs that the Rental Company charge You for any period that the Rental Vehicle cannot be rented.

**Also refer to: General exclusions – pages 51-52.  
Policy conditions – pages 26-28.**

## SECTION 9: Travel Delay

If Your pre-booked, prepaid transport is temporarily delayed during the Journey for at least 6 hours due to an unforeseeable circumstance outside Your control (including a Cyber Incident),

We will reimburse You:

1. the reasonable Additional accommodation (room rate only) expenses You incur; and
2. the cost of the unused, prepaid accommodation (if You have to pay for new accommodation) less any refund You are entitled to from the supplier of the original accommodation.

Our reimbursement will be up to \$300. We will also reimburse up to \$300 again for each full 24 hour period that the delay continues beyond the initial 6 hour delay.

You must claim from the Transport Provider first, and provide Us with confirmation from the Transport Provider of the cause and period of the delay and the amount of compensation offered by them. If You are unable to obtain confirmation from the Transport Provider, You must provide Us with a reasonable explanation and details on Your request of this information, including their contact details.

You must also provide Us with receipts for the Additional accommodation (room rate only) expenses incurred.

	Domestic	International
Comprehensive+	\$1,000	\$3,000
Comprehensive	\$1,000	\$2,000
Inbound	\$Nil	\$2,000
Basic	\$Nil	\$Nil

#### We will not for claims:

1. caused by an Epidemic, Pandemic or outbreak of an infectious disease or any derivative or mutation of such viruses.

**Also refer to: General exclusions – pages 51-52.  
Policy conditions – pages 26-28.**

## SECTION 10: Resumption of Journey

If You are required to return Home during the Journey due to the sudden serious injury, sickness, disease or death of a Relative or Your business partner and the exclusions on Section 2.3 do not apply to Your claim under this section, We will pay for the economy class transport costs You incur to return overseas provided:

- Your Period of Insurance was at least 23 days;
- less than 50% of the Period of Insurance had elapsed at the time of the onset of the sudden serious injury, sickness, disease or death of a Relative or Your business partner;
- Your return overseas occurs prior to the original expiry date of Your cover for Your original Journey;
- no claim for the same costs is made under SECTION 4: Amendment or Cancellation Costs of this policy;
- the death was not caused by an illness or injury appearing prior to the commencement of Your original Journey; and
- the onset of the illness or injury did not occur prior to the commencement of Your original Journey.

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$2,000	\$6,000
Comprehensive	\$Nil	\$3,000
Inbound	\$Nil	\$3,000
Basic	\$Nil	\$Nil

**Also refer to: General exclusions – pages 51-52.  
Policy conditions – pages 26-28.**

## SECTION 11: Missed Connections

For missed connections during the Period of Insurance.

Cover applies where You have prepaid, scheduled transport or a cruise to meet Your pre-booked connection. That pre-booked connection is a flight, cruise or multi-night tour.

If within 72 hours of Your scheduled departure time, Your prepaid, scheduled transport or cruise is cancelled, delayed or rescheduled which means You won't make it in time to get Your pre-booked connection, We will pay:

- the Additional public transport and accommodation costs You incur to arrive in time to catch the pre-booked connection or to catch up with Your scheduled itinerary (if You are unable to arrive in time), less any refunds or credits from the scheduled transport or cruise provider. This includes flights and transport to the next port of Your cruise and any accommodation costs;
- \$50 per missed meal of Your cruise; and
- up to \$300 for accommodation per missed prepaid accommodation or cruise night.

We only cover You if You have allowed sufficient time for transferring to the connection. Sufficient time to Us is at least 90 minutes between connections.

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$2,000	\$3,000
Comprehensive	\$Nil	\$3,000
Inbound	\$Nil	\$3,000
Basic	\$Nil	\$Nil

You must claim from the Transport Provider first, and provide Us with confirmation from the Transport Provider of the cause and period of the delay and the amount of compensation offered by them. If You are unable to obtain confirmation from the Transport Provider, You must provide Us with a reasonable explanation and details on Your request of this information, including their contact details.

You must also provide Us with receipts for the Additional accommodation (room rate only) expenses incurred.

### We will not pay for claims:

- where the leg of transport that is initially delayed arrives at its destination less than 90 minutes later than originally scheduled.
- where the Transport Provider provides an alternative mode of transportation without additional cost to You that would get You there in time to meet Your connection or to catch up with Your scheduled itinerary.
- caused by an Act of Terrorism.
- caused by an Epidemic, Pandemic or outbreak of an infectious disease or any derivative or mutation of such viruses.

**Also refer to: General exclusions – pages 51-52.  
Policy conditions – pages 26-28.**

## SECTION 12: Special Events

If due to an unforeseeable circumstance outside Your control Your Journey would otherwise be delayed resulting in You being unable to arrive in time to attend a wedding, funeral, 25th or 50th wedding anniversary or, a prepaid conference, concert, music festival or sporting event, which cannot be delayed due to Your late arrival, We will pay for:

- the reasonable Additional cost of using alternative public transport to arrive at Your destination on time; and
- the cost of the unused connection (if You have to buy a new connection) less any refund or credit You are entitled to from the supplier of that connection.

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$2,000	\$6,000
Comprehensive	\$2,000	\$5,000
Inbound	\$Nil	\$5,000
Basic	\$Nil	\$Nil

### We will not pay for claims caused by:

- an Epidemic, Pandemic or outbreak of an infectious disease or any derivative or mutation of such viruses.

**Also refer to: General exclusions – pages 51-52.  
Policy conditions – pages 26-28.**

## SECTION 13: Hospital Incidentals

If You are hospitalised overseas and Your claim is approved under SECTION 1: Overseas Medical and Dental Expenses (including emergency repatriation/evacuation), We will reimburse You for incidentals such as phone calls and magazines.

The amount We will pay is limited to \$50 for each night You are hospitalised overseas as a result of a Disabling Injury, Sickness or Disease during the Period of Insurance, provided that the period of confinement is at least 48 hours. Original receipts for these expenses must be produced in support of Your claim.

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$Nil	\$10,000
Comprehensive	\$Nil	\$6,000
Inbound	\$Nil	\$6,000
Basic	\$Nil	\$Nil

**Also refer to: General exclusions – pages 51-52.**

**Policy conditions – pages 26-28.**

## SECTION 14: Hijacking

If while on the Journey You are detained on a means of public transport due to it being hijacked by persons using violence or threat of violence We will pay You \$1,000 for each 24 hour period You are forcibly detained by the hijackers.

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$Nil	\$10,000
Comprehensive	\$Nil	\$5,000
Inbound	\$Nil	\$5,000
Basic	\$Nil	\$Nil

**Also refer to: General exclusions – pages 51-52.**

**Policy conditions – pages 26-28.**

## SECTION 15: Loss of Income

If during the Period of Insurance, You suffer:

- an injury caused solely and directly by violent, accidental, visible and external means; or
- a Sickness (any claim already approved under Section 1 or 2 of this policy)

resulting in You losing income because You are unable to return to Your usual place of employment in Australia, We will pay You up to 75% of Your usual monthly net of income tax wage, but not in respect of the first 15 days after You originally planned to resume Your work in Australia.

We will only pay up to a maximum duration of 6 months or until the benefit limit is reached; whichever comes first.

This benefit is only payable if Your inability to work occurs within 30 days of the incident.

### Payment example:

Siobhan was travelling in the USA and was in a bus accident breaking both of her legs. When she returned to Australia as planned, she was unable to work due to this injury. (Siobhan works in Security and is required to be able to do patrols on foot).

After being home for 30 days she is still unable to work and submits a claim for lost income. Her usual net income per year is \$72,000 or \$6,000 per month.

We do not pay for any income lost in the first 15 days, but Siobhan is able to claim the next 15 days.

The most We will pay is 75% of her net income, calculated as follows:

$$= 75\% \times (\$72,000/365)$$

$$= \$147.95 \text{ Daily income} \times 15 \text{ days}$$

$$= \$2,219.25 \text{ is what Siobhan would be paid for the 15 days she can claim.}$$

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$45,000	\$45,000
Comprehensive	\$30,000	\$30,000
Inbound	\$Nil	\$9,000
Basic	\$Nil	\$Nil

\*Maximum liability collectively for Sections 15, 16 and 17: Comprehensive+ \$45,000, Comprehensive and Inbound \$30,000

**Also refer to: General exclusions – pages 51-52.**

**Policy conditions – pages 26-28.**

## SECTION 16: Disability

If during the Period of Insurance You suffer an injury caused solely and directly by violent, accidental, visible and external means (not caused by a sickness or disease) resulting in Your Permanent total loss of sight in one or both eyes or the Permanent total loss of use of one or more Limbs within one year of the date of the accident, We will pay You the amount shown in the plan purchased.

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$30,000	\$30,000
Comprehensive	\$25,000	\$25,000
Inbound	\$Nil	\$25,000
Basic	\$Nil	\$Nil

\*Maximum liability collectively for Sections 15, 16 and 17: Comprehensive+ \$45,000, Comprehensive and Inbound \$30,000

**Also refer to: General exclusions – pages 51-52.**

**Policy conditions – pages 26-28.**



## SECTION 17: Accidental Death

If during the Period of Insurance You suffer an injury caused solely and directly by violent, accidental, visible and external means (not caused by a sickness or disease) resulting in Your death, We will pay Your estate the amount shown in the plan purchased provided Your death occurs within one year of the accident.

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$30,000	\$30,000
Comprehensive	\$25,000	\$25,000
Inbound	\$Nil	\$25,000
Basic	\$Nil	\$Nil

\*Maximum liability collectively for Sections 15, 16 and 17: Comprehensive+ \$45,000, Comprehensive and Inbound \$30,000

**Also refer to: General exclusions – pages 51-52.**

**Policy conditions – pages 26-28.**

## SECTION 18: Personal Liability

We will provide cover if, as a result of Your negligent act occurring during the Period of Insurance, You become unintentionally legally liable to pay compensation in respect to damage caused to someone else's property or the injury or death of someone else.

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	\$5,000,000	\$5,000,000
Comprehensive	\$2,500,000	\$2,500,000
Inbound	\$Nil	\$2,500,000
Basic	\$1,000,000	\$1,000,000

### We will not pay for:

- liability You become liable to pay to somebody who is a member of Your family or travelling party or employed by You or deemed to be employed by You.
- liability arising from loss or damage to property which is in Your legal custody or control.
- liability arising from the conduct by You of any profession, trade or business.
- liability arising out of the use or ownership by You of any aircraft, drone, firearm, waterborne craft or mechanically propelled vehicle.
- liability arising out of occupation or ownership of any land, buildings or immobile property.
- liability arising out of any wilful or malicious act.
- liability arising out of the transmission of an illness, sickness or disease.
- liability involving punitive, exemplary or aggravated damages or any fine or penalty.
- liability arising out of Your liability under a contract or agreement unless You would be liable if that contract or agreement did not exist.

**Also refer to: General exclusions – pages 51-52.**

**Policy conditions – pages 26-28.**

## SECTION 19: Medical and Dental Expenses in Australia (Inbound plan)

This Section only applies if You have paid the Inbound plan Amount Payable and You are a non-Australian resident and provided You are not an eligible person within the meaning of the Health Insurance Act 1973 (Cth).

### Medical Expenses In Australia

If during the Period of Insurance You suffer a Disabling Injury, Sickness or Disease, We will pay the usual and customary cost of medical treatment and ambulance transportation provided in Australia by or on the advice of a qualified medical practitioner or dentist.

### Dental Expenses In Australia

If during the Period of Insurance You suffer a Disabling Injury, Sickness or Disease We will pay up to \$2,000 for the usual and customary cost of emergency dental treatment provided in Australia by or on the advice of a qualified dentist in order to relieve pain or temporarily restore function.

### Please note

Cover applies for a maximum of 12 months from the date of suffering the Disabling Injury, Sickness or Disease.

Your medical cover may end less than 12 months from the date of suffering the Disabling Injury, Sickness or Disease as We do not cover expenses incurred outside the Period of Insurance. In certain circumstances The Period of Insurance will automatically extend for a period of time – see Policy condition 9 Free extension of insurance on page 27 for more information.

The maximum benefit limit for this section is:

	Emergency Medical Expenses in Australia	Emergency Dental Expenses in Australia
Inbound	\$1,000,000	\$2,000

### We will not pay for:

- medical treatment, dental treatment or ambulance transportation provided outside Australia.
- dental treatment involving the use of precious metals, teeth whitening or cosmetic dentistry.
- the continuation or follow-up of treatment (including medication) started prior to Your Journey.
- routine medical or dental treatment or prenatal visits.
- medical treatment, dental treatment or ambulance transportation provided in Australia if You are an Australian resident or a non-Australian resident who is an eligible person within the meaning of the Health Insurance Act 1973 (Cth).
- private medical or hospital treatment where public funded services or care is available, including medical or hospital treatment under any Reciprocal Health Agreement between Australia and the Government of any other country unless We agree to the private treatment.
- medical treatment, dental treatment or ambulance transportation provided in Your country of residence.

**Also refer to: General exclusions – pages 51-52.**

**Policy conditions – pages 26-28.**

## SECTION 20: Business Pack

The following benefits only apply if You purchased the Comprehensive+ plan

### Business Equipment

#### Loss, theft or damage

If during the Period of Insurance Your Business Equipment is lost, stolen or damaged, after deducting depreciation as shown in the depreciation table on page 35, We will repair the item if it is practical and economic to do so. If it is not practical and economic to repair the item and depreciation is not applicable, We will replace the item or provide You with a replacement voucher if the item is available from Our usual suppliers. If the above do not apply, We will pay You the monetary value of the item.

It is Your responsibility to provide Us with evidence to support Your claim for an item. This is 'proof of ownership'.

- We will accept the original or a copy of a purchase receipt, invoice and/or bank statement showing the purchase, the date of the purchase and the amount paid.
- We may consider valuation certificates (issued prior to the Relevant Time), ATM receipts and warranty cards with accompanying bank statement of purchases.
- We will not accept photographs, packaging or instruction manuals as proof of ownership.

**The maximum benefit limit for this section is: \$7,500**

#### We will not pay for:

1. loss or theft that is not reported to the:
  - a) police or security personnel;
  - b) responsible Transport Provider (if Your items are lost or stolen while travelling with a Transport Provider); or
  - c) accommodation provider.All cases of loss or theft must be reported as soon as possible and within 7 days. A copy of the relevant report must be submitted for any claim involving loss or theft. If You are unable to provide Us with a copy of the relevant report, You must provide Us with a reasonable explanation and details of the time and place You made the report, including their contact details.
2. damage, loss or theft of Valuables placed in the care of a Transport Provider unless security regulations prevented You from keeping the Valuables with You.
3. items left Unattended in any motor vehicle (for example, a car, campervan or motorhome) or towed land vehicle overnight even if they were in a Concealed Storage Compartment.
4. items left Unattended in any motor vehicle (for example, a car, campervan or motorhome) or towed land vehicle during daylight hours, unless they were stored in a Concealed Storage Compartment of a locked motor vehicle or towed land vehicle and forced entry was gained.
5. any amount exceeding \$1,000 per item and \$2,000 in total for all items left Unattended in any motor vehicle (for example, a car, campervan or motorhome) or towed land vehicle.
6. items left Unattended in a Public Place.
7. loss, theft or damage to drones (including attached and unattached accessories) while in use.
8. sporting equipment (including bicycles) damaged, lost or stolen while in use.

9. items sent under the provisions of any freight contract or any luggage forwarded in advance or which is unaccompanied.
10. surfboards or waterborne craft of any description. This exclusion does not apply if the item is lost, stolen or damaged while in the custody of a Transport Provider.
11. damage to fragile or brittle articles unless caused by a fire or motor vehicle collision. This exclusion does not apply to spectacles; lenses in cameras and video cameras; laptop and tablet computers; or binoculars.
12. damage caused by atmospheric or climatic conditions, wear and tear, vermin or any process of cleaning, repairing, restoring or alteration.
13. electrical or mechanical fault or breakdown.
14. information stored on any electronic device or other media, including digital photos, downloaded files, electronic applications, programmed data, software or any other intangible asset.
15. bonds, coupons, gift cards, stamps, vouchers, warranties, pre-loaded or rechargeable cards including but not limited to phone, debit or stored value cards.
16. bullion, deeds, insurance premiums, manuscripts, negotiable instruments, precious metals or securities.

### Business Equipment Hire

Provides cover for emergency hire of Business Equipment which is essential to Your intended business itinerary following such accidental loss, theft or damage.

**The maximum benefit limit for this section is: \$1,500**

### Alternative Staff

We will pay the reasonable costs for a replacement employee to complete the original assignment for which You were originally sent if, as a result of Your Disabling Injury, Sickness or Disease for which a claim is recognised under Section 1 of this policy, a qualified medical practitioner and the emergency assistance network deem it necessary that You return Home.

The replacement person will for the purposes of this policy be deemed to be entitled to benefits under this policy while on the replacement Journey regardless of whether or not their name appears on the schedule of insured persons but subject to the conditions, limitations and exclusions of the policy and provided they comply with the requirements of the duty to take reasonable care not to make a misrepresentation.

**The maximum benefit limit for this section is: \$15,000**

### Business Money

We will reimburse You for cash, bank or currency notes, postal or money orders stolen from Your person, or stolen from a locked safe or safety deposit box, during the Period of Insurance.

#### We will not pay for:

1. loss or theft that is not reported to the:
  - a) police or security personnel;
  - b) responsible Transport Provider (if Your items are lost or stolen while travelling with a Transport Provider); or
  - c) accommodation provider.

All cases of loss or theft must be reported as soon as possible and within 7 days. A copy of the relevant report must be submitted for any claim involving loss or theft. If You are unable to provide Us with a copy of the relevant report, You must provide Us with a reasonable explanation and details of the time and place You made the report, including their contact details.

2. loss or theft of cash, bank or currency notes, postal or money orders unless carried on Your person or stored in a locked safe or safety deposit box.

**The maximum benefit limit for this section is: \$2,000**

#### **Kidnap and Ransom**

If You are Kidnapped during the Journey We will reimburse the following:

- a) the actual value of cash securities or property delivered for the purpose of securing Your release; and
- b) reasonable fees and expenses of trained and accredited negotiators retained to assist in securing Your release.

Monies paid by way of interest on loans arranged specifically to meet a ransom demand but only for amounts in respect to the principal amount actually paid as ransom and provided the loan is taken out no more than 30 days before payment of the ransom and repaid within 7 days of receiving reimbursement. The rate of interest shall not exceed by more than 2% the maximum prevailing rate of lending set by ANZ for loans made in Australia by way of trading overdraft in the amount of the loan.

**The maximum benefit limit for this section is: \$250,000**

#### **We will not pay for:**

1. any claim if prior to the issue of the policy, You, the company or related body corporate have:
  - a) had kidnap insurance declined, cancelled or issued with special conditions in the past;
  - b) suffered a Kidnapping or attempted Kidnapping in the past; or
  - c) been subject to an extortion demand.
2. any claim arising from any Kidnapping occurring in Mexico or any country located in Central or South America.
3. any legal liability for damages and costs, and any legal expenses incurred as a result of any suit, legal claim or proceedings brought by any person and arising out of a Kidnapping or the manner in which it is responded to or dealt with.
4. any losses or expenses arising from the interruption of or interference with business activity.

## **SECTION 21: Cruise Cover**

The following benefits only apply to the International plans where Cruise Cover is included and the additional premium for participation in multi-night cruising has been paid.

#### **(i) Cruise Cancellation Cover**

If prior to Your cruise, You need to cancel Your trip the cancellation cover chosen for SECTION 4: Amendment or Cancellation Costs will extend to Your cruising portion of the trip. Please refer to SECTION 4: Amendment or Cancellation Costs.

#### **(ii) On-board Medical and Dental Cover**

If during the Period of Insurance You suffer a Disabling Injury, Sickness or Disease We will pay the usual and customary cost of medical treatment and emergency dental treatment which is provided while on board a cruise ship outside Australia by or on the advice of a qualified medical practitioner or dentist.

**The maximum benefit limit for this section is: \$Unlimited**

#### **(iii) Ship to Shore Medical Cover**

If during the Period of Insurance You suffer a Disabling Injury, Sickness or Disease We will pay the usual and customary cost of emergency transportation provided outside Australia by or on the advice of a qualified medical practitioner to evacuate You to the nearest onshore medical facility.

**The maximum benefit limit for this section is: \$Unlimited**

#### **(iv) Sea Sickness Cover**

If during the Period of Insurance while on board a cruise ship You suffer sea sickness We will pay the usual and customary cost of medical treatment which is provided outside Australia by or on the advice of a qualified medical practitioner.

#### **Please note**

Cover applies for a maximum of 12 months from the date of suffering the Disabling Injury, Sickness or Disease.

Overseas medical and dental expenses cover may end less than 12 months from the date of suffering the Disabling Injury, Sickness or Disease as We do not provide cover if these expenses are incurred outside the Period of Insurance.

In certain circumstances The Period of Insurance will automatically extend for a period of time – see Policy condition 9. Free extension of insurance on page 27 for more information.

**The maximum benefit limit for this section is: \$Unlimited**

#### **(v) Cabin Confinement**

If during the Period of Insurance You suffer a Disabling Injury, Sickness or Disease and the treating medical practitioner on board the cruise ship orders You to be confined to Your cabin We will pay You up to \$100 per day provided that the period of confinement is at least 24 hours.

#### **We will not pay for:**

1. cabin confinement claims arising from or caused by COVID-19 (whether or not You are diagnosed with COVID-19).

**The maximum benefit limit for this section is: \$1,500**

### For Cruise Benefits (ii) – (v), We will not pay for:

1. medical treatment, dental treatment or ambulance transportation provided in Australia.  
This exclusion does not apply to medical treatment provided while on a ship (including cruise ship, passenger ship or passenger ferry) even if that ship is within Australian territorial waters. However, this additional benefit does not apply to any medical treatment provided on Australian inland waterways or while the ship is tied up in an Australian port.
2. dental treatment involving the use of precious metals, teeth whitening or cosmetic dentistry.
3. the continuation or follow-up of treatment (including medication and ongoing immunisations) started prior to Your Journey.
4. routine medical or dental treatment or prenatal visits.
5. medical treatment, dental treatment or ambulance transportation provided in Your country of residence.
6. private medical or hospital treatment where public funded services or care is available, including medical or hospital treatment under any Reciprocal Health Agreement between Australia and the Government of any other country unless We agree to the private treatment.

### (vi) Missed port (Embarkation)

If during the Period of Insurance You are on a Journey from or to Australia and due to an unforeseeable circumstance outside Your control You miss:

- a) getting to Your pre-booked embarkation port; or
- b) Your pre-booked connection to get You to Your pre-booked embarkation port, where You have allowed the minimum connection time between transport as stipulated by Your Transport Provider

We will pay the costs You incur to use alternative public transport services to catch up on Your planned itinerary.

If You claim under this section, You are not entitled to make a claim under any other section of this policy for the same incident.

**The maximum benefit limit for this section is: \$1,000**

**We will not pay for claims caused by:**

1. Transport Provider caused cancellations, delays or rescheduling other than when caused by mechanical failure or strike.
2. an Act of Terrorism.
3. an Epidemic, Pandemic or outbreak of an infectious disease or any derivative or mutation of such viruses.

### (vii) Missed Shore Excursions

If due to an unforeseeable circumstance outside Your control You are unable to attend a shore excursion for which You hold a prepaid ticket or pass, We will pay for the non-refundable cost of the unused ticket. The original ticket must be submitted with Your claim.

**The maximum benefit limit for this section is: \$1,000**

**We will not pay for claims caused by:**

1. an Act of Terrorism.
2. an Epidemic, Pandemic or outbreak of an infectious disease or any derivative or mutation of such viruses.

**Also refer to: General exclusions – pages 51-52.**

**Policy conditions – pages 26-28.**

## SECTION 22: Adventure Activities Packs

### Adventure

**(Available if Adventure Cover is shown on Your Certificate of Insurance)**

#### Golf Cover (for Your own equipment)

Benefit	Maximum limit
Golf Equipment	\$10,000
Maximum limit per item	\$5,000
Golf Equipment hire	\$750
Green fees	\$500
Hole in one cover*	\$300

\*Policy excess does not apply to this benefit

#### Golf Equipment

If during the Period of Insurance Your own Golf Equipment is lost, stolen or damaged, after deducting depreciation as shown in the depreciation table on page 35, We will repair the item if it is practical and economic to do so.

If it is not practical and economic to repair the item and depreciation is not applicable, We will replace the item or provide You with a replacement voucher if the item is available from Our usual suppliers. If the above do not apply, We will pay You the monetary value of the item.

Our payment will not exceed the original purchase price of an item with a limit for any one item, set or pair of items including attached and unattached accessories of \$5,000.

#### Golf Equipment hire

If Your own Golf Equipment is:

1. lost, stolen or damaged; or
2. misdirected or delayed in transit by more than 24 hours;

We will pay for the cost of hiring You the necessary Golf Equipment up to \$250 for each 24 hour period You are without Your own Golf Equipment.

**We will not pay for (applies to Golf Equipment owned or hired by You):**

1. loss or theft that is not reported to the:
  - a) police or security personnel;
  - b) responsible Transport Provider (if Your items are lost or stolen while travelling with a Transport Provider); or
  - c) accommodation provider.

All cases of loss or theft must be reported as soon as possible and within 7 days.

A copy of the relevant report must be submitted for any claim involving loss or theft. If You are unable to provide Us with a copy of the relevant report, You must provide Us with a reasonable explanation and details of the time and place You made the report, including their contact details.

2. for damage to Golf Equipment whilst in use.
3. wear and tear, loss of value, mechanical or electrical breakdown, damage caused by atmospheric or climatic conditions, moth or vermin, any process of cleaning, repairing or restoring, or damage caused by leaking powder or fluid carried within Your baggage.
4. items left Unattended in a Public Place.
5. items left Unattended in any motor vehicle at any time (even if in the boot or concealed).



6. items sent unaccompanied or by post, courier or under a freight contract.
7. items carried on a vehicle roof rack.
8. items left in the custody of someone without official responsibility for its safekeeping.

**Green fees**

We will pay You for the loss of non-refundable prepaid green fees, if the course You are due to play is completely closed because of fog, frost, high winds, snow, or water logging.

You must obtain a written letter from the golf club secretary confirming the date and reason for the course closure.

**Hole in one cover**

We will reimburse You for customary bar expenses You incur as a result of, and immediately subsequent to, You achieving a hole in one during a competition round.

You must get a written statement from the golf club secretary confirming the competition name and date.

You must also get a certified copy of Your score card countersigned by the official scorer for the competition and provide a golf club bar receipt to show the sum that You paid.

**We will not pay for:**

1. any claim for hole in one cover if You are aged under 18.

**Adventure+**

**(Available if Adventure+ Cover is shown on Your Certificate of Insurance)**

**Triathlon**

<b>Benefit</b>	<b>Maximum limit</b>
Triathlon Equipment*	\$10,000
Maximum limit per item	\$5,000
Lost or stolen racing bicycle	\$15,000
Temporary replacement bicycle	\$750
Post accident rehabilitation	\$2,000

When You select Adventure+ and pay the required premium cover for training and participating in a triathlon will include the following benefits.

**Triathlon Equipment\***

If, Your Triathlon Equipment is lost, stolen or damaged during the Period of Insurance while Unattended and stored in a designated transition area or communal storage location designated by the event organisers, after deducting depreciation as shown in the depreciation table on page 35, We will repair the item if it is practical and economic to do so.

If it is not practical and economic to repair the item and depreciation is not applicable, We will replace the item or provide You with a replacement voucher if the item is available from Our usual suppliers. If the above do not apply, We will pay You the monetary value of the item.

Our payment will not exceed the original purchase price of an item with a limit for any one item, set or pair of items including attached and unattached accessories of \$5,000.

**We will not pay for (applies to Triathlon Equipment owned or hired by You):**

1. **Triathlon Equipment** or a bicycle whilst in use.
2. **Triathlon Equipment** or a bicycle left unattended whilst not in competition.
3. items lost, stolen or damaged that are not reported to race officials. A copy of the relevant report must be submitted for any claim involving loss or theft. If You are unable to provide Us with a copy of the relevant report, You must provide Us with a reasonable explanation and details of the time and place You made the report, including their contact details.
4. wear and tear, loss of value, mechanical or electrical breakdown, damage caused by atmospheric or climatic conditions, moth or vermin, any process of cleaning, repairing or restoring, or damage caused by leaking powder or fluid carried within Your baggage.
5. a bicycle unless it is securely packaged in a container designed for the transportation of bicycles. The bicycle container must enclose the entire bicycle.
6. items left Unattended in a Public Place.
7. items left Unattended in any motor vehicle at any time (even if in the boot or concealed).
8. claims while the bicycle is in the custody and care of a commercial delivery, courier or freight company where You are not travelling with the bicycle.
9. items carried on a vehicle roof rack.
10. items left in the custody of someone without official responsibility for their safekeeping.

**Triathlon event cancellation**

If the legally organised, planned and ticketed triathlon You have entered as a competitor is cancelled, We will pay You the value of the unused portion of the entry fee, Your prepaid travel or accommodation arrangements that are non-refundable and not recoverable in any other way. You must provide in writing confirmation of the cancellation and the reason for the cancellation from the event organisers.

**Temporary replacement bicycle**

Where You are scheduled to compete in a race and Your bicycle is delayed, stolen or damaged, We will pay up to \$750 for a temporary replacement bicycle for the pre-scheduled race.

**Post accident rehabilitation**

If, while participating in a Triathlon Event during the Period of Insurance, You are injured as a result of an accidental collision, We will reimburse You up to \$2,000 for the cost of non-Medicare rehabilitation physiotherapy treatment You require after You have returned Home.

You must provide Us with:

- a copy of the accident report from the event organiser; and
- written confirmation from a qualified medical practitioner confirming the injury You sustained and the required course of physiotherapy treatment.

**We will not pay for:**

1. expenses that may be claimed wholly or partly through Medicare (e.g. doctor's consultation fees).
2. expenses that You are entitled to claim under Your private health insurance policy where You hold such insurance.
3. expenses incurred more than 12 months after the date of the injury.

## Scuba Diving

Benefit	Maximum limit
Scuba Equipment:	\$10,000
Maximum limit per item	\$5,000
Scuba Equipment hire:	\$750

### Scuba Equipment

If during the Period of Insurance Your Scuba Equipment is lost, stolen or damaged after deducting depreciation as shown in the depreciation table on page 35, We will repair the item if it is practical and economic to do so. If it is not practical and economic to repair the item and depreciation is not applicable, We will replace the item or provide You with a replacement voucher if the item is available from Our usual suppliers. If the above do not apply, We will pay You the monetary value of the item.

Our payment will not exceed the original purchase price of an item with a limit for any one item, set or pair of items including attached and unattached accessories of \$5,000.

#### **We will not pay for (applies to Scuba Equipment owned or hired by You):**

1. loss or theft that is not reported to the:
  - a) police or security personnel;
  - b) responsible Transport Provider (if Your items are lost or stolen while travelling with a Transport Provider); or
  - c) accommodation provider.

All cases of loss or theft must be reported as soon as possible and within 7 days. A copy of the relevant report must be submitted for any claim involving loss or theft. If You are unable to provide Us with a copy of the relevant report, You must provide Us with a reasonable explanation and details of the time and place You made the report, including their contact details.

2. for damage to Scuba Equipment whilst in use.
3. wear and tear, loss of value, mechanical or electrical breakdown, damage caused by atmospheric or climatic conditions, moth or vermin, any process of cleaning, repairing or restoring, or damage caused by leaking powder or fluid carried within Your baggage.
4. items left Unattended in a Public Place.
5. items left Unattended in any motor vehicle at any time (even if in the boot or concealed).
6. items sent under the provisions of any freight contract or any luggage forwarded in advance or which is unaccompanied.
7. items left in the custody of someone without official responsibility for its safekeeping.

### Scuba equipment hire

If Your own Scuba Equipment is:

1. lost, stolen or damaged; or
2. misdirected or delayed in transit by more than 24 hours

We will reimburse You for the cost of hiring necessary Scuba Equipment, up to \$250 for each 24 hour period You are without Your own Scuba Equipment.

## Mountain Biking (for Your own equipment)

Benefit	Maximum limit
Mountain Biking Equipment:	\$10,000
Maximum limit per item	\$5,000
Mountain Biking Equipment hire:	\$750

### Mountain biking equipment

If during the Period of Insurance Your Mountain Biking Equipment is lost, stolen or damaged after deducting depreciation as shown in the depreciation table on page 35, We will repair the item if it is practical and economic to do so. If it is not practical and economic to repair the item and depreciation is not applicable, We will replace the item or provide You with a replacement voucher if the item is available from Our usual suppliers. If the above do not apply, We will pay You the monetary value of the item.

Our payment will not exceed the original purchase price of an item with a limit for any one item, set or pair of items including attached and unattached accessories of \$5,000.

#### **We will not pay for (applies to Mountain Biking Equipment owned or hired by You):**

1. loss or theft which is not reported to the police or responsible Transport Provider within 24 hours. All reports must be confirmed in writing by the police or Transport Provider at the time of making the report.
2. for damage to Mountain Biking Equipment whilst in use.
3. wear and tear, loss of value, mechanical or electrical breakdown, damage caused by atmospheric or climatic conditions, moth or vermin, any process of cleaning, repairing or restoring, or damage caused by leaking powder or fluid carried within Your baggage.
4. items left Unattended in a Public Place.
5. items left Unattended in any motor vehicle at any time (even if in the boot or concealed).
6. Your mountain bike unless the bicycle is securely packaged in a container designed for the transportation of bicycles. The bicycle container must enclose the entire bicycle.
7. claims while the bicycle is in the custody and care of a commercial delivery, courier or freight company where You are not travelling with the bicycle.
8. items carried on a vehicle roof rack.
9. items left in the custody of someone without official responsibility for its safekeeping.

### Mountain Biking Equipment hire

If Your own Mountain Biking Equipment is:

1. lost, stolen or damaged; or
2. misdirected or delayed in transit by more than 24 hours;

We will reimburse You for the cost of hiring necessary Mountain Biking Equipment, up to \$250 for each 24 hour period You are without Your own Mountain Biking Equipment.

## SECTION 23: COVID-19 Benefits

Cover under this policy is extended under the policy Sections listed to include claims arising from COVID-19 in the circumstances, and under the conditions, listed.

- This policy does not cover claims relating to government travel bans; “Do not travel” warnings; government directed border closure; or mandatory quarantine or self-isolation requirements related to cross area, border, region or territory travel.
- Also see SECTION 21: Cruise Cover (ii) On-board Medical and Dental Cover and (iii) Ship to Shore Medical Cover on pages 44-45.

### Special excess

In addition to Your chosen excess or the excess on the Domestic plans, a special excess will apply to:

- SECTION 2: Additional Expenses if You are diagnosed with COVID-19 on Your trip: International plans – \$250, Inbound – \$250, Domestic – \$250.
- SECTION 4: Amendment or Cancellation Costs if You or Your travelling companion are diagnosed with COVID-19 on Your trip: International plans – \$500, Inbound – \$500, Domestic – \$250.

If Your claim is under both sections, the higher special excess will be deducted. The special excess applies in addition to any other excess. You cannot remove this special excess.

### SECTION 1: Overseas Medical and Dental Expenses (including emergency repatriation/evacuation)

The maximum benefit limit for this section is:

	Domestic	International Overseas Medical Expenses
Comprehensive+	No cover	\$Unlimited~
Comprehensive	No cover	\$Unlimited~
Inbound	No cover	\$Unlimited~
Basic	No cover	\$Unlimited~

~ Cover will not exceed 12 months from onset of the illness.

#### • If You are diagnosed with COVID-19

This section is extended to include cover if You are overseas and diagnosed with COVID-19 by a qualified medical practitioner during the Period of Insurance.

#### We will not pay for:

- claims arising from COVID-19 if the country or part of the country You travelled to was subject to “Do not travel” advice on the [smartraveller.gov.au](http://smartraveller.gov.au) website at the time You entered the country or part of the country. (This exclusion only applies if the (or one of the) reason(s) for the advice was the presence of COVID-19). This exclusion will not apply if Your trip destination is Australia or New Zealand.

### SECTION 2: Additional Expenses

The maximum benefit limit for section is:

	Domestic	International
Comprehensive+	\$25,000	\$Unlimited
Comprehensive	\$10,000	\$Unlimited
Inbound	No cover	\$Unlimited
Basic	\$10,000	\$Unlimited

#### 1. If You Become Sick – (If You are diagnosed with COVID-19 on Your trip and admitted to hospital)

This section is extended to include cover if You are diagnosed with COVID-19 by a qualified medical practitioner during the Period of Insurance and are hospitalised as a result.

Cover is for reasonable Additional accommodation expenses (room rate only) and Additional transport expenses, at the same accommodation standard and fare class as originally booked. Room rate only means that other expenses You may incur such as food, drinks, groceries, laundry etc. are not included.

In addition to Your chosen excess or the excess on the Domestic plans, a special excess will apply to SECTION 2: Additional Expenses if You are diagnosed with COVID-19 on Your trip: International plans, Inbound – \$250, Domestic – \$250 and to SECTION 4: Amendment or Cancellation Costs if You or Your travelling companion are diagnosed with COVID-19 on Your trip: International plans, Inbound – \$500, Domestic – \$250. If Your claim is under both sections, the higher special excess will be deducted.

#### We will not pay for:

- claims arising from COVID-19 if the country or part of the country You travelled to was subject to “Do not travel” advice on the [smartraveller.gov.au](http://smartraveller.gov.au) website at the time You entered the country or part of the country. (This exclusion only applies if the (or one of the) reason(s) for the advice was the presence of COVID-19). This exclusion will not apply if Your trip destination is Australia or New Zealand.

## SECTION 2: Additional Expenses

The maximum benefit limit for Sections 2.1 and 2.3 is:

	Domestic	International
Comprehensive+	\$2,500	\$2,500
Comprehensive	\$2,500	\$2,500
Inbound	No cover	\$2,500
Basic	\$2,500	\$2,500

Cover is for reasonable Additional accommodation expenses (room rate only) and Additional transport expenses, at the same accommodation standard and fare class as originally booked. Room rate only means that other expenses You may incur such as food, drinks, groceries, laundry etc. are not included.

### 1. If You Become Sick – (If You are diagnosed with COVID-19)

This section is extended to include cover if You are diagnosed with COVID-19 during the Period of Insurance and certified by a qualified medical practitioner as unfit to travel.

In addition to Your chosen excess or the excess on the Domestic plans, a special excess will apply to SECTION 2: Additional Expenses if You are diagnosed with COVID-19 on Your trip: International plans, Inbound – \$250, Domestic – \$250 and to SECTION 4: Amendment or Cancellation Costs if You or Your travelling companion are diagnosed with COVID-19 on Your trip: International plans, Inbound – \$500, Domestic – \$250. If Your claim is under both sections, the higher special excess will be deducted.

### 2.3. If a Relative or Your business partner not travelling with You becomes sick (as a result of COVID-19)

This section is extended to include cover if Your non-travelling Relative or business partner who resides in Australia or New Zealand is diagnosed with COVID-19 and the treating doctor confirms in writing the level of infection is life threatening. You must obtain and provide Us with evidence from the qualified medical practitioner and receipts. Exclusions 1 and 2 of ‘We will not pay for claims (under Section 2.3) caused by’ on page 30 will be waived in this event.

## SECTION 2: Additional Expenses

### 2. If You Die – (as the result of COVID-19)

This section is extended to include cover if the cause of death is COVID-19. See Section 2.2 If You Die on page 30 for the benefit limit.

In addition to Your chosen excess or the excess on the Domestic plans, a special excess will apply to SECTION 2: Additional Expenses if You are diagnosed with COVID-19 on Your trip: International plans, Inbound – \$250, Domestic – \$250 and to SECTION 4: Amendment or Cancellation Costs if You or Your travelling companion are diagnosed with COVID-19 on Your trip: International plans, Inbound – \$500, Domestic – \$250. If Your claim is under both sections, the higher special excess will be deducted.

## We will not pay for (under Section 2.1 and 2.2):

- claims arising from COVID-19 if the country or part of the country You travelled to was subject to “Do not travel” advice on the [smartraveller.gov.au](http://smartraveller.gov.au) website at the time You entered the country or part of the country. (This exclusion only applies if the (or one of the) reason(s) for the advice was the presence of COVID-19). This exclusion will not apply if Your trip destination is Australia or New Zealand.

## SECTION 4: Amendment or Cancellation Costs

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	Up to \$2,500 per policy <sup>Δ</sup>	Up to \$5,000 per policy <sup>Δ</sup>
Comprehensive	No cover	\$No cover
Inbound	No cover	No cover
Basic	No cover	No cover

<sup>Δ</sup>Up to this amount or the \$amount chosen for SECTION 4: Amendment or Cancellation Costs, whichever is the lesser

### • If You or Your travelling companion are diagnosed with COVID-19 prior to departure

This section is extended to include cover if You cannot travel because You or Your travelling companion are diagnosed in Australia with COVID-19 and certified by a qualified medical practitioner as unfit to travel. Exclusion 15 of ‘We will not pay for claims caused by’ on page 32 will be waived in this event.

**If You bought Your policy within the 21 days before Your scheduled trip departure date, We will only cover the travel costs that You paid for:**

- in the 48 hour period before buying Your policy; and
- after buying this policy.

(What that means is, for example, if You booked and paid for Your trip in full 6 months ago and then bought this policy a week before Your departure date, there will be no cover available if You cannot travel because You or Your travelling companion are diagnosed in Australia with COVID-19.)



## SECTION 4: Amendment or Cancellation Costs

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	Up to \$2,500 per policy <sup>Δ</sup>	Up to \$5,000 per policy <sup>Δ</sup>
Comprehensive	Up to \$2,500 per policy <sup>Δ</sup>	Up to \$5,000 per policy <sup>Δ</sup>
Inbound	No cover	Up to \$5,000 per policy
Basic	Up to \$2,500 per policy <sup>Δ</sup>	Up to \$5,000 per policy <sup>Δ</sup>

<sup>Δ</sup>Up to this amount or the \$amount chosen for SECTION 4: Amendment or Cancellation Costs, whichever is the lesser

- **If Your non-travelling Relative or business partner residing in Australia or New Zealand becomes sick due to COVID-19**

This section is extended to include cover if You need to amend or cancel Your Journey because Your non-travelling Relative or business partner who resides in Australia or New Zealand is diagnosed by a qualified medical practitioner with COVID-19 and the treating doctor confirms in writing the level of infection is life threatening. Exclusions 4 and 15 of 'We will not pay for claims caused by' on pages 32-32 will be waived in this event.

- **If You are an essential health care worker whose leave is revoked**

This section is extended to include cover if You are deemed an essential health care worker under Australia's COVID-19 rules (i.e. a pharmacist, nurse, doctor, paramedic or other health care professional) and Your leave is revoked by Your employer due to COVID-19 related reasons and that means You can't go on Your trip. A letter or email from Your employer is required to support a claim. Exclusions 11 and 15 of 'We will not pay for claims caused by' on page 32 will be waived in this event.

- **If You or Your travelling companion are diagnosed with COVID-19 on Your trip**

This section is extended to include cover if You cannot continue Your trip because You or Your travelling companion are diagnosed with COVID-19 and certified by a qualified medical practitioner as unfit to travel or are individually contacted by a local public health authority and are directed into a period of quarantine during the Period of Insurance. Exclusion 15 of 'We will not pay for claims caused by' on page 32 will be waived in this event.

In addition to Your chosen excess or the excess on the Domestic plans, a special excess will apply to SECTION 2: Additional Expenses if You are diagnosed with COVID-19 on Your trip: International plans, Inbound – \$250, Domestic – \$250 and to SECTION 4: Amendment or Cancellation Costs if You or Your travelling companion are diagnosed with COVID-19 on Your trip: International plans, Inbound – \$500, Domestic – \$250. If Your claim is under both sections, the higher special excess will be deducted.

## We will not pay for claims caused by:

- or arising from You travelling to a country or part of a country, which was subject to "Do not travel" advice on the [smartraveller.gov.au](http://smartraveller.gov.au) website at the time You entered the country or part of the country. (This exclusion only applies if the (or one of the) reason(s) for the advice was the presence of COVID-19). This exclusion will not apply if Your trip destination is Australia or New Zealand.

## SECTION 19: Medical and Dental Expenses in Australia (Inbound plan)

The maximum benefit limit for this section is:

	Domestic	International
Comprehensive+	No cover	No cover
Comprehensive	No cover	No cover
Inbound	No cover	\$1,000,000~
Basic	No cover	No cover

~ Cover will not exceed 12 months from onset of the illness.

This section is extended to include cover if, during the Period of Insurance in Australia, You are diagnosed with COVID-19 by a qualified medical practitioner.

## We will not pay for:

- claims arising from or caused by COVID-19 if the country or part of the country You travelled to was subject to "Do not travel" advice on the [smartraveller.gov.au](http://smartraveller.gov.au) website at the time You entered the country or part of the country. (This exclusion only applies if the (or one of the) reason(s) for the advice was the presence of COVID-19).

**End of SECTION 23: COVID-19 Benefits**

## General exclusions

Unless otherwise indicated these exclusions on pages 51-52 apply to all Sections of the policy. They are listed in no particular order.

### We will not pay for:

1. any other loss, damage or additional expenses following on from the event for which You are claiming that is not covered under this insurance. Examples of such loss, damage or additional expense would be the cost of replacing locks after losing keys, costs incurred in preparing a claim or loss of enjoyment.
2. claims arising from loss, theft or damage to property, or death, illness or bodily injury if You fail to take reasonable care or put Yourself in a situation where a reasonable person could foresee that loss, theft or damage to property, or a death, illness or bodily injury might happen.
3. claims involving air travel other than as a passenger on a fully licensed passenger carrying aircraft operated by an airline or an air charter company.
4. claims arising as a result of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.
5. claims which are in any way related to ionising radiation or radioactive contamination caused by nuclear fuel or waste, or the radioactive, toxic explosive or other dangerous properties of any explosive nuclear equipment.
6. claims arising from biological and/or chemical materials, substances, compounds or the like used directly for the purpose to harm or to destroy human life and/or create public fear.
7. loss or damage caused by detention, confiscation or destruction by customs or other officials or authorities.
8. claims arising from any unlawful act committed by You.
9. claims arising from any government intervention, prohibition, sanction, regulation or restriction or court order.
10. claims which in any way relate to circumstances You knew of, or a person in Your circumstances would have reasonably known or foreseen, at the Relevant Time, that could lead to the Journey being delayed, abandoned or cancelled.
11. claims which in any way relate to, or are exacerbated by, any physiological or psychological signs or symptoms that You were aware of or a person in Your circumstances reasonably should have been aware of at or before the Relevant Time, if You:
  - a) had not yet sought a medical opinion regarding the cause;
  - b) were currently under investigation to obtain a diagnosis; or
  - c) were awaiting specialist opinion.
12. claims arising from travel booked or undertaken by You:
  - a) even though You knew, or a reasonable person in Your circumstances would know, You were unfit to travel, whether or not You had sought medical advice;
  - b) against the advice of a medical practitioner;
  - c) to seek, or obtain, medical or dental advice, treatment or review; or
  - d) to participate in a clinical trial.
13. claims relating to, arising from, or exacerbated by, any Existing Medical Condition You or Your travelling companion has except where Your conditions are automatically accepted by Us or where You have applied for cover and Your conditions have been accepted by Us in writing and You have paid the required extra premium.
14. claims arising from pregnancy of You or any other person if You are aware of the pregnancy at the Relevant Time and:
  - a) where complications of this pregnancy or any previous pregnancy had occurred prior to this time;
  - b) it was a multiple pregnancy e.g. twins or triplets; or
  - c) where the conception was medically assisted e.g. using assisted fertility treatment including hormone therapies or IVF.

This exclusion will be waived if You have applied for cover and Your conditions have been accepted by Us in writing and You have paid the required extra premium.
15. claims arising from:
  - a) pregnancy of You or any other person after the start of the 24th week of pregnancy (unless the Cancellation Extension is applicable for a claim under SECTION 4: Amendment or Cancellation Costs only); or
  - b) pregnancy of You or any other person where the problem arising is not an unexpected serious medical complication.
16. claims arising from childbirth or the health of a newborn child whatever the proximate cause of the claim is. This exclusion applies irrespective of the stage of pregnancy at which the child is born.
17. claims arising from You having elective medical or dental treatment or surgery, a cosmetic procedure or body modification (e.g. tattoos and piercings) during the Journey, such as any complication, even if Your Existing Medical Condition has been approved by Us.
18. claims which in any way relate to Your wilful or self-inflicted injury or illness, suicide or attempted suicide.

19. claims which in any way relate to Your:
  - a) chronic use of alcohol;
  - b) substance abuse, drug abuse (whether over the counter, prescription or otherwise); or
  - c) ingestion of any non-prescription drug or substance (e.g. marijuana, ecstasy, heroin).
20. claims involving, arising from or related to Your impairment due to You drinking too much alcohol:
  - a) which is evidenced by the results of a blood test which show that Your blood alcohol concentration level is 0.19% or above. (The level of alcohol in Your blood is called blood alcohol concentration (BAC). As a point of reference, a BAC of 0.19% is almost four times the legal driving BAC limit range in Australia which is currently 0.05%); or
  - b) taking into account the following, where available:
    - (i) the report of a medical practitioner or forensic expert;
    - (ii) the witness report of a third party;
    - (iii) Your own admission; or
    - (iv) the description of events You described to Us or the treating medical professional (e.g. paramedic, nurse, doctor) as documented in their records.
21. claims arising from the failure of any travel agent, tour operator, accommodation provider, airline or other carrier, car rental agency or any other travel or tourism services provider to provide services or accommodation due to their Insolvency or the Insolvency of any person, company or organisation they deal with.
22. claims involving You travelling (during the Journey) in International Waters in a private sailing vessel or a privately registered vessel.
23. claims involving participation by You or Your travelling companion (during the Journey, in any capacity) in hunting; rodeo riding; BASE jumping; hang gliding; motocross; running with the bulls; sports activities in a Professional capacity; free climbing; mountaineering using guides, ropes, rock climbing equipment or oxygen; trekking greater than 6,000 metres above sea level; scuba diving to a depth of 30 metres below the surface unless You hold an Open Water Diving Certificate or are diving with a qualified diving instructor; or, scuba diving if the maximum depth is greater than 50 metres below the surface.
24. claims involving participation by You (during the Journey) in racing (other than swimming races of 10 kilometres or less, or running races that are marathon distance or less). (See Adventure activities cover pages 13-14 for details of optional cover available to purchase and the terms that apply.)
25. claims involving participation by You during the Journey in any adventure activity listed under Adventure or Adventure+ options to vary the cover. (See Adventure activities cover page 14 for details of optional cover available to purchase and the terms that apply.)
26. claims involving participation by You (during the Journey) in motorcycling or moped riding for any purpose. (See Motorcycle/moped riding cover on page 15 for details of optional cover available to purchase and the terms that apply.)
27. claims involving participation by You (during the Journey) in snow skiing, snowboarding or snowmobiling. (See Snow sports: snow skiing, snowboarding and snowmobiling cover page 15 for details of optional cover available to purchase and the terms that apply.)
28. claims which in any way relate to Your multi-night cruise, any multi-night cruise travel or that arise while on a multi-night cruise. (See Cruise Cover on page 11 for details of cover available to purchase and the terms that apply.)
29. any benefit, or provide cover, if the provision of a payment, benefit or cover would result in Us contravening the Health Insurance Act 1973 (Cth), the Private Health Insurance Act 2007 (Cth) or the National Health Act 1953 (Cth) or any applicable legislation (whether in Australia or not) or where We do not have the necessary licenses or authority to provide such cover.
30. any costs or expenses incurred if a government or public health authority mandatory quarantine or isolation order is imposed on You related to cross area, border, region or territory travel. This exclusion only applies to COVID-19 and applies regardless of You being diagnosed with COVID-19 or being directed by a local public health authority into a period of quarantine because they have classified You as having close contact with a person diagnosed with COVID-19.
31. claims arising from or caused by COVID-19, unless cover is extended as stated in SECTION 23: COVID-19 Benefits and SECTION 21: Cruise Cover (ii) On-board Medical and Dental Cover and (iii) Ship to Shore Medical Cover.
32. claims for costs or expenses incurred outside the Period of Insurance. This exclusion does not apply to benefit Sections SECTION 5: Luggage and Travel Documents, SECTION 8: Driving Holidays, SECTION 10: Resumption of Journey and SECTION 18: Personal Liability.
33. claims directly arising from You not following an advice or warning:
  - a) of a "Do not travel" advice issued by the Australian Government on the [smartraveller.gov.au](http://smartraveller.gov.au) website (or the equivalent authority responsible in Your country of residence for setting advisories for citizens and/or residents); or
  - b) published in a reliable mass media source; and the subject of the advice or warning is related to nature of Your claim. This exclusion does not apply to any events which are independent or unrelated to the reason for the warning.

# General Information

## The Financial Claims Scheme

If the insurer becomes insolvent, You may be entitled to payment under the Financial Claims Scheme (FCS). Access to the FCS is subject to eligibility criteria. Please visit [fcs.gov.au](http://fcs.gov.au) for information.

## Additional policy information

The insurance We offer You is set out in the PDS and Policy Wording. It is important that You are aware of the:

- limits on the cover provided and the amounts We will pay You (including any excess that applies);
- Words with special meaning found in the Policy wording on pages 24-26;
- maximum benefit limits shown in the relevant “Benefits tables” on pages 3-9; and
- Policy conditions and General exclusions found in the Policy wording on pages 26-52.

## Change of terms and conditions

From time to time and where permitted by law, We may change parts of the Combined FSG/PDS. We will issue a new Combined FSG/PDS or a Supplementary FSG or PDS or other compliant document to update the relevant information except in limited cases. Any updates which are not materially adverse to You from the view of a reasonable person deciding whether to buy this insurance, may be found on [www.covermore.com.au](http://www.covermore.com.au).

You can obtain a paper copy of any updated information without charge by calling 1300 72 88 22.

## General Insurance Code of Practice

We are a signatory to the General Insurance Code of Practice (the Code) and support the Code.

The objectives of the Code are:

- to commit Us to high standards of service;
- to promote better, more informed relations between Us and You;
- to maintain and promote trust and confidence in the general insurance industry;
- to provide fair and effective mechanisms for the resolution of complaints and disputes You make about Us; and
- to promote continuous improvement of the general insurance industry through education and training.

The Code Governance Committee is an independent body that monitors and enforces insurers compliance with the Code.

Further information about the Code or the Code Governance and Your rights under it is available at [insurancecouncil.com.au/cop/](http://insurancecouncil.com.au/cop/) or by contacting us.

## Cancelling Your policy and refunds

If You cancel Your policy within a cooling-off period of 21 days after You are issued Your Certificate of Insurance, You will be given a full refund of the premium You paid, provided You have not started Your Journey or You do not want to make a claim.

After this period You can still cancel Your policy. We will refund to You a proportion of the premium for the unexpired period of cover (less any non-refundable government charges and taxes that We have paid and are not recoverable).

You are not entitled to a refund if You have started Your Journey, You want to make a claim, or exercise any other right under Your cover.

To cancel Your cover please contact us. You may contact Cover-More by calling 1300 72 88 22 (within Australia) or by emailing [enquiries@covermore.com.au](mailto:enquiries@covermore.com.au).

## We respect Your privacy

In this Privacy Notice the use of “we”, “our” or “us” means Cover-More and the insurer, unless specified otherwise.

### Why Your personal information is collected

We collect Your personal information (including sensitive information) for the purposes of:

- identifying You and conducting necessary checks;
- determining what services or products we can provide to You and/or others;
- issuing, managing and administering services and products provided to You and/or others including claims investigation, handling and payment; and
- improving services and products e.g. training and development of representatives, product and service research, data analysis and business strategy development.

Cover-More also collects Your personal information for the purpose of providing special offers of other services and products that might be of interest to You.

### How Your personal information is collected

We may collect Your personal information through websites from data You, or Your travel consultant, input directly or through cookies and other web analytic tools, via email, by fax, by telephone or in writing.

We collect personal information directly from You unless:

- You have consented to collection from someone else;
- it is unreasonable or impracticable for us to do so; or
- the law permits us to collect from someone else.

We also collect additional personal information from other third parties to provide You with our services and products.

If You provide personal information to us about another person You must only do so with their consent and agree to make them aware of this Privacy Notice.



## Who we disclose Your personal information to

We may disclose Your personal information to other parties and service providers for the purposes noted above.

The other parties and service providers include:

- insurers and reinsurers;
- medical providers, travel providers and Your travel consultant;
- our lawyers and other professional advisers;
- our related companies and other representatives or contractors who we have hired to provide services or to monitor the services provided by us or our agents, our products or operations; and/or
- other parties we may be able to claim or recover against or other parties where permitted or required by law.

Additional parties and service providers are detailed in the Cover-More Privacy Policy and the insurer's Privacy Statement. The contractual arrangements that we have in place with these parties and service providers generally include an obligation for them to comply with Australian privacy laws.

We may need to disclose personal information about You to other parties and service providers, some of whom may be located in overseas countries. Who they are may change from time to time.

Generally these recipients will be located in the overseas countries You travelled to over the duration of Your policy and Your claim. These recipients would usually be service providers such as medical providers, providers of travel related services, investigators, assessors and facilitators or our related entities that carry out services on our behalf in relation to Your policy and Your claim. Further details of these types of recipients are set out in the Cover-More Privacy Policy and the insurer's Privacy Statement.

We may not always be able to take reasonable steps to ensure that these recipients comply with the Privacy Act. Some of the countries where these recipients are based may not offer the same protection or obligations that are offered by the Act in Australia. By acquiring the services and products from us You agree that You may not be able to seek redress under the Act, or from us and/or from the recipients in overseas countries, or to the extent permitted by law.

You and any other traveller included on the policy consent to these uses and disclosures unless You tell Cover-More, using the contact details following.

## Your choices

If You choose not to provide Your personal information and/or choose not to consent and/or withdraw Your consent to the use and disclosure of Your personal information set out in this Privacy Notice at any stage, we may not be able to provide our services or products or manage and administer services and products to You and/or others.

If You wish to withdraw Your consent including for things such as receiving information on products and offers or Your travel consultant receiving personal information about Your policy and coverage, please call Cover-More on 1300 72 88 22.

## More information

For more information about how Your personal information is collected, used or disclosed, how to access or seek correction to Your personal information or how to make a complaint and how such a complaint will be handled, please contact us or refer to the relevant website.

### Cover-More Privacy Officer

Cover-More Insurance Services Pty Ltd

Mail: Private Bag 913, North Sydney NSW 2059 Australia

Email: [privacy.officer@covermore.com.au](mailto:privacy.officer@covermore.com.au)

Call: 1300 72 88 22

Website: [www.covermore.com.au/covermore\\_privacy\\_policy](http://www.covermore.com.au/covermore_privacy_policy)

### ZAIL Privacy Officer

Zurich Australian Insurance Limited

Mail: PO Box 677, North Sydney NSW 2059

Email: [privacy.officer@zurich.com.au](mailto:privacy.officer@zurich.com.au)

Call: 132 687

Website: [www.zurich.com.au/important-information/privacy](http://www.zurich.com.au/important-information/privacy)

## Complaints and disputes resolution process

We and Cover-More are committed to resolving any complaint or dispute fairly.

If You have a complaint about an insurance product We issued or the service You have received (from us or one of our representatives), please contact us. We will put You in contact with someone who can help to resolve the complaint. You can talk over the phone, email or write:

Call: Cover-More on 1300 72 88 22

Mail: Private Bag 913, North Sydney NSW 2059 Australia

Email: [customerrelations@covermore.com.au](mailto:customerrelations@covermore.com.au)

We will acknowledge receipt of Your complaint within 24 hours or as soon as practicable.

If You are not satisfied with our initial response, You may use our Internal Dispute resolution process. To obtain a copy of our procedures, please contact us.

We expect that our internal dispute resolution process will deal fairly and promptly with Your complaint, however, You may take Your complaint to the Australian Financial Complaints Authority (AFCA) at any time.

AFCA is an independent dispute resolution scheme. We are a member of this scheme and We agree to be bound by its determinations about a dispute. AFCA provides fair and independent financial services complaint resolution that is free to You.

Their contact details are:

Australian Financial Complaints Authority

Call: 1800 931 678 (free call)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Mail: The Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

Website: [afca.org.au](http://afca.org.au)

If Your complaint or dispute falls outside the AFCA rules, You can seek independent legal advice or access any other external dispute resolution options that may be available to You.

# Financial Services Guide

This Financial Services Guide (FSG) is an important document designed to help You decide whether to use the financial services offered.

It contains information about

- how Cover-More Insurance Services Pty Ltd ABN 95 003 114 145, AFSL 241713 (Cover-More) administers and arranges the policy, and
- how it is paid for providing the financial services offered.

## What financial services are provided?

Cover-More holds an Australian Financial Services Licence that allows Cover-More to provide You with factual information and general financial product advice about this travel insurance product and to arrange for the issue of this product to You.

Cover-More is responsible for the provision of these services.

If You purchase this travel insurance product, Cover-More is the providing entity for this FSG.

The issuer and insurer of this product is Zurich Australian Insurance Limited. Cover-More acts under a binder authority from the insurer. This means that Cover-More administers the policy including customer service, medical assessments and can also handle or settle claims on behalf of the insurer. You can find full details of Cover-More and the insurer on page 22 of the PDS.

Cover-More and is not authorised to give You personal advice in relation to travel insurance. Any advice given to You about travel insurance will be of a general nature only and will not take into account Your personal objectives, financial situation or needs. You need to determine whether this product meets Your travel needs.

A Cover-More distributor is not authorised to give you any advice about travel insurance.

## How are we paid?

### Cover-More

Cover-More is paid a commission by the insurer when You buy this travel insurance policy. This commission is included in the premium that You pay and is received after You have paid the premium. The commission is a percentage of the premium.

Cover-More may also receive a share of the profit earned by the insurer if the insurer makes an underwriting profit in accordance with the underwriting targets it has set. This amount is calculated and paid retrospectively only when the insurer exceeds its underwriting targets in a given year.

Cover-More employees are paid an annual salary and may be paid a bonus based on business performance.

Cover-More works with affiliates who refer potential customers to Cover-More. Affiliates may provide you with factual information and refer you to Cover-More to arrange the insurance.

If you purchase travel insurance after an affiliate has referred you to Cover-More, the affiliate is paid a referral fee. The referral fee is either a flat fee for each click through to the Cover-More website from the affiliate's website, a flat fee for each policy purchased, or it is calculated as a percentage of the gross premium you pay when you buy a policy. This referral fee is at no extra cost to you. Affiliates may also receive additional benefits such as free or discounted travel insurance.

## Further information

For more information about remuneration or other benefits received for the financial services provided, please ask Cover-More within a reasonable time of receiving this FSG and before You choose to buy this product.

## Complaints

If You have a complaint about the financial services provided by Cover-More or the Agent please refer to page 54 of the PDS for details of the complaint resolution process.

## What professional indemnity insurance arrangements do we have in place?

Cover-More holds professional indemnity insurance covering errors and mistakes relating to the provision of financial services provided by Cover-More, its employees (even after they cease to be employed). Cover-More's policy meets the requirements of the Corporations Act.

## Who is responsible for this document?

Cover-More is responsible for the distribution of the FSG in this document.

The insurer is responsible for the PDS.

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