

# COMBINED FINANCIAL SERVICES GUIDE & PRODUCT DISCLOSURE STATEMENT

(Including policy wording)

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**Effective 15 July 2013**



# ABOUT ALLIANZ GLOBAL ASSISTANCE

**Allianz Global Assistance is Australia's leading provider of travel insurance and emergency assistance. Previously we were known as Mondial Assistance though we have been part of the Allianz Group for more than ten years.**

As Mondial Assistance we helped more than 250 million people every year around the world. As Allianz Global Assistance we expect to dramatically extend our global reach and our local impact in each of the 28 countries where we operate.

Our travel insurance offers specialist emergency medical assistance as the core, fundamental benefit. Our global team of doctors and nurses are able to help travellers if they become ill or are injured while away from home—this is what sets our travel insurance apart.

In Australia, we have a specialist team of doctors, registered nurses, case managers

and support personnel who are available to help 24 hours a day, seven days a week. Worldwide, we have more than 500 doctors and medically qualified employees supported by our international network of 400,000 high-quality, certified service providers and 180 international correspondents.

We have an established global network of over 1600 medical specialists, including air ambulance services. Our medical consultants are either members of the International Society of Air Medical Services (Australasia) or of the International Society of Travel Medicine, and offer services from emergency rescue operations to interpretation services.

Our care extends beyond travellers to their families who often need just as much care and assistance.

## We help with

- › Emergency medical evacuation and repatriation home
- › Assessing and managing your medical care while overseas
- › Providing assistance with travel and accommodation
- › Locating the nearest embassy or consulate
- › Accessing interpreters in non-English speaking hospitals
- › Placing a guarantee of payment for hospital expenses/medical bills
- › Relaying messages to family members and your employer.

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# FINANCIAL SERVICES GUIDE

**This Financial Services Guide (FSG) has been designed to help you make an informed decision about the financial services that Allianz Global Assistance and Fast Cover can provide to you. It also contains information about how they and others are remunerated for providing these financial services and how your complaints are dealt with.**

Where they arrange an insurance policy for you, they will give you a Product Disclosure Statement (PDS) when required. The PDS is designed to provide important information on the significant features and benefits of the policy and is designed to assist you in making an informed decision about whether to buy the product. It may consist of more than one document.

Any advice that is provided to you is general in nature and does not take into account your individual objectives, financial circumstances or needs. Before you make any decisions about the product, you should read the PDS carefully to ensure that it is suitable for you.

## About Allianz Global Assistance

Allianz Global Assistance (a trading name of AGA Assistance Australia Pty Ltd ABN 52 097 227 177, AFS Licence No. 245631) of 74 High Street, Toowong, Queensland 4066, telephone 1800 119 862, is an Australian Financial Services Licensee authorised to deal in and provide general advice on general insurance products. Allianz Global Assistance has been authorised by the insurer, Allianz Australia Insurance Limited (Allianz) ABN 15 000 122 850, AFS Licence No. 234708 of 2 Market Street, Sydney, New

South Wales 2000, telephone 13 26 64, to act on its behalf to deal in and provide general advice and handle and settle claims in relation to travel insurance products underwritten by Allianz.

Allianz Global Assistance has a binding authority, which means it can enter into, vary or cancel these insurance products and handle and settle claims without reference to Allianz, provided it acts within the binding authority. When providing these services, Allianz Global Assistance acts for Allianz and does not act on your behalf.

## About Fast Cover

Fast Cover Pty Ltd (Fast Cover) ABN 98 143 196 098, Authorised Representative Number 381399 of Level , Australia Square, 264 George Street, Sydney NSW 2000, telephone 1300 409 322, is an Authorised Representative of Allianz Global Assistance.

Fast Cover is authorised by Allianz Global Assistance to deal in and provide general advice on travel insurance products underwritten by Allianz. Fast Cover acts for Allianz Global Assistance and does not act on your behalf. The distribution of this FSG by Fast Cover has been authorised by Allianz Global Assistance.

### **Professional Indemnity insurance arrangements**

Allianz Global Assistance and its representatives (including its Authorised Representatives) are covered under professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act. The insurance (subject to its terms and conditions) will continue to cover claims in relation to Allianz Global Assistance's representatives/employees who no longer work for it (but who did at the time of the relevant conduct).

### **Remuneration**

Fast Cover receives a commission which is calculated as a percentage of the premium you pay for an insurance policy issued to you. It is only paid if you buy a policy.

Allianz Global Assistance is also remunerated by Allianz for providing services on behalf of Allianz. This is a percentage of the premium that you pay for an insurance policy and is only paid if you buy a policy.

Employees and representatives of Allianz Global Assistance and Fast Cover receive an annual salary.

If you would like more information about the remuneration that Allianz Global Assistance or Fast Cover receives, please ask them. This request should be made within a reasonable time after this FSG is provided to you and before the financial services are provided to you.

### **If you have a complaint**

Should you have a complaint or dispute arising out of this insurance, or our employees, authorised representatives or service providers, please call Allianz Global Assistance on 1300 725 154, or put the complaint in writing and send it to PO Box 162, Toowong, Queensland 4066.

A dispute may also be referred to the Financial Ombudsman Service Limited (FOS), which is an independent external dispute resolution body. For more information or to access the FOS process, please call 1300 780 808. Alternatively, you can write to the FOS at GPO Box 3, Melbourne, Victoria 3001. Access to the FOS is free.

### **How to contact us**

You can give us instructions using the contact details outlined in this FSG. Please retain this document in a safe place for your future reference.

### **Date prepared**

This FSG was prepared on 7 May 2012.

# ABOUT THIS PRODUCT DISCLOSURE STATEMENT (PDS)

**A Product Disclosure Statement (PDS) is a document required by the Corporations Act 2001 (Cth) and contains information designed to help you decide whether to buy the policy.**

This PDS sets out the cover available and the terms and conditions which apply. You need to read it carefully to make sure you understand it and that it meets your needs. This PDS, together with the Certificate of Insurance and any written endorsements by us, make up your contract with Allianz. Please retain these documents in a safe place.

## Understanding your policy and its important terms and conditions

To properly understand this policy's significant features, benefits and risks you need to carefully read:

- “How to Purchase this Policy” (pages 8 to 9) – this contains important information on who can purchase the policy, age limits and the choice of Plans and cover types available to you;
- The benefit limits provided under each Plan in the “Table of Benefits” pages 12 to 17, when We will pay a claim under each Policy Section applicable to the cover you choose (“Your Policy Cover” pages 27 to 44) and any endorsements under “Additional Options” page 18 (remember, certain words have special meanings – see “Words with Special Meanings” pages 5 to 7);
- “Important Matters” (pages 22 to 26) – this contains important information on applicable Excesses, the period of cover and extensions of cover, the cooling-off period, your Duty of Disclosure (including how the Duty applies to you and what happens if you breach the Duty), our privacy notice and dispute resolution process, compensation arrangements, when you can choose your own doctor, when you should contact Allianz Global Assistance concerning 24 hour medical assistance, Overseas hospitalisation or medical evacuation, and more;

## About the available covers

You can choose one of these 7 Plans:

- Plan A – Comprehensive  
Policy Sections\* 1 to 16
- Plan B – Domestic#  
Policy Sections 1, 4, 6, 11, 13, 15, 16 and 19 to 23
- Plan C – Cancellation & Luggage  
Policy Sections 1 and 11
- Plan D – Comprehensive with Snow Cover#  
Policy Sections\* 1 to 23
- Plan E – Standard  
Policy Sections\* 1 to 7, 9, 11 and 15
- Plan F – Multi Trip Asia Pacific  
Policy Sections\* 1 to 16
- Plan G – Multi Trip Worldwide  
Policy Sections\* 1 to 16

\*you will not have cover under certain Policy Sections while travelling in Australia – see “Geographical Regions” pages 10 to 11 for details.

#unless you purchase Plan B or Plan D, you will not have cover for any claims arising from snow sport activities – see General Exclusion 33 on page 47.

- When We will not pay a claim under each Policy Section applicable to the cover you choose (“Your Policy Cover” pages 27 to 44) and “General Exclusions Applicable to all Sections” pages 45 to 47 (this restricts the cover and benefits); and
- “Claims” (pages 48 to 50) – this sets out certain obligations that you and we have. If you do not meet them we may refuse to pay a claim.

### Applying for cover

When you apply for the policy, we will confirm with you things such as the period of cover, your premium, what cover options and Excesses will apply, and whether any standard terms are to be varied (this may be by way of an endorsement).

These details will be recorded on the Certificate of Insurance issued to you.

This PDS sets out the cover we are able to provide you with. You need to decide if the benefit limits, type and level of cover are appropriate for you and will cover your potential loss.

If you have any queries, want further information about the policy or want to confirm a transaction, please use the contact details on the back cover of this PDS.

### About your premium

You will be told the premium payable for the policy when you apply. It is based on a number of factors such as your destination(s), length of Journey, number of persons covered, your age, the Plan and any Additional Options selected. The higher the risk, the higher the premium is.

Your premium also includes amounts that take into account our obligation to pay any relevant compulsory government charges, taxes or levies (e.g. Stamp Duty and GST) in relation to your policy. These amounts are included on your Certificate of Insurance as part of the total premium.

### Cooling-off period

Even after you have purchased your policy, you have cooling-off rights (see page 22 of “Important Matters” for details).

### Who is your insurer?

This policy is underwritten by Allianz Australia Insurance Limited (Allianz) ABN 15 000 122 850 AFS Licence No. 234708.

### Who is Allianz Global Assistance?

Allianz Global Assistance is a trading name of AGA Assistance Australia Pty Ltd. Allianz Global Assistance has been authorised by Allianz to enter into and arrange the

policy and deal with and settle any claims under it as the agent of Allianz, not as your agent. Allianz Global Assistance acts under a binder which means that it can do these things as if it were the insurer. It administers all emergency assistance services and benefits of this insurance. **You may contact Allianz Global Assistance in an emergency 24 hours a day, 7 days a week.**

### Updating the PDS

We may need to update this PDS from time to time if certain changes occur where required and permitted by law. We will issue you with a new PDS to update the relevant information, except in limited cases.

Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this product, we may issue you with notice of this information in other forms or keep an internal record of such changes (you can get a paper copy free of charge by calling us).

### Preparation date

The preparation date of this PDS is 7 May 2012.

# WORDS WITH SPECIAL MEANINGS

**Some words used in this PDS have a special meaning. When these words are used, they have the meaning set out below.**

**“AICD/ICD”** means an implantable cardioverter-defibrillator (ICD), also known as an automated implantable cardioverterdefibrillator (AICD).

**“Arise”, “Arises” or “Arising”** means directly or indirectly arising or in any way connected with.

**“Carrier”** means an aircraft, vehicle, train, tram, vessel or other public transport operated under a licence for the purpose of transporting passengers. This definition excludes taxis.

**“Chronic”** means a persistent and lasting condition in medicine. We do not consider

that chronic pain has to be constant pain. In many situations it has a pattern of relapse and remission. The pain may be long-lasting, recurrent (occurred on more than 2 occasions), or characterised by long suffering.

**“Dependant”** means your children or grandchildren not in full time employment who are under the age of 21 and travelling with you on the Journey.

**“Epidemic”** means a sudden development and rapid spreading of a contagious disease in a region where it developed in a simply endemic state or within a previously unscathed community.

**“Excess”** means the amount which you must first pay for each claim Arising from the one event before a claim can be made under your policy.

**“Family”** means you, your spouse (or legally recognised de facto) and your Dependants.

**“Home”** means the place where you normally live in Australia.

**“Hospital”** means an established hospital registered under any legislation that applies to it, that provides in-patient medical care.

**“Injure”, “Injured” or “Injury”** means bodily injury caused solely and directly by violent, accidental, visible and external means, which happens at a definite time and place during your period of cover and does not result from any illness, Sickness or disease.

**“Journey”** means your journey from the time when you leave your Home to go directly to the place you depart from on



your travels, and ends when you return to your Home.

**“Locked Storage Compartment”** means a glove box, enclosed centre console, or concealed cargo area of a sedan, station wagon, hatchback, van or motorhome.

**“Luggage and Personal Effects”** means any personal items owned by you and that you take with you or buy on your Journey and which are designed to be worn or carried about with you. This includes items of clothing, personal jewellery, photographic and video equipment or personal computers, or electrical devices or portable equipment. However, it does not mean any business samples or items that you intend to trade.

**“Medical Adviser”** means a qualified doctor of medicine or dentist registered in the place where you received the services.

**“Moped”** or **“Scooter”** means any two-wheeled or three-wheeled motor vehicle with an engine displacement of not greater than 50cc.

**“Motorcycle”** means any two-wheeled or three-wheeled motor vehicle with an engine displacement greater than 50cc.

**“Off-piste”** means any skiing within a short distance from designated areas of ski resort boundaries on groomed terrain or marked slopes or trails that are open, maintained, monitored and patrolled by the ski resort

**“Open Water Sailing”** means sailing more than 10 nautical miles off any land mass.

**“Overseas”** means in any country other than Australia.

**“Pandemic”** means a form of an Epidemic that extends throughout an entire continent, even the entire human race.

**“Pre-existing Medical Condition”** means:

- a) An ongoing medical or dental condition of which you are aware, or related complication you have, or the symptoms of which you are aware;
- b) A medical or dental condition that is currently being, or has been investigated, or treated by a health professional

(including dentist or chiropractor) at any time in the past, prior to policy purchase;

- c) Any condition for which you take prescribed medicine;
- d) Any condition for which you have had surgery;
- e) Any condition for which you see a medical specialist; or
- f) Pregnancy.

This definition applies to you, your Travelling Companion, a Relative or any other person.

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

**“Reasonable”** means, for medical or dental expenses, the standard level of care given in the country you are in, or for other

expenses, the standard level you have booked for the rest of your Journey, or as determined by us.

**“Relative”** means any of the following who is under 85 years of age and who is resident in Australia or New Zealand. It means you or your Travelling Companion’s spouse, de facto partner, parent, parent-in-law, daughter, son, daughter-in-law, son-in-law, brother, sister, brother-in-law, sister-in-law, grandchild, grandparent, stepparent, stepson, step-daughter, fiancé or fiancée, or guardian.

**“Rental Vehicle”** means a campervan/ motorhome that does not exceed 4.5 tonnes, a sedan, hatchback or stationwagon, four wheel drive or mini bus/ people mover rented from a licensed motor vehicle rental company.

**“Resident of Australia”** means someone who currently resides in Australia and is eligible for an Australian Medicare Card.

**“Sick”** or **“Sickness”** means a medical condition, not being an Injury, which first occurs during your period of cover.

**“Snow Sport Equipment”** means skis (including bindings), ski poles, ski boots, snowboards (including bindings) and snowboard boots.

**“Travelling Companion”** means a person with whom you have made arrangements to travel with you for at least 75% of your Journey before your policy was issued.

**“Unsupervised”** means leaving your Luggage and Personal Effects:

- with a person you did not know prior to commencing your Journey; or
- where it can be taken without your knowledge; or
- at such a distance from you that you are unable to prevent it being taken.

**“We”, “Our”** and **“Us”** means Allianz Australia Insurance Limited.

**“You”** and **“Your”** means the person(s) whose name(s) are set out on your Certificate of Insurance, and if you have a Single or Family policy, your Dependants.



# HOW TO PURCHASE THIS POLICY

STEP 1	Refer to 'Who can purchase this policy?'	see below
STEP 2	Refer to 'Age limits'	pages 8 & 9
STEP 3	Read the "Pre-existing Medical Conditions"	section pages 19 to 21
STEP 4	Nominate the applicable "Geographical Region" for your Journey	pages 10 to 11
STEP 5	Nominate the duration of your Journey	---
STEP 6	Select your Plan (A, B, C, D, E, F or G)	pages 12 to 17
STEP 7	Select the cover type (Single, Duo or Family)	page 9
STEP 8	Select any "Additional Options" you would like to include	page 18
STEP 9	Apply for cover via one of the following (where applicable): <ul style="list-style-type: none"> <li>• online</li> <li>• telephone</li> </ul>	see back cover of this PDS

## Who can purchase this policy?

Cover is only available if:

- › you are a Resident of Australia
- › you purchase your policy before you commence your Journey; and
- › your Journey commences and ends in Australia.

## Age limits

Age limits are as at the date of issue of your Certificate of Insurance.

## Plans A, B, C & E

Available to travellers of all ages.

## Travellers 80-89 years of age

Cover is available subject to the following conditions:

- A \$2,000 Excess applies for all claims Arising from, related to or associated with an Injury or Sickness. For all other claims, refer to the 'Excess' heading on page 26.

- Claims Arising from, related to or associated with an Injury or Sickness under:

- › **Section 1** (Cancellation Fees & Lost Deposits)
- › **Section 2** (Overseas Emergency Medical Assistance)
- › **Section 3** (Overseas Emergency Medical & Hospital Expenses)
- › **Section 4** (Additional Expenses) are limited to a maximum of \$40,000 for all claims combined under all (not each) of the above Policy Sections.

### Travellers 90 years of age and over

Cover is available subject to the following conditions:

- A \$5,000 Excess applies for all claims Arising from, related to or associated with an Injury or Sickness. For all other claims, refer to the 'Excess' heading on page 32.
- Claims Arising from, related to or associated with an Injury or Sickness under:

- › **Section 1** (Cancellation Fees & Lost Deposits)
- › **Section 2** (Overseas Emergency Medical Assistance)
- › **Section 3** (Overseas Emergency Medical & Hospital Expenses)
- › **Section 4** (Additional Expenses) are limited to a maximum of \$30,000 for all claims combined under all (not each) of the above Policy Sections.

### Plans D, F & G

Available to travellers 59 years of age and under.

### Your choices

Under this policy, you choose the cover you require based on your travel arrangements. Whether you choose:

- › A Single, Duo or Family policy
- › Plans A, B, C, D, E, F or G

depends on the type of cover you want and are eligible to purchase.

### Cover types

You can choose one of the following cover types:

**Single** Covers you and your Dependants travelling with you.

**Duo** Covers you and your Travelling Companion. Duo policies do not provide cover for Dependants. We issue one Certificate of Insurance, however, you both have cover as if you are each insured under separate policies with Single benefit limits\* per insured person.

Duo Cover option is not available under Plan C (Cancellation & Luggage), Plan F (Multi Trip Asia Pacific) or Plan G (Multi Trip Worldwide).

**Family** Covers you and the members of your Family travelling with you. The benefit limits for Family policies apply to the total of all claims combined, regardless of the number of persons the claims relate to.

Family Cover is not available under Plan C (Cancellation & Luggage), Plan F (Multi Trip Asia Pacific) or Plan G (Multi Trip Worldwide).

\* Except for Policy Section 16 (Rental Vehicle Excess) – the amount shown in the Table of Benefits is the most we will pay for all claims combined, regardless of the number of persons the claims relate to.

# GEOGRAPHICAL REGIONS

GEOGRAPHICAL REGION	DESTINATION
REGION 1 - DOMESTIC	Australia (including Thursday Island)
REGION 2 - PACIFIC	American Samoa, Ashmore & Cartier Islands, Bali, Christmas Island, Cocos (Keeling) Islands, Cook Islands, Fiji, French Polynesia, Guam, Heard Island & McDonald Islands, Indonesia, Kiribati, Marshall Islands, Micronesia, Nauru, New Caledonia, New Zealand, Niue, Norfolk Island, Northern Mariana Islands, Palau, Papua New Guinea, Pitcairn, Samoa, Solomon Islands, Tokelau, Tonga, Tuvalu, Vanuatu and Wallis & Futuna Islands.
REGION 3 - PACIFIC CRUISE	<p>You must choose Region 3 if you are going on a cruise on a sea or ocean in Regions 1 or 2. You will not have cover under this policy if you select Region 1 or 2 and go on a cruise.</p> <p>NOTE: If you are travelling on a domestic cruise in Australian waters, Medicare or your private health fund may not cover you for your medical and dental expenses. Unless you purchase Plans A, D or E (selecting Region 3) or Plans F or G, cover will not be provided for medical transfer or evacuation (for example, by helicopter) if you need to be transported to the nearest Hospital for emergency medical treatment.</p>
REGION 4 - ASIA	Asia (excluding Russian Federation, Japan, Bali and Indonesia).

GEOGRAPHICAL REGION	DESTINATION
REGION 5 - ASIA CRUISE	You must choose Region 5 if you are going on a cruise on a sea or ocean for 4 nights or more in Region 4. If the duration of your cruise is less than 4 nights, you should choose Region 4. You will not have cover under this policy if you select Region 4 and go on a cruise for 4 nights or more.
REGION 6 - EUROPE	Europe, Russian Federation and United Kingdom.
REGION 7 - EUROPE CRUISE	You must choose Region 7 if you are going on a cruise on a sea or ocean for 4 nights or more in Region 6. If the duration of your cruise is less than 4 nights, you should choose Region 6. You will not have cover under this policy if you select Region 6 and go on a cruise for 4 nights or more.
REGION 8 - WORLDWIDE	North, Central & South America (including Hawaii and the Caribbean), Africa, Japan, Middle East, Antarctica, Sub-Antarctic Islands and any other destination not listed above.
REGION 9 - WORLDWIDE CRUISE	You must choose Region 9 if you are going on a cruise on a sea or ocean for 4 nights or more in Region 8. If the duration of your cruise is less than 4 nights, you should choose Region 8. You will not have cover under this policy if you select Region 8 and go on a cruise for 4 nights or more.

### **Plan A (Comprehensive), Plan D (Comprehensive with Snow Cover) & Plan E (Standard)**

You must nominate the applicable Geographical Region for your Journey. Please note that under Plans A, D & E Region 1 cannot be selected as these Plans are designed for travel Overseas. However, you will have cover for certain Policy Sections under Plans A, D & E while travelling in Australia – see below for details. Please contact us if there is any uncertainty as to which Geographical Region applies.

If you are travelling to multiple destinations which are in different Geographical Regions, you must select the highest Geographical Region (Region 1 being the lowest Geographical Region, 9 the highest), as this will cover travel in each of the lower Geographical Regions.

**Example:** If you are travelling to Papua New Guinea, Philippines and Europe, you must select Region 6. You will then have cover for all destinations listed under Regions 1 to 6.

Cover for any loss you suffer must occur in the Geographical Region (or any lower

Geographical Region) you have selected. However, stopovers of 2 nights in Regions 4, 6 and 8 are permitted (stopovers in Regions 3, 5 and 7 are not permitted).

**Example:** If you are travelling to Bali (and have accordingly selected Region 2 as the Geographical Region), you will have cover for all destinations listed under Regions 1 & 2, as well as up to 2 nights stopover in any of the destinations listed under Regions 4, 6 and 8.

While you are travelling in Australia (destination must be a minimum of 250km from Home), you will only have cover under Policy Sections 1, 4, 6, 11, 13, 15 & 16. If you have purchased Plan D, you will also have cover under Policy Sections 19 to 23 while travelling in Australia (destination must be a minimum of 250km from Home).

### **Plan B (Domestic)**

Geographical Region is fixed at Region 1 – Domestic.

Cover for any loss you suffer must occur in this Geographical Region. There is no cover for stopovers in a higher Geographical Region.

### **Plan C (Cancellation & Luggage)**

Geographical Region defaults to Region 8 - Worldwide, regardless of the destinations you are travelling to.

### **Plan F (Multi Trip Asia Pacific)**

Geographical Region defaults to Region 5 - Asia Cruise, regardless of the destinations you are travelling to.

Cover for any loss you suffer must occur in this Geographical Region (or any lower Geographical Region).

While you are travelling in Australia (destination must be a minimum of 250km from Home), you will only have cover under Policy Sections 1, 4, 6, 11, 13, 15 & 16.

### **Plan G (Multi Trip Worldwide)**

Geographical Region defaults to Region 9 - Worldwide Cruise, regardless of the destinations you are travelling to.

Cover for any loss you suffer must occur in this Geographical Region (or any lower Geographical Region).

While you are travelling in Australia (destination must be a minimum of 250km from Home), you will only have cover under Policy Sections 1, 4, 6, 11, 13, 15 & 16.

# TABLE OF BENEFITS

Following is a table of the benefits and their maximum limits. Refer to “Your Policy Cover” pages 27 to 44 for details of what We will pay and what We will not pay, and which types of cover are provided under each Plan. Importantly, please note that exclusions do apply, as well as limits to the cover.

All benefit limits and Excesses throughout this PDS are in Australian Dollars (AUD).If you are travelling in the course of your business, please see pages 49 to 50 for information on how GST may affect your claims.

Policy Section & Benefit	PLAN A COMPREHENSIVE			PLAN B DOMESTIC*			PLAN C CANCELLATION & LUGGAGE	PLAN D COMPREHENSIVE WITH SNOW COVER*		
	SINGLE	DUO (per person)**	FAMILY	SINGLE	DUO (per person)**	FAMILY	POLICY LIMIT	SINGLE	DUO (per person)**	FAMILY
*1 Cancellation Fees & Lost Deposits	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	Total value of the insured holiday (as shown on your Certificate of Insurance)**	unlimited	unlimited	unlimited
*2 Overseas Emergency Medical Assistance^	unlimited	unlimited	unlimited	---	---	---	---	unlimited	unlimited	unlimited
*3 Overseas Emergency Medical & Hospital Expenses^	unlimited	unlimited	unlimited	---	---	---	---	unlimited	unlimited	unlimited
Dental Expenses (per person)	\$500	\$500	\$500	---	---	---	---	\$500	\$500	\$500
*4 Additional Expenses	\$50,000	\$50,000	\$100,000	\$50,000	\$50,000	\$100,000	---	\$50,000	\$50,000	\$100,000
*5 Hospital Cash Allowance^^	\$5,000	\$5,000	\$10,000	---	---	---	---	\$5,000	\$5,000	\$10,000

Policy Section & Benefit	PLAN A COMPREHENSIVE			PLAN B DOMESTIC*			PLAN C CANCELLATION & LUGGAGE	PLAN D COMPREHENSIVE WITH SNOW COVER#		
	SINGLE	DUO (per person)**	FAMILY	SINGLE	DUO (per person)**	FAMILY	POLICY LIMIT	SINGLE	DUO (per person)**	FAMILY
*6 Accidental Death	\$25,000	\$25,000	\$50,000	\$25,000	\$25,000	\$50,000	---	\$25,000	\$25,000	\$50,000
*7 Permanent Disability^^	\$25,000	\$25,000	\$50,000	---	---	---	---	\$25,000	\$25,000	\$50,000
*8 Loss of Income^^	\$10,400	\$10,400	\$20,800	---	---	---	---	\$10,400	\$10,400	\$20,800
9 Travel Documents, Credit Cards & Travellers Cheques^^	\$5,000	\$5,000	\$10,000	---	---	---	---	\$5,000	\$5,000	\$10,000
10 Theft of Cash^^	\$250	\$250	\$250	---	---	---	---	\$250	\$250	\$250
*11 Luggage & Personal Effects	\$7,500	\$7,500	\$15,000	\$7,500	\$7,500	\$15,000	Total value of your insured Luggage & Personal Effects (as shown on your Certificate of Insurance)**	\$7,500	\$7,500	\$15,000
12 Luggage & Personal Effects Delay Expenses^^	\$250	\$250	\$500	---	---	---	---	\$250	\$250	\$500
*13 Travel Delay Expenses	\$2,000	\$2,000	\$4,000	\$2,000	\$2,000	\$4,000	---	\$2,000	\$2,000	\$4,000
14 Alternative Transport Expenses^^	\$5,000	\$5,000	\$10,000	---	---	---	---	\$5,000	\$5,000	\$10,000
15 Personal Liability	\$5,000,000	\$5,000,000	\$5,000,000	\$5,000,000	\$5,000,000	\$5,000,000	---	\$5,000,000	\$5,000,000	\$5,000,000
*16 Rental Vehicle Excess	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	---	\$5,000	\$5,000	\$5,000



Policy Section & Benefit	PLAN A COMPREHENSIVE			PLAN B DOMESTIC*			PLAN C CANCELLATION & LUGGAGE	PLAN D COMPREHENSIVE WITH SNOW COVER#		
	SINGLE	DUO (per person)**	FAMILY	SINGLE	DUO (per person)**	FAMILY	POLICY LIMIT	SINGLE	DUO (per person)**	FAMILY
*17 Snow Sport Overseas Emergency Medical Assistance^^	---	---	---	---	---	---	---	unlimited	unlimited	unlimited
*18 Snow Sport Overseas Emergency Medical & Hospital Expenses^^	---	---	---	---	---	---	---	unlimited	unlimited	unlimited
Dental Expenses (per person)	---	---	---	---	---	---	---	\$500	\$500	\$500
*19 Own Snow Sport Equipment	---	---	---	\$1,500	\$1,500	\$3,000	---	\$1,500	\$1,500	\$3,000
20 Snow Sport Equipment Hire	---	---	---	\$1,500	\$1,500	\$3,000	---	\$1,500	\$1,500	\$3,000
21 Snow Ski Pack	---	---	---	\$750	\$750	\$1,500	---	\$750	\$750	\$1,500
*22 Piste Closure	---	---	---	\$1,000	\$1,000	\$2,000	---	\$1,000	\$1,000	\$2,000
23 Bad Weather & Avalanche Closure	---	---	---	\$750	\$750	\$750	---	\$750	\$750	\$750

\* sub-limits apply - refer to the “Your Policy Cover” section of this PDS for details (pages 27 to 44).

\*\* you must nominate the benefit limit for this Policy Section from the following amounts: \$500, \$1,000, \$1,500, \$2,000, \$2,500, \$3,000, \$4,000, \$5,000. For example, if your Luggage & Personal Effects are valued at \$600, choose \$1,000 as the benefit limit.

^ there is no cover under these Policy Sections while travelling in Australia. There is cover under these Policy Sections while travelling on a domestic cruise in Australian waters where you have purchased Plans A, D or E (selecting Region 3) or Plans F or G. Refer to

the “Geographical Regions” section of this PDS for details (pages 10 to 11).

^^ there is no cover under these Policy Sections while travelling in Australia - refer to the “Geographical Regions” section of this PDS for details (pages 10 to 11).

# unless you purchase Plan B or Plan D, you will not have cover for any claims Arising from snow sport activities - see General Exclusion 33 on page 47.

## except for Policy Section 16 (Rental Vehicle Excess) - the amount shown in the Table of Benefits is the most we will pay for all claims combined, regardless of the number of persons the claims relate to.

# TABLE OF BENEFITS CONTINUED

Policy Section & Benefit	PLAN E STANDARD			PLAN F MULTI TRIP - ASIA PACIFIC	PLAN G MULTI TRIP - WORLDWIDE
	SINGLE	DUO (per person) <sup>##</sup>	FAMILY	POLICY LIMIT	POLICY LIMIT
*1 Cancellation Fees & Lost Deposits	unlimited	unlimited	unlimited	unlimited	unlimited
*2 Overseas Emergency Medical Assistance <sup>^</sup>	unlimited	unlimited	unlimited	unlimited	unlimited
*3 Overseas Emergency Medical & Hospital Expenses <sup>^</sup>	unlimited	unlimited	unlimited	unlimited	unlimited
Dental Expenses (per person)	\$500	\$500	\$500	\$500	\$500
*4 Additional Expenses	\$30,000	\$30,000	\$60,000	\$50,000	\$50,000
*5 Hospital Cash Allowance <sup>^^</sup>	\$2,500	\$2,500	\$5,000	\$5,000	\$5,000
*6 Accidental Death	\$15,000	\$15,000	\$30,000	\$25,000	\$25,000
*7 Permanent Disability <sup>^^</sup>	\$15,000	\$15,000	\$30,000	\$25,000	\$25,000

## Plan F Multi Trip Asia Pacific

- 12 month policy
- Unlimited number of Journeys
- Maximum period for any one Journey is 15 days for Business or leisure. A Journey can be made up of business and/or leisure travel, however, the whole Journey cannot exceed a total of 15 days
- Benefit limits and sub-limits reinstated on the completion of each Journey (except for Section 15 (Personal Liability) – the amount shown in the Table of Benefits is the most we will pay for all claims combined under Section 15 for the 12 month policy period
- Spouse (or legally recognised de facto) and Dependants covered for free but only when accompanying primary policyholder
- Extensions of cover are not available
- Not available for travellers 60 years of age and over.

Policy Section & Benefit	PLAN E STANDARD			PLAN F MULTI TRIP - ASIA PACIFIC	PLAN G MULTI TRIP - WORLDWIDE
	SINGLE	DUO (per person)**	FAMILY	POLICY LIMIT	POLICY LIMIT
*8 Loss of Income^^	---	---	---	\$10,400	\$10,400
9 Travel Documents, Credit Cards & Travellers Cheques^^	\$2,000	\$2,000	\$4,000	\$5,000	\$5,000
10 Theft of Cash^^	---	---	---	\$250	\$250
*11 Luggage & Personal Effects	\$5,000	\$5,000	\$10,000	\$7,500	\$7,500
12 Luggage & Personal Effects Delay Expenses^^	---	---	---	\$250	\$250
*13 Travel Delay Expenses	---	---	---	\$2,000	\$2,000
14 Alternative Transport Expenses^^	---	---	---	\$5,000	\$5,000
15 Personal Liability	\$2,500,000	\$2,500,000	\$2,500,000	\$5,000,000	\$5,000,000
*16 Rental Vehicle Excess	---	---	---	\$5,000	\$5,000
*17 Snow Sport Overseas Emergency Medical Assistance^^	---	---	---	---	---
*18 Snow Sport Overseas Emergency Medical & Hospital Expenses^^	---	---	---	---	---
Dental Expenses (per person)	---	---	---	---	---

### Plan G Multi Trip Worldwide

- 12 month policy
- Unlimited number of Journeys
- Maximum period for any one Journey is 40 days for Business or leisure. A Journey can be made up of business and/or leisure travel, however, the whole Journey cannot exceed a total of 40 days
- Benefit limits and sub-limits reinstated on the completion of each Journey (except for Section 15 (Personal Liability) – the amount shown in the Table of Benefits is the most we will pay for all claims combined under Section 15 for the 12 month policy period
- Spouse (or legally recognised de facto) and Dependants covered for free but only when accompanying primary policyholder
- Extensions of cover are not available
- Not available for travellers 60 years of age and over.

Policy Section & Benefit	PLAN E STANDARD			PLAN F MULTI TRIP - ASIA PACIFIC	PLAN G MULTI TRIP - WORLDWIDE
	SINGLE	DUO (per person)**	FAMILY	POLICY LIMIT	POLICY LIMIT
*19 Own Snow Sport Equipment	---	---	---	---	---
20 Snow Sport Equipment Hire	---	---	---	---	---
21 Snow Ski Pack	---	---	---	---	---
*22 Piste Closure	---	---	---	---	---

\* sub-limits apply - refer to the “Your Policy Cover” section of this PDS for details (pages 27 to 44).

\*\* you must nominate the benefit limit for this Policy Section from the following amounts: \$500, \$1,000, \$1,500, \$2,000, \$2,500, \$3,000, \$4,000, \$5,000. For example, if your Luggage & Personal Effects are valued at \$600, choose \$1,000 as the benefit limit.

^ there is no cover under these Policy Sections while travelling in Australia. There is cover under these Policy Sections while travelling on a domestic cruise in Australian waters where you have purchased Plans A, D or E (selecting Region 3) or Plans F or G. Refer to

the “Geographical Regions” section of this PDS for details (pages 10 to 11).

^^ there is no cover under these Policy Sections while travelling in Australia -

refer to the “Geographical Regions” section of this PDS for details (pages 10 to 11).

# unless you purchase Plan B or Plan D, you will not have cover for any claims Arising from snow sport activities - see General Exclusion 33 on page 47.

## except for Policy Section 16 (Rental Vehicle Excess) - the amount shown in the Table of Benefits is the most we will pay for all claims combined, regardless of the number of persons the claims relate to.

# ADDITIONAL OPTIONS

## Specified Luggage & Personal Effects Cover

The maximum amount we will pay for all claims combined under Policy Section 11 (Luggage & Personal Effects) is shown under the Table of Benefits pages 12 to 17 for the Plan you have selected.

Additional cover can be purchased under Plans A, B, D, F & G for specified items up to a total amount of \$5,000 by paying an additional premium.

- You cannot purchase increased cover for jewellery or Snow Sport Equipment. There is no cover for bicycles or watercraft (other than surfboards) under the policy. These items must not be specified and cover will not be provided for them.

The standard item limits under Policy Section 11.1(b) will not apply to these specified items. Your nominated limit for 'Specified Luggage & Personal Effects Cover' will be shown on your Certificate of Insurance. Receipts and/or valuations must be provided in the event of a claim.

This Additional Option is not available under Plan C or Plan E.

## Removal of Standard Excess

You can remove the standard \$200 Excess or reduce the excess amount to \$100 on Plans A, C, D, E, F or G by paying an additional premium.

This Additional Option is not available under Plan B.

Please contact us for details on additional premiums.

## Please note

- › “specified items” refers to Luggage and Personal Effects that have been listed as covered on your Certificate of Insurance with a nominated sum insured
- › “unspecified items” refers to Luggage and Personal Effects that have not been listed as covered on your Certificate of Insurance with a nominated sum insured

# PRE-EXISTING MEDICAL CONDITIONS

**This insurance policy provides cover for unforeseen medical events only. Not all Pre-existing Medical Conditions are covered under the policy. Please read this entire section carefully, especially the definition of “Pre-existing Medical Condition”.**

## What is a Pre-existing Medical Condition?

**“Pre-existing Medical Condition”** means:

- a) An ongoing medical or dental condition of which you are aware, or related complication you have, or the symptoms of which you are aware;
- b) A medical or dental condition that is currently being, or has been investigated or treated by a health professional (including dentist or chiropractor) at any time, in the past, prior to policy purchase;

c) Any condition for which you take prescribed medicine;

d) Any condition for which you have had surgery;

e) Any condition for which you see a medical specialist; or

f) Pregnancy

This definition applies to you, your Travelling Companion, a Relative or any other person.

## Pre-existing Medical Conditions that are covered (some restrictions apply)

This section outlines the Pre-existing Medical Conditions which are covered.

You have cover if your Pre-existing Medical Condition is described below, **provided that you have not been hospitalised**

**(including Day Surgery or Emergency Department attendance)** for that condition in the past 24 months.

- 1) Acne
- 2) Allergies limited to Rhinitis, Chronic Sinusitis, Eczema, Food Intolerance, Hay Fever
- 3) Asthma – providing that you:
  - a) have no other lung disease and
  - b) are less than 60 years of age at the date of policy purchase.
- 4) Bell's Palsy
- 5) Benign Positional Vertigo
- 6) Bunions
- 7) Carpal Tunnel Syndrome
- 8) Cataracts

- 9) Coeliac Disease
- 10) Congenital Blindness
- 11) Congenital Deafness
- 12) \*Diabetes Mellitus (Type I) – providing you:
  - a) were diagnosed over 12 months ago, and
  - b) have no eye, kidney, nerve or vascular complications, and
  - c) do not also suffer from a known cardiovascular disease, Hypertension, Hyperlipidaemia or Hypercholesterolaemia, and
  - d) are under 50 years of age at the date of policy purchase.
- 13) \*Diabetes Mellitus (Type II) – providing you:
  - a) were diagnosed over 12 months ago, and
  - b) have no eye, kidney, nerve or vascular complications, and
  - c) do not also suffer from a known cardiovascular disease, Hypertension, Hyperlipidaemia or Hypercholesterolaemia.
- 14) Dry Eye Syndrome
- 15) Epilepsy – providing there has been no change to your medication regime in the past 12 months
- 16) Folate Deficiency
- 17) Gastric Reflux
- 18) Goitre
- 19) Glaucoma
- 20) Graves' Disease
- 21) Hiatus Hernia
- 22) \*Hypercholesterolaemia (High Cholesterol) – provided you do not also suffer from a known cardiovascular disease and/or Diabetes
- 23) \*Hyperlipidaemia (High Blood Lipids) – provided you do not also suffer from a known cardiovascular disease and/or Diabetes
- 24) \*Hypertension (High Blood Pressure) – provided you do not also suffer from a known cardiovascular disease and/or Diabetes
- 25) Hypothyroidism, including Hashimoto's Disease
- 26) Impaired Glucose Tolerance
- 27) Incontinence
- 28) Insulin Resistance
- 29) Iron Deficiency Anaemia
- 30) Macular Degeneration
- 31) Meniere's Disease
- 32) Migraine
- 33) Nocturnal Cramps
- 34) Osteopaenia
- 35) Osteoporosis
- 36) Pernicious Anaemia
- 37) Plantar Fasciitis
- 38) Raynaud's Disease
- 39) Sleep Apnoea
- 40) Solar Keratosis
- 41) Trigeminal Neuralgia
- 42) Trigger Finger

#### 43) Vitamin B12 Deficiency

\* Diabetes (Type I and Type II) , Hypertension, Hypercholesterolaemia and Hyperlipidaemia are risk factors for cardiovascular disease. If you have a history of cardiovascular disease, and it is a Pre-existing Medical Condition, cover for these conditions is also excluded.

If your condition is not described in this list, or hospitalisation has occurred, we will not pay any costs Arising from, related to or associated with that condition under the following Policy Sections:

- › **Section 1** - Cancellation Fees & Lost Deposits
- › **Section 2** - Overseas Emergency Medical Assistance
- › **Section 3** - Overseas Emergency Medical & Hospital Expenses
- › **Section 4** - Additional Expenses (applies to “We will pay” [a] & [b] only)
- › **Section 5** - Hospital Cash Allowance

This means that we will not pay:

- your medical expenses whatsoever

- your evacuation or repatriation to Australia
- your trip cancellation or rearrangement costs
- any additional or out of pocket expenses (including additional travel and accommodation expenses).

#### Warfarin Use:

Please note that taking the medication Warfarin (also known under the brand names of Coumadin, Jantoven, Marevan and Waran) has a complex range of serious complications and side effects and is General Exclusion 17 in “**General Exclusions Applicable to all Sections**” on page 45 to 47. This means that we will not pay for any conditions that are otherwise covered.

Please also read the “General Exclusions Applicable to all Sections” on pages 45 to 47.

We do not offer any cover at all under Plans F and G for any Pre-existing Medical Conditions.

We do not offer any cover at all under Plans A, B, C, D or E for any Pre-existing Medical Conditions, except as listed on pages 19 to 21 of this PDS





# IMPORTANT MATTERS

**Under your policy there are rights and responsibilities which you and we have. You must read this PDS in full for more details, but here are some you should be aware of.**

## Period of cover

You are not covered until we issue a Certificate of Insurance. That Certificate forms part of your policy. The period you are insured for is set out on the Certificate.

### However:

- The cover for cancellation fees and lost deposits (Policy Section 1) begins from the time the policy is issued
- Cover for all other Policy Sections begins on the date of departure (Start Date) as stated on the Certificate of Insurance
- Cover ends when you return to your Home or on the date of return set out on your Certificate of Insurance (End Date), whichever happens first.

Cover under Policy Sections 17, 18, 21, 22 and 23 is excluded for periods outside of:

- 15th December to 31st March in Northern Hemisphere resorts
- 15th June to 30th September in Southern Hemisphere resorts.

## Cooling-off period

If you decide that you do not want this policy, you may cancel it within 14 days after you are issued your Certificate of Insurance and PDS. You will be given a full refund of the premium you paid, provided you have not started your Journey and you do not want to make a claim or to exercise any other right under the policy. After this period you can still cancel your policy, but we will not refund any part of your premium if you do.

## Extension of cover

You may extend your cover free of charge if you find that your return to Australia has been delayed because of one or more of the following:

- a bus line, airline, shipping line or rail authority you are travelling on, or that has accepted your fare or Luggage and Personal Effects, is delayed; or
- the delay is due to a reason for which you can claim under your policy (subject to our written approval).

If the delay is for any other reason, we must receive your request to extend cover at least 7 days before your original policy expires if you send your request by post. All other requests to extend cover must be received prior to your original policy expiry date. Cover will be extended subject to our written approval, and your payment of the additional premium.

Where we have agreed to extend cover, we will issue you with a new Certificate of Insurance. The period of cover on your new Certificate cannot exceed 12 months.

Extensions of cover are not available:

- for medical conditions you suffered during the term of your original policy; or
- where you have not advised us of any circumstances that have given (or may give) rise to a claim under your original policy; or
- under Plan A (Comprehensive), Plan B (Domestic), Plan C (Cancellation & Luggage) & Plan E (Standard), where at the time of extension you are aged 80 years or over; or
- under Plan D (Comprehensive with Snow Cover), where at the time of extension you are aged 60 years or over; or
- under Plan F (Multi Trip Asia Pacific) or Plan G (Multi Trip Worldwide).

### **Confirmation of cover**

To confirm any policy transaction (if the Certificate of Insurance does not have all the information you require), call us using the contact details on the back cover of this PDS.

### **Jurisdiction and choice of law**

This policy is governed by and construed in accordance with the law of Queensland, Australia and you agree to submit to the exclusive jurisdiction of the courts of Queensland. You agree that it is your intention that this Jurisdiction and Choice of Law clause applies.

### **Your Duty of Disclosure**

Before you enter into this policy with us, the Insurance Contracts Act 1984 (Cth) requires you to provide us with the information we need to enable us to decide whether and on what terms your proposal for insurance is acceptable and to calculate how much premium is required for your policy.

You will be asked various questions when you first apply for your policy. When you answer these questions, you must:

- give us honest and complete answers;
- tell us everything you know; and
- tell us everything that a reasonable person in the circumstances could be expected to tell us.

If you vary, extend, reinstate or replace the policy your duty is to tell us before that time, every matter known to you which:

- you know; or
- a reasonable person in the circumstances could be expected to know, is relevant to our decision whether to insure you and whether any special conditions need to apply to your policy.

You do not need to tell us about any matter that:

- diminishes our risk;
- is of common knowledge;
- we know or should know as an insurer; or
- we tell you we do not need to know.

### **Who does the Duty apply to?**

The Duty of Disclosure applies to you and everyone who is insured under the policy. If you provide information for another insured, it is as if they provided it to us.

### **What happens if you or they breach the Duty?**

If you or they do not comply with the Duty of Disclosure, we may cancel the policy or

reduce the amount we pay if you make a claim. If fraud is involved, we may treat the policy as if it never existed and pay nothing.

### **Compensation arrangements**

In the unlikely event Allianz Australia Insurance Limited were to become insolvent and could not meet its obligations under this policy, a person entitled to claim may be entitled to payment under the Financial Claims Scheme.

Access to the Scheme is subject to eligibility criteria - for more information see APRA website at <http://www.apra.gov.au> and the APRA hotline on 1300 55 88 49.

### **General Insurance Code of Practice**

We proudly support the General Insurance Code of Practice. The Code sets out the minimum standards of practice in the general insurance industry.

For more information on the Code please contact Allianz Global Assistance on **1300 725 154**.

### **Dispute resolution process**

If you have a complaint or dispute in

relation to this insurance, or the services of Allianz Global Assistance or its representatives, please call Allianz Global Assistance on 1300 725 154, or put the complaint in writing and send it to The Dispute Resolution Department, PO Box 162, Toowong, Queensland 4066. Allianz Global Assistance will attempt to resolve the matter in accordance with its Internal Dispute Resolution process. To obtain a copy of Allianz Global Assistance's procedures, please contact them.

A dispute can be referred to the Financial Ombudsman Service Limited (FOS), subject to its terms of reference. The FOS provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms. The contact details for the FOS are:

#### **Financial Ombudsman Service Limited (FOS)**

GPO Box 3, Melbourne VIC 3001

**Phone:** 1300 780 808

**Fax:** (03) 9613 6399

**Website:** [www.fos.org.au](http://www.fos.org.au)

**Email:** [info@fos.org.au](mailto:info@fos.org.au)

### **Privacy notice**

To arrange and manage your travel insurance, we (in this Privacy Notice "we", "our" and "us" includes Allianz Global Assistance and its Authorised Representatives and distributors) collect personal information from you and others (including those authorised by you such as your doctors, Hospitals and persons whom we consider necessary).

Any personal information you provide is used by us to evaluate and arrange your travel insurance. We also use it to administer and provide the insurance services and manage your and our rights and obligations in relation to the insurance services, including managing, processing and investigating claims. We may also collect, use and disclose it for product development, marketing, research, IT systems maintenance and development, recovery against third parties and for any other purposes with your consent.

This personal information may be disclosed to (and received from) third parties in Australia or Overseas involved in the above process, such as travel

consultants, travel insurance providers and intermediaries, Authorised Representatives, distributors, reinsurers, claims handlers and investigators, cost containment providers, medical and health service providers, legal and other professional advisers, your agents and our related companies. The use and disclosure of such personal information will be provided to third parties for the primary purposes stated above. The personal information (but not sensitive information) may also be used for a secondary purpose, but only if you would reasonably expect us to use that information for such secondary purpose.

When you give personal information about other individuals, we and our agents rely on you to have made or make them aware:

- that you will or may provide their information to us;
- of the types of third parties to whom the information may be provided to;
- of the relevant purposes we and the third parties we will disclose it to will use it for; and
- of how they can access it.

We rely on you to have obtained their consent on these matters. If you have not done or will not do these things, you must tell us or our agents before you provide the relevant information.

You can seek access to and correct your personal information by contacting us. You may not access or correct personal information of others unless you have been authorised by their express consent or otherwise under law, or unless they are your dependants under 16 years of age.

If you do not agree to the above or will not provide us with personal information, we may not be able to provide you with our services or products or may not be able to process your application or issue you with a policy. In cases where we do not agree to give you access to some personal information, we will give you reasons why.

### **You can choose your own doctor**

You are free to choose your own Medical Adviser or we can appoint an approved Medical Adviser to see you, unless you are treated under a Reciprocal Health Agreement.

You must, however, advise Allianz Global Assistance of your admittance to Hospital or your early return to Australia based on written medical advice.

If you do not get the medical treatment you expect, Allianz Global Assistance can assist you, but neither Allianz nor Allianz Global Assistance are liable for anything that results from that.

### **Overseas hospitalisation or medical evacuation**

For emergency assistance anywhere in the world at any time, Allianz Global Assistance is only a telephone call away. The team will help with medical problems, locating nearest medical facilities, your evacuation Home, locating nearest embassies and consulates, as well as keeping you in touch with your family and work in an emergency.

If you are hospitalised you, or a member of your travelling party, MUST contact Allianz Global Assistance as soon as possible. If you do not, then to the extent permissible by law, we will not pay for these expenses or for any evacuation or airfares that have not been approved or arranged by Allianz Global Assistance.

If you are not hospitalised but you are being treated as an outpatient and the total cost of such treatment will exceed \$2,000, you MUST contact Allianz Global Assistance.

Please note that we will not pay for any costs incurred in Australia.

## **Excess** **Plans A, C, D, E, F & G**

We will not pay the first \$200 for any one event under the following Policy Sections\*:

- › **Section 1** – Cancellation Fees & Lost Deposits
- › **Section 3** – Overseas Emergency Medical & Hospital Expenses
- › **Section 9** – Travel Documents, Credit Cards & Travellers Cheques
- › **Section 11** – Luggage & Personal Effects
- › **Section 15** – Personal Liability
- › **Section 16** – Rental Vehicle Excess
- › **Section 18** – Snow Sport Overseas Emergency Medical & Hospital Expenses
- › **Section 19** – Own Snow Sport Equipment
- › **Section 20** – Snow Sport Equipment Hire

› **Section 21** – Snow Ski Pack

› **Section 22** – Piste Closure

› **Section 23** – Bad Weather & Avalanche Closure

A NIL Excess applies to all other Policy Sections.

\*Refer to the “Table of Benefits” (pages 12 to 17) for details of which Policy Sections are available under each Plan

You can remove the standard \$200 Excess or reduce the excess amount to \$100 by paying an additional premium (see “**Additional Options**” page 18).

## **Plan B**

A NIL Excess applies to all Policy Sections.

## **Travellers 80-89 years of age**

A \$2,000 Excess applies for all claims Arising from, related to or associated with an Injury or Sickness. Refer to the ‘Age Limits’ heading on pages 8 to 9 for the terms and conditions relating to travellers 80-89 years of age.

## **Travellers 90 years of age and over**

A \$5,000 Excess applies for all claims Arising from, related to or associated with

an Injury or Sickness. Refer to the ‘Age Limits’ heading on pages 8 to 9 for the terms and conditions relating to travellers 90 years of age and over.

If any additional Excess applies to your policy, the amount is shown on the Certificate of Insurance or advised to you in writing before the Certificate is issued to you.

## **In the event of a claim:**

Immediate notice should be given to Allianz Global Assistance (see contact details on the back cover of this PDS).

To download a claim form online, visit:  
[www.travelclaims.com.au/fastcover](http://www.travelclaims.com.au/fastcover)

**PLEASE NOTE:** For claims purposes, evidence of the value of the property insured or the amount of any loss must be kept.

## **Claims processing**

We will process your claim within 10 business days of receiving the completed claim form and all necessary documentation. If we need additional information, a written notification will be sent to you within 10 business days.

# YOUR POLICY COVER

**This part of the PDS outlines what We Will Pay and what We Will Not Pay under each Policy Section in the event of a claim.**

You must also check **“General Exclusions Applicable to all Sections”** on pages 45 to 47 for other reasons why we will not pay.

See **“Words with Special Meanings”** on pages 5 to 7 for the meanings of words that apply throughout this PDS.

You only have cover under a Policy Section if the **“Table of Benefits”** on pages 12 to 17 shows that there is cover for the Policy Section under the Plan you have selected.

The most we will pay for the total of all claims under each Policy Section is shown in the Table of Benefits for the Plan you have selected. Sub-limits may also apply to particular types of losses or claims.

## SECTION 1 – Cancellation Fees & Lost Deposits

**You have this cover if you chose Plan A, B, C, D, E, F or G.**

### 1.1 ✓ WE WILL PAY

- a) We will pay your cancellation fees and lost deposits for travel and accommodation arrangements that you have paid in advance and cannot recover in any other way if your Journey is cancelled or shortened at any time through circumstances neither expected nor intended by you and outside your control.
- b) We will pay the travel agent’s cancellation fees up to \$1,500 for Single policies, \$1,500 per person for Duo policies or \$3,000 for Family policies, where all monies have been paid or the

maximum amount of the deposit has been paid at the time of cancellation. However, we will not pay more than the level of commission or service fees normally earned by the agent, had your Journey not been cancelled. Documentary evidence of the travel agent’s fee is required.

- c) We will pay you for loss of frequent flyer or similar air travel points you used to purchase an airline ticket following cancellation of that airline ticket, if you cannot recover the lost points from any other source. The cancellation must be due to unforeseen circumstances outside of your control.

We calculate the amount we pay you as follows:

- the cost of an equivalent class airline ticket based on the quoted retail price

at the time the ticket was issued, less your financial contribution toward the airline ticket;

multiplied by:

- the total number of points lost

divided by the total number of points used to obtain the ticket.

d) If, as a result of a Pre-existing Medical Condition, a Relative of yours is hospitalised in Australia or New Zealand, or dies in Australia or New Zealand after the policy is issued, and at the time of policy issue you were unaware of the likelihood of such hospitalisation or death, the most we will pay under this Policy Section is as follows:

- \$2,000 for Single policies
- \$2,000 per person for Duo policies
- \$4,000 for Family policies

Please note there is no cover under this benefit if you choose Plans F or G.

## 1.2 ✖ WE WILL NOT PAY

a) We will not pay if you were aware of any reason, before your period of cover commenced, that may cause your Journey to be cancelled, abandoned or shortened. Nor will we pay if your cancellation fees or lost deposits Arise because of:

b) The death, Injury or Sickness of your Relative Arising from a Pre-existing Medical Condition, except as specified under Policy Section 1.1d).

c) You or your Travelling Companion changing plans.

d) Any business, financial or contractual obligations. This exclusion does not apply to claims where you or your Travelling Companion are made redundant from full-time employment in Australia, provided you or they were not aware that the redundancy was to occur before you purchased your policy.

e) A tour operator or wholesaler being unable to complete arrangements for

any tour because there were not enough people to go on the tour.

f) Delays or rescheduling by a bus line, airline, shipping line or rail authority.

g) The financial collapse of any transport, tour or accommodation provider.

h) The mechanical breakdown of any means of transport.

i) An act or threat of terrorism.

j) The death, Injury or Sickness of any person who resides outside of Australia or New Zealand.

k) Your pre-arranged leave being cancelled by your employer (where you are a full-time permanent employee).

## SECTION 2 – Overseas Emergency Medical Assistance

**You only have this cover if you chose Plan A, D, E, F or G.**

PLEASE NOTE: You will not have cover under this Policy Section while travelling in Australia, unless you are travelling on a domestic cruise in Australian waters and have purchased Plans A, D or E (selecting Region 3) or Plan F or G.

Allianz Global Assistance will help you with any Overseas medical emergency (see 'Overseas Hospitalisation or Medical Evacuation' on page 25). You may contact them at any time 7 days a week.

## 2.1 ✓ WE WILL PAY

Allianz Global Assistance will arrange for the following assistance services if you Injure yourself Overseas, or become Sick while Overseas:

- a) Access to a Medical Adviser for emergency medical treatment while Overseas.
- b) Any messages which need to be passed on to your family or employer in the case of an emergency.
- c) Provision of any written guarantees for payment of Reasonable expenses for emergency hospitalisation while Overseas.
- d) Your medical transfer or evacuation if you must be transported to the nearest Hospital for emergency medical

treatment Overseas, or be brought back to Australia with appropriate medical supervision.

- e) The return to Australia of your Dependants if they are left without supervision following your hospitalisation or evacuation.

If you die as a result of an Injury or a Sickness during your Journey, we will pay for the Reasonable cost of either a funeral or cremation Overseas and/or of bringing your remains back to your Home. The maximum amount we will pay is \$15,000 per person.

Please note that we will not pay for any costs incurred in Australia.

## 2.2 ✗ WE WILL NOT PAY

- a) We will not pay for any expenses for medical evacuation, funeral services or cremation or bringing your remains back to Australia unless it has been first approved by Allianz Global Assistance.
- b) We will not pay if you decline to promptly follow the medical advice

we have obtained, and we will not be responsible for subsequent medical, Hospital or evacuation expenses.

- c) We will not pay for medical evacuation or the transportation of your remains from Australia to an overseas country.
- d) We will not pay any claims Arising from snow sport activities under this Policy Section, regardless of whether you have purchased Plan D (Comprehensive with Snow Cover) (however, refer to Policy Section 17 – Snow Sport Overseas Emergency Medical Assistance).

## SECTION 3 – Overseas Emergency Medical & Hospital Expenses

**You only have this cover if you chose Plan A, D, E, F or G.**

PLEASE NOTE: You will not have cover under this Policy Section while travelling in Australia, unless you are travelling on a domestic cruise in Australian waters and have purchased Plans A, D or E (selecting Region 3) or Plans F or G.

## 3.1 ✓ WE WILL PAY

- a) We will reimburse the Reasonable medical or Hospital expenses you incur



until you get back to Australia if you Injure yourself Overseas, or become Sick there. The medical or Hospital expenses must have been incurred on the written advice of a Medical Adviser. You must make every effort to keep your medical or Hospital expenses to a minimum.

If we determine that you should return home to Australia for treatment and you do not agree to do so, we will pay you the amount which we determine would cover your medical expenses and/or related costs had you agreed to our recommendation. You will then be responsible for any ongoing or additional costs relating to or Arising out of the event you have claimed for.

We will only pay for treatment received and/or Hospital accommodation during the 12 month period after the Sickness first showed itself or the Injury happened.

- b) We will also pay the cost of emergency dental treatment up to a maximum amount of \$500 per person for dental costs incurred, which the treating dentist

certifies in writing is for the relief of sudden and acute pain to sound and natural teeth.

Please note that we will not pay for any costs incurred in Australia.

### 3.2 ✖ WE WILL NOT PAY

- a) For expenses Arising from Pre-existing Medical Conditions, except as specified under the "Pre-existing Medical Conditions" section – see pages 19 to 21.
- b) When you have not notified Allianz Global Assistance as soon as practicable of your admittance to Hospital.
- c) For expenses after 2 weeks treatment by a chiropractor, physiotherapist or dentist, unless approved by Allianz Global Assistance.
- d) If you do not take the advice of Allianz Global Assistance.
- e) If you have received medical care under a Reciprocal National Health Scheme. Please visit [www.dfat.gov.au](http://www.dfat.gov.au) for details on Reciprocal Health Agreements with Australia.

- f) For expenses for damage to dentures, dental prostheses, bridges or crowns.
- g) For expenses relating to dental treatment involving the use of precious metals or for cosmetic dentistry.
- h) For any claims Arising from snow sport activities under this Policy Section, regardless of whether you have purchased Plan D (Comprehensive with Snow Cover) (however, refer to Policy Section 18 – Snow Sport Overseas Emergency Medical & Hospital Expenses).

## SECTION 4 – Additional Expenses

**You only have this cover if you chose Plan A, B, D, E, F or G.**

### 4.1 ✔ WE WILL PAY

- a) We will reimburse any Reasonable additional accommodation and travel expenses if you cannot travel because of an Injury or Sickness which needs immediate treatment from a Medical Adviser who certifies in writing that you are unfit to travel.

We will also reimburse your Reasonable additional accommodation and travel expenses for you to be with your Travelling Companion if he or she cannot continue their Journey for the same reason.

We will also reimburse the Reasonable accommodation and travel expenses of your Travelling Companion or a Relative to travel to you, stay near you or escort you, if you are in Hospital suffering from a life threatening or other serious condition, or are evacuated for medical reasons. He or she must travel, stay with you or escort you on the written advice of a Medical Adviser and with the prior approval of Allianz Global Assistance.

- b) If you shorten your Journey and return to Australia on the written advice of a Medical Adviser approved by Allianz Global Assistance, we will reimburse the Reasonable cost of your return to Australia. We will only pay the cost of the fare class that you had planned to travel at and you must take advantage of any pre-arranged return travel to Australia.

- c) If, during your Journey, your Travelling Companion or a Relative of either of you:

- dies unexpectedly;
- is disabled by an Injury; or
- becomes seriously Sick and requires hospitalisation (except Arising out of a Pre-existing Medical Condition), we will reimburse the Reasonable additional cost of your return to Australia. We will only pay the cost of the fare class you had planned to travel at.

- d) We will reimburse you for airfares for you to return to the place you were when your Journey was interrupted, if you return to your Home because:

- during your Journey, a Relative of yours dies unexpectedly or is hospitalised following a serious Injury or a Sickness (except Arising from a Pre-existing Medical Condition); and
- it is possible for your Journey to be resumed; and
- there is more than 14 days remaining of the period of cover, as noted on your

Certificate of Insurance; and

- you resume your Journey within 12 months of your return to Australia.

The most we will pay under this benefit is as follows:

- \$3,000 for Single policies
- \$3,000 per person for Duo policies
- \$6,000 for Family policies

- e) If, as a result of a Pre-existing Medical Condition, a Relative of yours is hospitalised in Australia or New Zealand or dies in Australia or New Zealand after the policy is issued, and at the time of policy issue you were unaware of the likelihood of such hospitalisation or death, the most we will pay under this Policy Section is as follows:

- \$2,000 for Single policies
- \$2,000 per person for Duo policies
- \$4,000 for Family policies

Please note there is no cover under this benefit if you choose Plans F or G.

f) In addition, we will reimburse your Reasonable additional travel and accommodation expenses if a disruption to your Journey Arises from the following reasons:

- Your scheduled or connecting transport is cancelled, delayed, shortened or diverted because of a strike, riot, hijack, civil protest, weather or natural disaster
- You unknowingly break any quarantine rule
- You lose your passport, travel documents or credit cards or they are stolen
- An accident involving your mode of transport. You must have written confirmation of the accident from an official body in the country where the accident happened
- Your Home is rendered uninhabitable by fire, explosion, earthquake or flood.

If you do not have a return ticket booked to Australia before you were Injured or became Sick, we will reduce the amount

of your claim by the price of the fare to Australia from the place you planned to return to Australia from. The fare will be at the same fare class as the one you left Australia on.

Wherever claims are made by you under this Policy Section and Policy Section 1 (Cancellation Fees & Lost Deposits) for cancelled services/facilities or alternative arrangements for the same or similar services/facilities, we will pay for the higher of the two amounts, not both.

## 4.2 ✖ WE WILL NOT PAY

- a) We will not pay if you were aware of any reason, before your period of cover commenced, that may cause your Journey to be cancelled, disrupted or delayed.
- b) We will not pay if the death, Injury or Sickness of your Relative Arises from a Pre-existing Medical Condition, except as specified under Policy Section 4.1e).
- c) We will not pay if you can claim your additional travel and accommodation

expenses from anyone else.

- d) We will not pay if your claim relates to the financial collapse of any transport, tour or accommodation provider.
- e) We will not pay for delays or rescheduling by a bus line, airline, shipping line or rail authority unless it is due to a strike, riot, hijack, civil protest, weather or natural disaster.
- f) We will not pay if you operate a Rental Vehicle in violation of the rental agreement.
- g) We will not pay as a result of you or your Travelling Companion changing plans.

## SECTION 5 – Hospital Cash Allowance

**You only have this cover if you chose Plan A, D, E, F or G.**

PLEASE NOTE: You will not have cover under this Policy Section while travelling in Australia.

## 5.1 ✔ WE WILL PAY

We will pay you \$50 for each day you are in Hospital if you are in Hospital for

more than 48 continuous hours while you are Overseas.

## 5.2 ✖ WE WILL NOT PAY

- a) We will not pay for the first 48 continuous hours you are in Hospital.
- b) We will not pay if you cannot claim for Overseas medical expenses in Policy Section 3 (Overseas Emergency Medical & Hospital Expenses).

## SECTION 6 – Accidental Death You only have this cover if you chose Plan A, B, D, E, F or G.

### 6.1 ✔ WE WILL PAY

We will pay the death benefit to the estate of the deceased, if:

- a) you are Injured during your Journey and you die because of that Injury within 12 months of the Injury; or
- b) during your Journey, something you are travelling on disappears, sinks or crashes and you are presumed dead and your body is not found within 12 months.

The amount we will pay for the death of accompanying Dependants is \$5,000 per Dependant.

## 6.2 ✖ WE WILL NOT PAY

We will not pay for death caused by suicide or for any other reason other than caused by Injury as defined under “Words with Special Meanings” on pages 5 to 7.

## SECTION 7 – Permanent Disability You only have this cover if you chose Plan A, D, E, F or G.

PLEASE NOTE: You will not have cover under this Policy Section while travelling in Australia.

### 7.1 ✔ WE WILL PAY

We will pay if:

- a) you are Injured during your Journey; and
- b) because of the Injury, you become permanently disabled within 12 months of the Injury. “Permanently disabled” means:
  - you have totally lost all of the sight in one or both eyes, or the use of a hand or foot at or above the wrist or ankle; and

- the loss is for at least 12 months and, in our opinion after consultation with an appropriate medical specialist, will continue indefinitely.

The amount we will pay for the permanent disability of Dependants is \$5,000 per Dependant.

## 7.2 ✖ WE WILL NOT PAY

YOU MUST CHECK “GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS” PAGES 45 TO 47 FOR REASONS WHY WE WILL NOT PAY.

## SECTION 8 – Loss of Income You only have this cover if you chose Plan A, D, F or G.

PLEASE NOTE: You will not have cover under this Policy Section while travelling in Australia.

### 8.1 ✔ WE WILL PAY

If you are Injured during your Journey and become disabled within 30 days because of the Injury, and the disablement continues for more than 30 days after your return to

Australia, we will pay you \$400 per person, per week for a period of up to 26 weeks.

We will only pay if you cannot do your normal or suitable alternative work and you lose all your income.

## 8.2 ✗ WE WILL NOT PAY

- a) We will not pay for the first 30 days of your disablement from the time you return to Australia.
- b) We will not pay for the loss of income of Dependents.

## SECTION 9 – Travel Documents, Credit Cards & Travellers Cheques

### You only have this cover if you chose Plan A, D, E, F or G.

PLEASE NOTE: You will not have cover under this Policy Section while travelling in Australia.

## 9.1 ✓ WE WILL PAY

- a) We will reimburse you the replacement costs (including communication costs) of any travel documents, including

passports, credit cards or travellers cheques you lose or which are stolen from you during your Journey.

- b) We will also cover loss resulting from the fraudulent use of any credit card held by you, following the loss of the card during your Journey.

We will only cover those amounts not covered by any guarantee given by the bank or issuing company to you as the cardholder covering such losses.

## 9.2 ✗ WE WILL NOT PAY

We will not pay if:

- a) you do not report the theft within 24 hours to the police and, in the case of credit cards and travellers cheques, to the issuing bank or company in accordance with the conditions under which the cards or cheques were issued; and
- b) you cannot provide us with a written statement from them.

## SECTION 10 – Theft of Cash

### You only have this cover if you chose Plan A, D, F or G.

PLEASE NOTE: You will not have cover under this Policy Section while travelling in Australia.

## 10.1 ✓ WE WILL PAY

We will pay for cash, bank notes, currency notes, postal orders or money orders stolen from your person during your Journey.

## 10.2 ✗ WE WILL NOT PAY

- a) We will not pay if you do not report the theft within 24 hours to the police or an office of the bus line, airline, shipping line or rail authority you were travelling on when the theft occurred. You can prove that you made a report by providing us with a written statement from whoever you reported it to.
- b) We will not pay if the cash, bank notes, currency notes, postal orders or money orders were not on your person at the time they were stolen.

## SECTION 11 – Luggage & Personal Effects

### You have this cover if you chose Plan A, B, C, D, E, F or G.

PLEASE NOTE: for the purpose of this Policy Section:

- “specified items” refers to Luggage and Personal Effects that have been listed as covered on your Certificate of Insurance with a nominated sum insured
- “unspecified items” refers to Luggage and Personal Effects that have not been listed as covered on your Certificate of Insurance with a nominated sum insured.

#### 11.1 ✓ WE WILL PAY

- a) We will pay the repair cost or value of any Luggage and Personal Effects which are stolen or accidentally damaged or are permanently lost.

When calculating the amount payable we will apply depreciation due to age, wear and tear. The amount of such depreciation will be determined by us. No depreciation will be applied to

goods purchased duty free prior to your departure, or goods purchased during your Journey.

We will not pay more than the original purchase price of any item. We have the option to repair or replace the Luggage and Personal Effects instead of paying you.

- b) The maximum amount we will pay for any item (i.e. the item limit) is:
- \$3,000 for personal computers, video recorders or cameras
  - \$1,000 for mobile phones (including PDAs and any items with phone capabilities)
  - \$750 for all other unspecified items.

A pair or related set of items, for example (but not limited to):

- a camera, lenses (attached or not), tripod and accessories;
- a matched or unmatched set of golf clubs, golf bag and buggy;

- a matching pair of earrings; are considered as only one item for the purpose of this insurance, and the appropriate single item limit will be applied.

- c) In addition to the limit shown in the Table of Benefits for this Policy Section, we will also pay up to a maximum of \$5,000 (or such other lower amount which you have previously selected) for all items combined, that you have specified under ‘Specified Luggage & Personal Effects Cover’ and paid an additional premium for. The standard item limits shown in b) above do not apply to the specified items listed on your Certificate of Insurance.
- d) Luggage and Personal Effects left in a motor vehicle are only covered during daylight hours and must have been locked in the boot or in a Locked Storage Compartment, and forced entry must have been made.

No cover applies if Luggage and Personal Effects are left unattended in the passenger compartment of the motor

vehicle, or if the Luggage and Personal Effects have been left in the motor vehicle overnight.

The most we will pay if your Luggage and Personal Effects are stolen from the locked boot or from a Locked Storage Compartment of an unoccupied motor vehicle during daylight hours is \$200 for each item, and \$2,000 in total for all stolen items, even if you have purchased 'Specified Luggage & Personal Effects Cover'.

## 11.2 ✖ WE WILL NOT PAY

We will not pay a claim in relation to your Luggage and Personal Effects if:

a) You do not report the loss, theft or misplacement within 24 hours to the police or an office of the bus line, airline, shipping line or rail authority you were travelling on when the loss, theft or misplacement occurred. You must prove that you made such report by providing us with a written statement from whoever you reported it to.

b) Your jewellery, mobile phone, camera, video camera, personal computer, computer equipment or their accessories are transported in the cargo hold of any aircraft, ship, train, tram or bus.

c) The loss, theft or damage is to, or of, bicycles.

d) The loss, theft or damage is to, or of, items left behind in any hotel or motel room after you have checked out, or items left behind in any aircraft, ship, train, tram, taxi or bus.

e) The loss, theft or damage is to, or of, watercraft of any type (other than surfboards).

f) The loss, theft or damage is to, or of, Snow Sport Equipment (however, refer to Policy Section 19 – Own Snow Sport Equipment).

g) The Luggage and Personal Effects were being sent unaccompanied or under a freight contract.

h) The loss or damage Arises from any process of cleaning, repair or alteration.

i) The loss or damage Arises from ordinary wear and tear, deterioration, atmospheric or weather conditions, insects, rodents or vermin.

j) The Luggage and Personal Effects were left Unsupervised in a Public Place.

k) The Luggage and Personal Effects were left unattended in a motor vehicle, unless they were locked in the boot or in a Locked Storage Compartment.

l) The Luggage and Personal Effects were left overnight in a motor vehicle, even if they were locked in the boot or in a Locked Storage Compartment.

m) The Luggage and Personal Effects have an electrical or mechanical breakdown.

n) The Luggage and Personal Effects are fragile, brittle or an electronic component is broken or scratched - unless either:

- it is the lens of spectacles, binoculars or photographic or video equipment; or
- the breakage or scratch was caused by a crash involving a vehicle in which you are travelling.

o) You are entitled to be reimbursed by the bus line, airline, shipping line or rail authority you were travelling on when the loss, theft, misplacement or damage occurred. However, if you are not reimbursed the full amount of your claim, we will pay the difference between the amount of your loss and what you were reimbursed, up to the limit of your cover (allowing for depreciation due to age, wear and tear).

p) The loss or damage is to, or of, sporting equipment while in use (including surfboards).

## SECTION 12 - Luggage & Personal Effects Delay Expenses

**You only have this cover if you chose Plan A, D, F or G.**

PLEASE NOTE: You will not have cover under this Policy Section while travelling in Australia.

### 12.1 ✓ WE WILL PAY

We will reimburse you if any items of your Luggage and Personal Effects are delayed, misdirected or misplaced by the Carrier

for more than 12 hours, and in our opinion it was reasonable for you to purchase essential items of clothing or other personal items.

Your claim must contain written proof from the Carrier who was responsible for your Luggage and Personal Effects that they were delayed, misdirected or misplaced.

We will deduct any amount we pay you under this Policy Section for any subsequent claim for lost Luggage and Personal Effects (Policy Section 11).

### 12.2 ✗ WE WILL NOT PAY

We will not pay if you are entitled to compensation from the bus line, air line, shipping line or rail authority you were travelling on for the relevant amount claimed.

However, if you are not reimbursed the full amount, we will pay the difference between the amount of your expenses and what you were reimbursed, up to the limit of your cover.

## SECTION 13 - Travel Delay Expenses

**You only have this cover if you chose Plan A, B, D, F or G.**

### 13.1 ✓ WE WILL PAY

We will reimburse the cost of your Reasonable additional meals and accommodation expenses if a delay to your Journey, for at least 6 hours, Arises from circumstances outside your control.

We will pay up to \$200 at the end of the initial 6 hour period. In addition, we will pay up to \$200 for each full 24 hour period that the delay continues beyond the initial 6 hour delay.

### 13.2 ✗ WE WILL NOT PAY

We will not pay if a delay to your Journey Arises from any of the following reasons:

- a) the financial collapse of any transport, tour or accommodation provider;
- b) an act or threat of terrorism



nor will we pay if:

- c) you can claim your additional meals and accommodation expenses from anyone else.

## SECTION 14 – Alternative Transport Expenses

### You only have this cover if you chose Plan A, D, F or G.

PLEASE NOTE: You will not have cover under this Policy Section while travelling in Australia.

#### 14.1 ✓ WE WILL PAY

We will pay your Reasonable additional travel expenses to reach a wedding, funeral, conference, sporting event or prepaid travel/tour arrangements on time if your scheduled transport is cancelled, delayed, shortened or diverted, and that means you would not arrive on time.

#### 14.2 ✗ WE WILL NOT PAY

- a) We will not pay if the cancellation, delay, shortening or diversion of your scheduled transport Arises from the

financial collapse of any transport, tour or accommodation provider.

- b) We will not pay if your claim Arises from an act or threat of terrorism.

## SECTION 15 – Personal Liability

### You only have this cover if you chose Plan A, B, D, E, F or G.

#### 15.1 ✓ WE WILL PAY

We will cover your legal liability for payment of compensation in respect of:

- death or bodily injury, and/or
- physical loss of, or damage to, property, occurring during your Journey which is caused by an accident or a series of accidents attributable to one source or originating cause.

We will also pay your Reasonable legal expenses for settling or defending the claim made against you.

You must not admit fault or liability for the claim, or incur any legal costs without our prior written approval.

#### 15.2 ✗ WE WILL NOT PAY

We will not reimburse you for anything you have to pay because of a legal claim against you for causing bodily injury, death or loss or damage to, or of, property, if the claim Arises out of or is for:

- a) bodily injury to you, your Travelling Companion or to a Relative or employee of either of you;
- b) damage to property belonging to you, or in your care or control, or belonging to, or in the care or control of, your Relative or your Travelling Companion, or to an employee of either of you;
- c) the ownership, custody or use of any aerial device, watercraft or mechanically propelled vehicle;
- d) the conduct of a business, profession or trade;
- e) any loss, damage or expenses which are covered or should have been covered under a statutory or compulsory insurance policy, statutory or

compulsory insurance or compensation scheme or fund, or under Workers' Compensation legislation, an industrial award or agreement, or Accident Compensation legislation;

- f) any fine or penalty, or aggravated, punitive, exemplary or liquidated damages;
- g) disease that is transmitted by you;
- h) any relief or recovery other than monetary amounts;
- i) a contract that imposes on you a liability which you would not otherwise have;
- j) assault and/or battery committed by you or at your direction; or
- k) conduct intended to cause bodily injury, property damage or liability with reckless disregard for the consequences of you or any person acting with your knowledge, consent or connivance.

## **SECTION 16 – Rental Vehicle Excess**

**You only have this cover if you chose Plan A, B, D, F or G.**

### **16.1 ✓ WE WILL PAY**

- a) We will reimburse the Rental Vehicle insurance excess or the cost of repairing the vehicle, whichever is the lesser, if during the Journey, the Rental Vehicle is involved in a motor vehicle accident while you are driving, or is damaged or stolen while in your custody. You must provide a copy of the repair account and/or quote.

This cover does not take the place of Rental Vehicle insurance and only provides cover for the excess component up to the applicable benefit limit.

- b) We will also pay up to \$500 for the cost of returning your Rental Vehicle to the nearest depot, if your attending Medical Adviser certifies in writing that you are unfit to do so during your Journey.

### **16.2 ✗ WE WILL NOT PAY**

We will not pay a claim involving the theft or damage to your Rental Vehicle if the claim Arises from you operating or using the Rental Vehicle:

- a) in violation of the rental agreement;
- b) while affected by alcohol or any other drug in a way that is against the law of the place you are in; or
- c) without a licence for the purpose that you were using it.

## **SECTION 17 – Snow Sport Overseas Emergency Medical Assistance**

**You only have this cover if you chose Plan D.**

**PLEASE NOTE:** You will not have cover under this Policy Section while travelling in Australia.

### **17.1 ✓ WE WILL PAY**

Allianz Global Assistance will arrange for the following assistance services if you

suffer an Injury or become Sick Overseas, and the Injury or Sickness Arises from snow sport activities:

- a) Access to a Medical Adviser for emergency medical treatment while Overseas.
- b) Any messages which need to be passed on to your family or employer in the case of an emergency.
- c) Provision of any written guarantees for payment of Reasonable expenses for emergency hospitalisation while Overseas.
- d) Your medical transfer or evacuation if you must be transported to the nearest Hospital for emergency medical treatment Overseas, or bringing you back to Australia with appropriate medical supervision.
- e) The return to Australia of your Dependants if they are left without supervision following your emergency hospitalisation or evacuation.

If you die as a result of an Injury or Sickness that Arises from snow sport activities

during your Journey, we will pay for the Reasonable cost of either a funeral or cremation Overseas and/or of bringing your remains back to your Home. The maximum amount we will pay is \$15,000 per person.

Please note that we will not pay for any costs incurred in Australia.

### 17.2 ✖ WE WILL NOT PAY

- a) We will not pay for any expenses for medical evacuation, funeral services or cremation or bringing your remains back to Australia, unless it has been first approved by Allianz Global Assistance.
- b) We will not pay if you decline to promptly follow the medical advice we have obtained, and we will not be responsible for subsequent medical, Hospital or evacuation expenses.
- c) We will not pay for medical evacuation or the transportation of your remains from Australia to an Overseas country.
- d) We will not pay for any claims Arising from your participation in the following snow sport activities: off-piste skiing, bobsleighbing, snow rafting,

parapenting, heliskiing, ski acrobatics, ski or snowboard jumping, aerial skiing, stunting, freestyle, ski joreing, or any form of power-assisted skiing or use of mechanised snow-mobiles except as provided by the recognised piste authorities for transport to and from areas designed for recreational skiing.

- e) We will not pay for any claims Arising outside the period 15th December to 31st March in Northern Hemisphere resorts, and 15th June to 30th September in Southern Hemisphere resorts.

## SECTION 18 – Snow Sport Overseas Emergency Medical & Hospital Expenses

### You only have this cover if you chose Plan D.

PLEASE NOTE: You will not have cover under this Policy Section while travelling in Australia.

### 18.1 ✔ WE WILL PAY

- a) We will reimburse the Reasonable medical or Hospital expenses you incur until you get back to Australia if you

Injure yourself Overseas, or become Sick there, and the Injury or Sickness Arises from snow sport activities. The medical or Hospital expenses must have been incurred on the written advice of a Medical Adviser. You must make every effort to keep your medical or Hospital expenses to a minimum.

If we determine that you should return home to Australia for treatment and you do not agree to do so, we will pay you the amount which we determine would cover your medical expenses and/or related costs had you agreed to our recommendation. You will then be responsible for any ongoing or additional costs relating to or Arising out of the event you have claimed for.

We will only pay for treatment received and/or Hospital accommodation during the 12 month period after the Sickness first showed itself or the Injury happened.

- b) We will also pay the cost of emergency dental treatment which Arises from snow sport activities up to a maximum amount of \$500 per person for dental

costs incurred, which the treating dentist certifies in writing is for the relief of sudden and acute pain to sound and natural teeth.

Please note that we will not pay for any costs incurred in Australia.

## 18.2 ✖ WE WILL NOT PAY

We will not pay:

- a) For expenses Arising from Pre-existing Medical Conditions, except as specified under the "Pre-existing Medical Conditions" section – see pages 19 to 21.
- b) When you have not notified Allianz Global Assistance as soon as practicable of your admittance to Hospital.
- c) For expenses after 2 weeks treatment by a chiropractor, physiotherapist or dentist, unless approved by Allianz Global Assistance.
- d) If you do not take the advice of Allianz Global Assistance.
- e) If you have received medical care under a Reciprocal National Health Scheme.

Please visit [www.dfat.gov.au](http://www.dfat.gov.au) for details on Reciprocal Health Agreements with Australia.

- f) For expenses for damage to dentures, dental prostheses, bridges or crowns.
- g) For expenses relating to dental treatment involving the use of precious metals or for cosmetic dentistry.
- h) For any claims Arising from the following snow sport activities: off-piste skiing, bobsleighbing, snow rafting, para-penting, heliskiing, ski acrobatics, ski or snowboard jumping, aerial skiing, stunting, freestyle, ski joreing and any form of power-assisted skiing or use of mechanised snowmobiles, except as provided by the recognised piste authorities for transport to and from areas designed for recreational skiing.
- i) For any claims Arising outside the period 15th December to 31st March in Northern Hemisphere resorts, and 15th June to 30th September in Southern Hemisphere resorts.

## SECTION 19 – Own Snow Sport Equipment

**You only have this cover if you chose Plan B or D.**

### 19.1 ✓ WE WILL PAY

- a) We will pay the repair cost or value of Snow Sport Equipment owned by you, which is stolen or accidentally damaged, or is permanently lost.

When calculating the amount payable we will apply depreciation due to age, wear and tear. The amount of such depreciation will be determined by us. No depreciation will be applied to Snow Sport Equipment purchased duty free prior to your departure, or Snow Sport Equipment purchased during your Journey.

We will not pay more than the original purchase price of any item. We have the option to repair or replace the Snow Sport Equipment instead of paying you.

- b) Snow Sport Equipment owned by you and left in a motor vehicle is only covered during daylight hours and

must have been locked in the boot or in a Locked Storage Compartment, and forced entry must have been made.

No cover applies if Snow Sport Equipment is left unattended in the passenger compartment of the motor vehicle, or if the Snow Sport Equipment has been left in the motor vehicle overnight.

The most we will pay if Snow Sport Equipment owned by you is stolen from the locked boot or from a Locked Storage Compartment of an unoccupied motor vehicle during daylight hours is \$200 for each item, and \$1,000 in total for all stolen items.

### 19.2 ✗ WE WILL NOT PAY

We will not pay a claim in relation to Snow Sport Equipment owned by you if:

- a) You do not report the loss, theft or damage within 24 hours to the police or an office of the bus line, airline, shipping line or rail authority you were travelling on when the loss, theft or damage

occurred. You must prove that you made such report by providing us with a written statement from whoever you reported it to.

- b) The loss, theft or damage is to, or of, Snow Sport Equipment left behind in any hotel or motel room after you have checked out, or Snow Sport Equipment left behind in any aircraft, ship, train, tram, taxi or bus.
- c) The Snow Sport Equipment was being sent unaccompanied or under a freight contract.
- d) The loss or damage Arises from any process of cleaning, repair or alteration.
- e) The loss or damage Arises from ordinary wear and tear, deterioration, atmospheric or weather conditions, insects, rodents or vermin.
- f) The Snow Sport Equipment was left Unsupervised in a Public Place.
- g) The Snow Sport Equipment was left unattended in a motor vehicle, unless it was locked in the boot or in a Locked Storage Compartment.

- h) The Snow Sport Equipment was left overnight in a motor vehicle, even if it was locked in the boot or in a Locked Storage Compartment.
- i) You are entitled to be reimbursed by the bus line, airline, shipping line or rail authority you were travelling on when the loss, theft or damage occurred. However, if you are not reimbursed the full amount of your claim, we will pay the difference between the amount of your loss and what you were reimbursed, up to the limit of your cover (allowing for depreciation due to age, wear and tear).
- j) The loss or damage is to, or of, Snow Sport Equipment while it is in use.

## SECTION 20 – Snow Sport Equipment Hire

**You only have this cover if you chose Plan B or D.**

### 20.1 ✓ WE WILL PAY

We will reimburse you for the costs of hiring alternative Snow Sport Equipment following:

- a) accidental loss, theft of, or damage to, Snow Sport Equipment owned by you, for which a claim has been accepted by us under Policy Section 19 (Own Snow Sport Equipment); or
- b) the misdirection or delay, for a period of more than 24 hours, of Snow Sport Equipment owned by you.

### 20.2 ✗ WE WILL NOT PAY

YOU MUST CHECK “GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS” PAGES 45 TO 47 FOR REASONS WHY WE WILL NOT PAY.

## SECTION 21 – Snow Ski Pack

**You only have this cover if you chose Plan B or D.**

### 21.1 ✓ WE WILL PAY

If, as a result of your Injury or Sickness during your Journey, you are unable to utilise the full duration of your prebooked and pre-paid ski passes, ski hire, tuition fees or lift passes, we will reimburse you the

irrecoverable cost of the unused portion for each insured person. You must obtain a medical certificate from a Medical Adviser in support of your claim for your Injury or Sickness.

### 21.2 ✗ WE WILL NOT PAY

- a) We will not pay for any claims Arising from your participation in the following snow sport activities: off-piste skiing, bobsleighbing, snow rafting, parapenting, heli-skiing, ski acrobatics, ski or snowboard jumping, aerial skiing, stunting, freestyle, ski joreing, or any form of power-assisted skiing or use of mechanised snowmobiles except as provided by the recognised piste authorities for transport to and from areas designed for recreational skiing.
- b) We will not pay for any claims Arising outside the period 15th December to 31st March in Northern Hemisphere resorts and 15th June to 30th September in Southern Hemisphere resorts.

## **SECTION 22 – Piste Closure** **You only have this cover if you chose Plan B or D.**

### **22.1 ✓ WE WILL PAY**

We will pay up to \$100 per 24 hour period if, as a result of not enough snow, bad weather or power failure in your prebooked holiday resort, all lift systems are closed for more than 24 hours.

We will pay for either:

- a) the cost of transport to the nearest resort; or
- b) the cost of additional ski passes.

### **22.2 ✗ WE WILL NOT PAY**

We will not pay:

- a) We will not pay for any claims relating to resorts that do not have skiing facilities greater than 1,000 metres above sea level.

- b) We will not pay for any claims Arising outside the period 15th December to 31st March in Northern Hemisphere resorts and 15th June to 30th September in Southern Hemisphere resorts.

## **SECTION 23 – Bad Weather & Avalanche Closure** **You only have this cover if you chose Plan B or D.**

### **23.1 ✓ WE WILL PAY**

We will pay the Reasonable extra travel and accommodation expenses that you need to pay if your pre-booked outward or return Journey is delayed for more than 12 hours from your scheduled departure time because of an avalanche or bad weather.

### **23.2 ✗ WE WILL NOT PAY**

- a) We will not pay unless you obtain a written statement from the appropriate authority confirming that the reason for the delay was related to either an avalanche or bad weather, and how long it lasted.

- b) We will not pay for any claims relating to resorts that do not have skiing facilities greater than 1,000 metres above sea level.
- c) We will not pay for any claims Arising outside the period 15th December to 31st March in Northern Hemisphere resorts and 15th June to 30th September in Southern Hemisphere resorts.

# GENERAL EXCLUSIONS

## APPLICABLE TO ALL SECTIONS

We will not pay under any circumstances if:

### General

- 1) You do not act in a responsible way to protect yourself and your property and to avoid making a claim.
- 2) You do not do everything you can to reduce your loss as much as possible.
- 3) Your claim Arises from consequential loss of any kind, including loss of enjoyment.
- 4) At the time of purchasing the policy, you were aware of something that would give rise to you making a claim under this policy.
- 5) Your claim is for a loss which is recoverable by compensation under any workers compensation or transport accident laws, government sponsored fund, plan, or medical benefit scheme,

or any other similar type of legislation required to be effected by or under a law.

- 6) Your claim Arises from errors or omissions in any booking arrangements, or failure to obtain the relevant visa, passport or travel documents.
- 7) Your claim Arises because you act illegally or break any government prohibition or regulation including visa requirements.
- 8) Your claim Arises from a government authority confiscating, detaining or destroying anything.
- 9) Your claim Arises from being in control of a Motorcycle without a current Australian motorcycle licence, or you are a passenger travelling on a Motorcycle that is in the control of a person who does not

hold a current motorcycle licence valid for the country you are travelling in.

- 10) Your claim Arises from being in control of a Moped or Scooter without a current Australian motorcycle or drivers licence, or you are a passenger travelling on a Moped or Scooter that is in the control of a person who does not hold a current motorcycle or drivers licence valid for the country you are travelling in.
- 11) Your claim Arises from, is related to or associated with:
  - an actual or likely Epidemic or Pandemic; or
  - the threat of an Epidemic or Pandemic.

Refer to [www.who.int](http://www.who.int) and [ww.smartraveller.gov.au](http://ww.smartraveller.gov.au) for further information on Epidemics and Pandemics.



12) Your claim Arises because you did not follow advice in the mass media or any government or other official body's warning:

- against travel to a particular country or parts of a country; or
- of a strike, riot, bad weather, civil protest or contagious disease (including an Epidemic or Pandemic);

and you did not take appropriate action to avoid or minimise any potential claim under your policy (including delay of travel to the country or part of the country referred to in the warning).

Refer to [www.who.int](http://www.who.int) and [www.smartraveller.gov.au](http://www.smartraveller.gov.au) for further information.

13) Your claim Arises from any act of war, whether war is declared or not, or from any rebellion, revolution, insurrection or taking of power by the military.

14) Your claim Arises from a nuclear reaction or contamination from nuclear weapons or radioactivity.

15) Your claim Arises from biological and/or chemical materials, substances, compounds or the like used directly or indirectly for the purpose to harm or to destroy human life and/or create public fear.

### Medical

16) Your claim Arises from, is related to or associated with any Pre-existing Medical Condition, except as provided under the section "Pre-existing Medical Conditions" (pages 19 to 21), Policy Section 1.1 d) (page 28) and Policy Section 4.1 e) (page 31).

17) You take a blood-thinning prescription medication such as Warfarin (also known under the brand names Coumadin, Jantoven, Marevan, and Waran).

18) Your claim is in respect of travel booked or undertaken against the advice of any Medical Adviser.

19) Your claim Arises from any Injury or Sickness where a metastatic or terminal

prognosis was made prior to the issue of the Certificate of Insurance.

20) Your claim Arises out of pregnancy, childbirth or related complications.

21) Your claim involves a hospital where you are being treated for addiction to drugs or alcohol, or are using it as a nursing, convalescent or rehabilitation place.

22) Your claim involves the cost of medication in use at the time the Journey began, or the cost for maintaining a course of treatment you were on prior to the Journey.

23) Your claim Arises from or is in any way related to depression, anxiety, stress, mental or nervous conditions.

24) Your claim Arises from suicide or attempted suicide.

25) Your claim Arises from a sexually transmitted disease.

26) You were under the influence or addicted to intoxicating liquor or drugs, except a drug prescribed to

you by a Medical Adviser, and taken in accordance with their instructions.

27) Despite their advice otherwise following your call to Allianz Global Assistance, you received private hospital or medical treatment where public funded services or care is available in Australia or under any Reciprocal Health Agreement between the Government of Australia and the government of any other country.

28) Your claim Arises from any medical procedures in relation to AICD/ICD insertion during Overseas travel. If you, your Travelling Companion or a Relative (as listed on your Certificate of Insurance) requires this procedure, due to sudden and acute onset which occurs for the first time during your period of cover and not directly or indirectly related to a Pre-existing Medical Condition, we will exercise our right to organise a repatriation to Australia for this procedure to be completed.

29) Your claim Arises from or is any way related to the death or hospitalisation of any person aged 85 years and over, regardless of the country in which they may live.

### **Sports And Leisure**

30) Your claim Arises because you hunt, race (other than on foot), engage in Open Water Sailing, play polo, go mountaineering or rock climbing using ropes or climbing equipment (other than for hiking), from professional sport of any kind or from parachuting or hang gliding.

31) Your claim Arises because you dive underwater using an artificial breathing apparatus, unless you hold an open water diving licence issued in Australia or you were diving under licensed instruction.

32) Your claim Arises from travel in any air-supported device, other than as a passenger in a fully licensed aircraft operated by an airline or charter

company. This exclusion does not apply to regulated or licensed ballooning.

33) Your claim Arises from snow sport activities, except as provided for under Plan B (Domestic) or Plan D (Comprehensive with Snow Cover), and your Certificate of Insurance shows that you have purchased cover under Plan B or Plan D.



# CLAIMS

## How to make a claim

You must give us notice of your claim as soon as possible by completing a claim form (available from [www.travelclaims.com.au/fastcover](http://www.travelclaims.com.au/fastcover)), and posting it to the address shown on the claim form. If the claim form is not fully completed by you, we cannot process your claim and we can reduce your claim by the amount of prejudice we have suffered because of the delay.

You must:

- give us any information we reasonably ask for to support your claim at your expense, such as, but not limited to, police reports, valuations, medical reports, original receipts or proof of ownership. If required, we may ask you to provide us with translations into English of such documents to enable us to carry out our assessment of your claim
- co-operate with us at all times in relation

to the provision of supporting evidence and such other information as we may reasonably require

- for medical, Hospital or dental claims – contact Allianz Global Assistance as soon as possible
- for loss or theft of your Luggage and Personal Effects – report it immediately to the police and obtain a written notice of your report
- for damage or misplacement of your Luggage and Personal Effects caused by the airline or any other operator or accommodation provider – report the damage or misplacement to an appropriate official and obtain a written report, including any offer of settlement that they may make
- submit full details of any claim in writing within 30 days of your return.

## Claims are payable in Australian dollars to you

We will pay all claims in Australian dollars. We will pay you unless you tell us to pay someone else. The rate of currency exchange that will apply is the rate at the time you incurred the expense.

## You must not admit fault or liability

In relation to any claim under this policy, you must not admit that you are at fault and you must not offer or promise to pay any money or become involved in litigation without our approval.

## Depreciation

Depreciation will be applied to claims for Luggage and Personal Effects at such rates as reasonably determined by us.

## You must help us to recover any money we have paid

If we have a claim against someone in

relation to the money we have to pay under this policy, you must do everything you can to help us do that in legal proceedings. If you are aware of any third party that you or we may recover money from, you must inform us of such third party.

### **If you can claim from anyone else, we will only make up the difference**

If you can make a claim against someone in relation to a loss or expense covered under this policy and you do not get paid the full amount of your claim, we will make up the difference. You must claim from them first.

### **Other insurance**

If any loss, damage or liability covered under this policy is covered by another insurance policy, you must give us details. If you make a claim under one insurance policy and you are paid the full amount of your claim, you cannot make a claim under the other policy.

If you make a claim under another insurance policy and you are not paid the full amount of your claim, we will make up the difference. We may seek contribution

from your other insurer. You must give us any information we reasonably ask for to help us make a claim from your other insurer.

### **Subrogation**

We may at our discretion, undertake in your name and on your behalf, control and settlement of proceedings for our own benefit, to recover compensation or secure indemnity from any party in respect of anything covered by this policy. You are to assist and permit to be done, all acts and things as required by us for the purpose of recovering compensation or securing indemnity from other parties to which we may become entitled or subrogated upon us paying your claim under this policy, regardless of whether we have yet paid your claim, and whether or not the amount we pay you is less than full compensation for your loss. These rights exist regardless of whether your claim is paid under a non-indemnity or an indemnity clause of this policy.

### **Recovery**

We will apply any money we recover from

someone else under a right of subrogation in the following order:

- 1) To us, our administration and legal costs  
Arising from the recovery
- 2) To us, an amount equal to the amount that we paid to you under the policy
- 3) To you, your uninsured loss  
(less your Excess)
- 4) To you, your Excess

Once we pay your **total loss** we will keep all money left over. If we have paid your total loss and you receive a payment from someone else for that loss or damage, you must pay us the amount of that payment up to the amount of the claim we paid you.

If we pay you for lost or damaged property and you later recover the property or it is replaced by a third party, you must pay us the amount of the claim we paid you.

### **Business travellers – how GST affects your claim**

If you are entitled to claim an input tax credit in respect of a cost for which a claim is made, or would be entitled to an input

tax credit if you were to incur the relevant cost (i.e. in replacing a lost or stolen item), the amount we would otherwise pay will be reduced by the amount of that input tax credit.

### **Travel within Australia only**

If you are entitled to claim an input tax credit in respect of your premium, you must inform us of the amount of that input tax credit (as a percentage) at the time you first make a claim. If you fail to do so, you may have a liability for GST if we pay you an amount under this policy.

### **Fraud**

Insurance fraud places additional costs on honest policyholders. Fraudulent claims force insurance premiums to rise. We encourage the community to assist in the prevention of insurance fraud.

You can help by reporting insurance fraud by calling Allianz Global Assistance on 1800 453 937. All information will be treated as confidential and protected to the full extent under law.



# RECOMMENDATIONS FOR YOUR SAFETY AND WELLBEING

Before you travel:

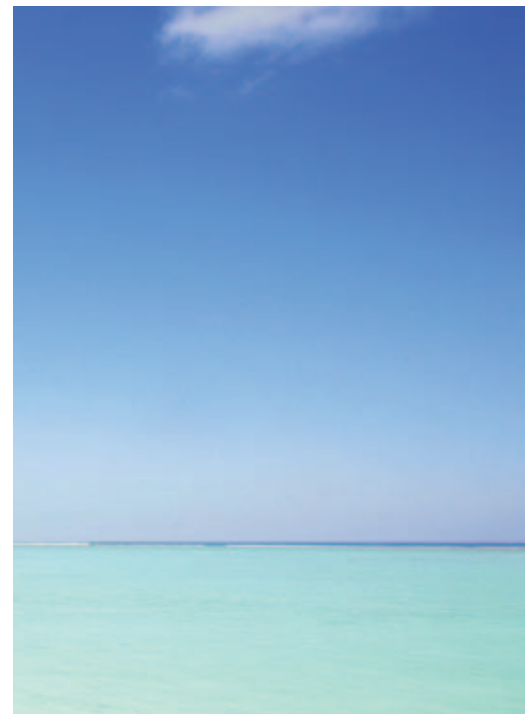
- make sure you are familiar with the terms and conditions of your policy as set out in this PDS, your Certificate of Insurance and any endorsements issued to you
- if you have – or have had – medical conditions, make sure:
  - you have a full check up with your treating doctor,
  - you obtain enough medication for your Journey, and
  - review the **“Pre-existing Medical Conditions”** section of this Product Disclosure Statement – before you travel, you need to be sure what conditions you have cover for.
- see your local doctor for recommended vaccinations before travelling

- tell family members about your travel plans
- give family members a copy of your itinerary and your travel insurance policy
- check [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au) for travel advice and warnings before you buy your policy
- obtain all appropriate visas, including transit visas – see [www.dfat.gov.au/visas](http://www.dfat.gov.au/visas).

## Safeguarding your Luggage and Personal Effects

You must take all reasonable precautions to safeguard your Luggage and Personal Effects. If you leave your Luggage and Personal Effects Unsupervised in a Public Place, then we will not pay your claim.

For an explanation of what we mean by “Luggage and Personal Effects”, “Unsupervised” and “Public Place”, see pages 5 to 7.





**Sales and General Enquiries**  
**1300 409 322**  
**fastcover.com.au**

**Claims Enquiries**  
**1300 725 154**  
**fastcover.com.au/claims**

**fastcover**

## 24HR EMERGENCY ASSISTANCE

AUSTRALIA	1800 010 075
CANADA	1800 214 5514
CHINA (NORTH)	10 800 6100 434
CHINA (SOUTH)	10 800 261 1323
FRANCE	0800 905 823
GERMANY	0800 182 7635
GREECE	00800 611 4107
HONG KONG	800 900 389
INDIA	0008006101108
INDONESIA	00180361098
ITALY	800 787 451

JAPAN	0066 3386 1052
MALAYSIA	1 800 81 5102
NETHERLANDS	0800 023 2683
NEW ZEALAND	0800 778 103
SINGAPORE	800 6162 187
SPAIN	900996115
SWITZERLAND	0800 561 361
THAILAND	001 8006 121 082
UNITED KINGDOM	08000 289 270
UNITED STATES	1866 844 4085

**FOR ALL OTHER COUNTRIES CALL REVERSE CHARGE**  
**+61 7 3305 7499**

This Insurance is issued and managed by:  
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Allianz Global Assistance  
ABN 52 097 227 177  
AFS Licence No. 245631  
74 High Street, Toowong QLD 4066

This Insurance is underwritten by:  
Allianz Australia Insurance Limited  
ABN 15 000 122 850  
AFS Licence No. 234708  
2 Market Street Sydney NSW 2000

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264 George Street, Sydney 2000  
is an Authorised Representative of Allianz  
Global Assistance