

Australia – Travel – Basic Plan

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Policy Overview

This is the Basic Travel Insurance Plan for Australia. Designed to offer tier-appropriate coverage and pricing.
Target customer profile: Australian residents seeking clear, tiered protection matching their needs and budget.

Eligibility & Criteria

- Age limits vary by tier and underwriting outcomes.
- Residency: Australian residents or valid visa holders.
- Special exclusions may apply, e.g., travel to sanctioned destinations or high-risk zones may be excluded.

Coverage Features

Includes a tiered structure with defined limits, sub-limits, and benefits appropriate to the selected tier.

Tier	Coverage Scope	Trip Duration	Extras
Basic	Medical only	Short	Limited destinations
Standard	Medical + baggage/flight	Moderate	Broader regions
Gold	Comprehensive	Longer	Adventure sports
Premium	Global & VIP	Unlimited options	Concierge assistance

Exclusions & Limitations

- Fraud, illegal acts, reckless or intentional self-harm.
- Events outside the policy period or declared exclusions in the PDS.
- Waiting periods for certain benefits and pre-existing conditions.
- Travel to areas under 'Do Not Travel' advisories.

Premium Calculation Rules

- Age, destination risk level, trip duration, frequency, and optional adventure cover influence premiums.
- Higher tiers expand geographic scope and trip duration limits.

Claim Settlement Rules

Process: Notify insurer promptly → Provide required documents → Assessment → Decision → Settlement.
Documents may include ID, proof of loss, invoices, medical reports, police reports (as relevant). Typical timelines adhere to fair claims handling standards.

Regulatory Notes

- This product is issued subject to Australian regulations and consumer law.
- Ensure you review government travel advisories; coverage may vary with destination risk levels.
- APRA oversees prudential standards for insurers; ASIC regulates conduct and disclosure.
- Key documents: Product Disclosure Statement (PDS) and Target Market Determination (TMD).
- Cooling-off period and dispute resolution per Australian requirements apply.
- Benefits, exclusions, and limits are summaries—consult the PDS for full details.

Tier Comparison (Within Policy Type)

Side-by-side overview of Basic, Standard, Gold, and Premium tier divergences for quick reference.