

- **Sales enquiries**

Within Australia: 1300 884 430  
[www.itrek.com.au](http://www.itrek.com.au)

- **Claims enquiries**

Within Australia: 1300 725 154  
From Overseas: (+61) 7 3305 7499

- **24-hour emergency assistance**

Within Australia: 1800 010 075  
From Overseas: (+61) 7 3305 7499



FOR TRAVELLERS,  
NOT TOURISTS

**This insurance is issued and managed by**  
AGA Assistance Australia Pty Ltd, trading as  
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 (Allianz)  
ABN 15 000 122 850  
AFS Licence No. 234708  
2 Market Street, Sydney NSW 2000

itrek Pty Ltd is an authorised representative  
of AGA Assistance Australia Pty Ltd



## **Combined Financial Services Guide and Product Disclosure Statement (including Policy Wording)**

Effective Date: 25 July 2012



Financial Services Guide	1
About this Product Disclosure Statement	3
Summary of Benefits	5
How to purchase this Policy	7
Additional Options	9
Table of Benefits	10
Pre-existing Medical Conditions	14
Important Matters	17
Words with Special Meanings	23
Your Policy Cover	26
General Exclusions Applicable to all Sections	39
Claims	42
Health Tips	45
Emergency Telephone Numbers	46
Contact Details	Back Cover

This Financial Services Guide (FSG) has been designed to help you make an informed decision about the financial services that iTrek and Allianz Global Assistance 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 iTrek

iTrek Pty Ltd (iTrek) ABN 83 125 262 124, AR No. 317712 of Level 11, 307 Pitt Street, Sydney, New South Wales 2000, is an authorised representative of Allianz Global Assistance.

iTrek is authorised by Allianz Global Assistance to deal in and provide general advice on travel insurance products underwritten by Allianz. iTrek acts for Allianz Global Assistance and does not act on your behalf.

The distribution of this FSG by iTrek 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

The premium for this travel insurance policy is payable to Allianz as the insurer.

iTrek receives a commission (inclusive of GST) which is calculated as a percentage of the premium you pay for a travel insurance policy issued to you. It is only paid if you buy a policy. iTrek is paid a marketing contribution calculated as a percentage of gross written premium subject to meeting agreed sales targets. Employees and representatives of iTrek receive an annual salary. iTrek may also pay other persons who refer their customers to them a commission which is a percentage of the commission paid to iTrek or an agreed fee. This 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 (exclusive of GST) 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 receive an annual salary.

The above remuneration is included in the premium you pay.

If you would like more information about the remuneration that iTrek or Allianz Global Assistance 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, employees of Allianz Global Assistance, iTrek 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.

## Privacy statement

Allianz Global Assistance and iTrek are committed to ensuring the privacy and security of your personal information. They adhere to the Privacy terms set out in **"Important Matters"** in the PDS.

## How to contact us

You can contact iTrek or Allianz Global Assistance or provide them with instructions using the contact details outlined in this FSG. Please keep this document in a safe place for your future reference.

## Date prepared

This FSG was prepared on XX XX 2014.

# About this Product Disclosure Statement

**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 and to compare it with other products you may be considering.**

This PDS sets out the cover available and the terms and conditions which apply. Please note that any recommendations or opinions in this document are of a general nature only and do not take into account your objectives, financial situation or 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 7 & 8) - this contains important information on who can purchase the policy, age limits and the cover available to you;
- The benefit limits provided in the **"Table of Benefits"** pages 10 to 13, when *We will pay* a claim under each Section (**"Your Policy Cover"** pages 26 to 38), any endorsements under **"Additional Options"** page 9, and **"Pre-existing Medical Conditions"** pages 14 to 16 (remember, certain words have special meanings – see **"Words with Special Meanings"** pages 23 to 25);
- **"Important Matters"** (pages 17 to 22) - 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;
- When *We will not pay* a claim under each Section (**"Your Policy Cover"** pages 26 to 38) and **"General Exclusions Applicable to all Sections"** pages 39 to 41 (which provides details of the general exclusions that apply to all cover and benefits); and
- **"Claims"** (pages 42 to 44) - 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 Excess 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 contact iTrek.

### 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, 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 in 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 17 of **"Important Matters"** for details).

### Who is your insurer?

This policy is issued and 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, Allianz Global Assistance 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 iTrek).

### Preparation date

The preparation date of this PDS is XX XX 2014.

## Summary of Benefits

This is only a summary of the benefits. Please read this PDS carefully for complete details of what *We Will Pay* and what *We Will Not Pay* (see pages 26 to 38). Importantly, please note that exclusions do apply, as well as limits to the cover.

### SECTION 1 Overseas Emergency Medical Assistance (pg. 26)

Cover for emergency medical assistance while you are Overseas, including:

- 24 Hour emergency medical assistance
- ambulance
- medical evacuations
- funeral arrangements
- messages to family
- Hospital guarantees.

### SECTION 2 Overseas Emergency Medical & Hospital Expenses (pg. 27 & 28)

Cover for Overseas medical treatment if you are Injured or become Sick Overseas, including:

- medical
- Hospital
- surgical
- nursing
- emergency dental treatment for the relief of sudden and acute pain to sound and natural teeth, as well as treatment due to accident or Injury.

### SECTION 3 Additional Accommodation & Travel Expenses (pg. 28 & 29)

Cover for additional travel and accommodation expenses if you cannot travel because of an Injury or Sickness.

Also additional travel and accommodation expenses resulting from:

- strikes
- weather or natural disasters
- loss of travel documents
- disaster striking your Home while you are away.

### SECTION 4 Family Emergency (pg. 29 & 30)

Cover for additional travel expenses if your Travelling Companion, or a Relative of either of yours, dies unexpectedly, is disabled by an Injury or requires hospitalisation.

### SECTION 5 Return Airfare (pg. 30)

Reimbursement of your return airfare if the major part of your travel has been interrupted by you being hospitalised and you need to be escorted Home to Australia.

### SECTION 6 Resumption of Journey (pg. 30 & 31)

Cover for the cost of airfares for you to resume your Journey if you return Home because of the unexpected death or hospitalisation of a Relative of yours.

### SECTION 7 Hospital Cash Allowance (pg. 31)

An allowance of \$50 per day if you are Hospitalised for more than 48 continuous hours while Overseas.

### SECTION 8 Travel Documents, Credit Cards & Travellers Cheques (pg. 32)

Cover for the replacement cost of your credit cards which are lost or stolen from you during your Journey, including loss resulting from fraudulent use.

Cover for the replacement cost of your travel documents such as:

- passports
- travel documents
- travellers cheques.

which are lost or stolen from you during your Journey.

**SECTION 9     Theft of Cash** (pg. 32 & 33)

Cover for the following items stolen from your person:

- bank notes     • cash     • currency notes
- postal orders     • money orders.

**SECTION 10     Luggage & Personal Effects** (pg. 33 & 34)

Cover for replacing stolen or permanently lost Luggage and Personal Effects, or reimbursing repair cost for accidentally damaged items, including:

- luggage     • spectacles     • personal effects
- personal computers     • cameras.

**SECTION 11     Luggage & Personal Effects Delay Expenses** (pg. 35)

Cover to purchase essential items of clothing and other personal items following Luggage and Personal Effects being delayed, misdirected or misplaced by your Carrier for more than 12 hours.

**SECTION 12     Cancellation Fees & Lost Deposits** (pg. 35 & 36)

Cover for cancellation fees and lost deposits for pre-paid travel arrangements due to unforeseen circumstances neither expected nor intended by you and which are outside your control, such as:

- Sickness     • Injuries     • strikes     • collisions
- retrenchment     • natural disasters.

**SECTION 13     Travel Delay Expenses** (pg. 37)

Cover for additional meals and accommodation expenses, after an initial 6 hour delay, if your Journey is disrupted due to circumstances beyond your control.

**SECTION 14     Alternative Transport Expenses** (pg. 37)

Cover for additional travel expenses following transport delays to reach events such as:

- a wedding     • funeral     • conference     • sporting event
- pre-paid travel/tour arrangements.

**SECTION 15     Personal Liability** (pg. 38)

Cover for legal liability including legal expenses for bodily injuries or damage to property of other persons as a result of a claim made against you.

## How to purchase this Policy

<b>Step 1</b>	Refer to "Who can purchase this policy?"	see below
<b>Step 2</b>	Refer to "Age Limits"	see below
<b>Step 3</b>	Read the "Pre-existing Medical Conditions" section	pages 14 to 16
<b>Step 4</b>	Nominate the Geographical Region for your Journey	page 8
<b>Step 5</b>	Nominate the duration of your Journey	---
<b>Step 6</b>	Select your plan (Wanderer, Trekker, Adventurer or Pioneer)	pages 10 to 13
<b>Step 7</b>	Select the cover type (Single or Family)	see below
<b>Step 8</b>	Decide if you want to select the additional option 'Removal of Excess' (Trekker, Adventurer and Pioneer plans only)	page 9
<b>Step 9</b>	Contact iTrek for your premium and to apply to purchase a policy	back cover

### Who can purchase this policy?

Cover is only available if:

- you are a Resident of Australia; and
- 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. Available to travellers aged 65 years and under.

### Your choices

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

Whether you choose:

- Single or Family cover
- Pioneer, Adventurer, Trekker or Wanderer plan

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.

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

Geographical regions

Destinations	Geographical Regions
North, Central and South America (including Hawaii and the Caribbean), Canada, Africa, Middle East, Japan, Antarctica and any other destination not listed below)	Region 1 Worldwide
Europe, United Kingdom, Russia and Asia (excluding Japan and Bali)	Region 2 Worldwide excluding North, Central & South America, Hawaii, the Caribbean, Canada, Africa, Middle East and Japan
American Samoa, Ashmore & Cartier Islands, Bali, Christmas Island, Cocos (Keeling) Island, Cook Islands, Fiji, French Polynesia, Guam, Heard Island & McDonald Island, 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 New Zealand, South Pacific, French Polynesia and Bali

You must nominate the applicable Geographical Region for your Journey. 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 highest Geographical Region, 3 the lowest), as this will cover travel in each of the lower Geographical Regions.

Example:

If you are travelling to Bali, Fiji and Europe, you must select Region 2. You will then have cover for all destinations in Regions 2 & 3.

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 a higher Geographical Region outside of your selected Geographical Region are permitted.

Example:

If you are travelling to Bali (and have accordingly selected Region 3 as the Geographical Region), you will have cover for all destinations listed in Region 3, as well as up to 2 nights stopover in any destination in Regions 1 & 2.

While you are travelling in Australia (destination must be a minimum of 250km from Home), you will only have cover under Sections 3, 4, 10, 12, 13 & 15.

Additional Options

Removal of Excess

You can remove the standard \$100 Excess on the Pioneer, Adventurer and Trekker plans by paying an additional premium. This additional option is not available under the Wanderer plan.

Refer to page 18 for the standard Excess that applies to your policy.

Please contact iTrek for details on additional premiums.

## Medical Table of Benefits

Following is a Table of the benefits and their maximum limits. Refer to **"Your Policy Cover"** pages 26 to 38 for details of what *We will pay* and *what We will not pay*, and which types of cover are provided under each plan.

All benefit limits and Excesses throughout this PDS are in Australian Dollars (AUD).

Policy Section & Benefit		Pioneer		Adventurer		Trekker		Wanderer	
		Single	Family	Single	Family	Single	Family	Single	Family
*1	Overseas Emergency Medical Assistance <sup>^</sup>	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited
*2	Overseas Emergency Medical & Hospital Expenses <sup>^</sup> #Dental Expenses (per person) <sup>^</sup>	unlimited \$500	unlimited \$500	unlimited \$500	unlimited \$500	unlimited \$500	unlimited \$500	unlimited \$500	unlimited \$500
3	Additional Accommodation & Travel Expenses	\$10,000	\$20,000	\$10,000	\$20,000	\$10,000	\$20,000	\$5,000	\$10,000
*4	Family Emergency								
5	Return Airfare <sup>^</sup>	\$2,000	\$4,000	---	---	---	---	---	---
*6	Resumption of Journey <sup>^</sup>	\$5,000	\$10,000	---	---	---	---	---	---
*7	Hospital Cash Allowance <sup>^</sup>	\$5,000	\$10,000	\$5,000	\$10,000	\$5,000	\$10,000	\$5,000	\$10,000

\* sub-limits apply (refer to **"Your Policy Cover"** pages 26 to 38)

# where the dental expenses are as a result of an accident or Injury occurring to sound and natural teeth during the Journey, the maximum amount we will pay is unlimited - refer to Section 2 for details (page 27)

<sup>^</sup> There is no cover under these Sections while travelling in Australia - refer to the "Geographical Regions" section of this PDS for details (page 8)

## Luggage Table of Benefits

Following is a Table of the benefits and their maximum limits. Refer to **"Your Policy Cover"** pages 26 to 38 for details of what *We will pay* and *what We will not pay*, and which types of cover are provided under each plan.

All benefit limits and Excesses throughout this PDS are in Australian Dollars (AUD).

Policy Section & Benefit		Pioneer		Adventurer		Trekker		Wanderer	
		Single	Family	Single	Family	Single	Family	Single	Family
8	Travel Documents, Credit Cards & Travellers Cheques <sup>^</sup>	\$5,000	\$10,000	---	---	---	---	---	---
9	Theft of Cash <sup>^</sup>	\$250	\$500	---	---	---	---	---	---
*10	Luggage & Personal Effects	\$5,000	\$10,000	\$5,000	\$10,000	---	---	---	---
11	Luggage & Personal Effects Delay Expenses <sup>^</sup>	\$250	\$500	---	---	---	---	---	---

\* sub-limits apply (refer to **"Your Policy Cover"** pages 26 to 38)

<sup>^</sup> There is no cover under these Sections while travelling in Australia - refer to the "Geographical Regions" section of this PDS for details (page 8)



## Cancellation Table of Benefits

Following is a Table of the benefits and their maximum limits. Refer to **"Your Policy Cover"** pages 26 to 38 for details of what *We will pay* and *what We will not pay*, and which types of cover are provided under each plan.

All benefit limits and Excesses throughout this PDS are in Australian Dollars (AUD).

Policy Section & Benefit		Pioneer		Adventurer		Trekker		Wanderer	
		Single	Family	Single	Family	Single	Family	Single	Family
*12	Cancellation Fees & Lost Deposits	unlimited	unlimited	\$15,000	\$30,000	\$10,000	\$20,000	---	---
*13	Travel Delay Expenses	\$2,000	\$4,000	---	---	---	---	---	---
14	Alternative Transport Expenses^	\$5,000	\$10,000	---	---	---	---	---	---

\* sub-limits apply (refer to "Your Policy Cover" pages 26 to 38)

^ There is no cover under these Sections while travelling in Australia - refer to the "Geographical Regions" section of this PDS for details (page 8)

## Ancillary Table of Benefits

Following is a Table of the benefits and their maximum limits. Refer to **"Your Policy Cover"** pages 26 to 38 for details of what *We will pay* and *what We will not pay*, and which types of cover are provided under each plan.

All benefit limits and Excesses throughout this PDS are in Australian Dollars (AUD).

Policy Section & Benefit		Pioneer		Adventurer		Trekker		Wanderer	
		Single	Family	Single	Family	Single	Family	Single	Family
15	Personal Liability	\$2.5 million	\$2.5 million	\$2 million	\$2 million	\$1 million	\$1 million	\$1 million	\$1 million

\* sub-limits apply (refer to "Your Policy Cover" pages 26 to 38)

^ There is no cover under these Sections while travelling in Australia - refer to the "Geographical Regions" section of this PDS for details (page 8)



## Pre-existing Medical Conditions

### Please read this section carefully.

Travel insurance only provides cover for emergency Overseas medical events that are unforeseen. Medical conditions that were pre-existing at the time of the policy being issued are not covered, unless they are a condition that we expressly agree to cover.

If you have a Pre-existing Medical Condition that is not covered by this policy, we will not pay any claims arising from, related to or associated with that condition. This means that you may have to pay for an Overseas medical emergency and any associated costs which can be prohibitive in some countries.

### What is a Pre-Existing Medical Condition?

Pre-existing Medical Condition (or "pre-existing 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.

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

### If you take blood-thinning prescription medication like Warfarin

Taking blood-thinning prescription medication like Warfarin (also known under brand names of Coumadin, Jantoven, Marevan, and Waran) has a complex range of serious complications and side effects.

If you take blood-thinning prescription medication, General Exclusion 19 in the "**General Exclusions applicable to all Sections**" (see page 40) applies to any claims for medical expenses or any other costs or expenses arising directly or indirectly from, or in any way connected with, any Injury or Sickness (including any Pre-existing Medical Condition).

### Pre-existing Medical Conditions which are automatically covered

You are automatically covered if your Pre-existing Medical Condition is described on pages 15 & 16, provided you have not been hospitalised (including Day Surgery or Emergency Department attendance) for that condition in the past 24 months.

If your condition is not described on pages 15 & 16, or hospitalisation has occurred, we will not pay any costs or expenses arising from, related to or associated with your condition under the following Sections of the policy:

- Section 1: Overseas Emergency Medical Assistance
- Section 2: Overseas Emergency Medical & Hospital Expenses (including Dental Expenses)
- Section 3: Additional Accommodation & Travel Expenses (applies to "We will pay" a] & b] only)
- Section 5: Return Airfare
- Section 12: Cancellation Fees & Lost Deposits
- Section 13: Travel Delay

This means that we will not pay:

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

- 1] Acne
- 2] Allergies, limited to Rhinitis, 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 issue
- 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 or hypercholesterolaemia, and
  - d) are under 50 years of age at the date of policy issue
- 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 or hypercholesterolaemia
- 14] Dry Eye Syndrome
- 15] Epilepsy – providing there has been no change to your medication regime in the past 12 months, and you are on no more than one anti-convulsant medication
- 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.*

## 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.

- Cover for cancellation fees and lost deposits (Section 12) begins from the time the policy is issued.
- Cover for all other 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.

### 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, 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. You will be given a full refund of the premium you paid when exercising your cooling-off right.

After this period you can still cancel your policy but we will not refund any part of your premium if you do.

### Confirmation of cover

To confirm any policy transaction, (if the Certificate of Insurance does not have all the information you require), call iTrek on 1300 884 430.

### 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 Allianz Global Assistance's written approval).

If the delay is for any other reason other than as stated above, iTrek must receive your request to extend your cover at least 24 hours before your policy expires. Cover will be extended subject to iTrek's written approval, and your payment of the additional premium.

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

Cover cannot be extended:

- for any Pre-existing Medical Condition, unless it is listed on pages 15 & 16 under the heading '*Pre-existing Medical Conditions which are automatically covered*' and you have not been hospitalised (including day surgery or emergency

department attendance) for that condition in the 24 months prior to application for the extension; or

- for any medical conditions you suffered during the term of your original policy; or
- where you have not advised Allianz Global Assistance of any circumstances that have given (or may give) rise to a claim under your original policy; or
- where at the time of application for the extension you are aged 66 years or over.

## Excess

If an Excess applies to your policy, it will be shown on your Certificate of Insurance.

A standard \$100 Excess applies to the Sections of the policy as listed below, unless you have chosen the additional option to remove your Excess.

### Pioneer, Adventurer & Trekker

We will not pay the first \$100 for any one event under the following Sections:

- Section 2 Overseas Medical & Hospital Expenses
- Section 6 Resumption of Journey
- Section 8 Travel Documents, Credit Cards & Travellers Cheques
- Section 9 Theft of Cash
- Section 10 Luggage & Personal Effects
- Section 12 Cancellation Fees & Lost Deposits

You can remove this Excess by paying an additional premium (please contact iTrek for details).

A NIL Excess applies to all other Sections.

### Wanderer

We will not pay the first \$250 for any one event under Section 2 (*Overseas Medical & Hospital Expenses*). You cannot remove this Excess.

A NIL Excess applies to all other Sections.

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.

## 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.

## 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 the duty of disclosure is not complied with, we may cancel the policy and/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.

## 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.**

## You can choose your own doctor

You are free to choose your own Medical Adviser or Allianz Global Assistance 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 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.

## Dispute resolution process

In this section, “we”, “our” and “us” means Allianz and Allianz Global Assistance.

If you have a complaint or dispute in relation to this insurance, or our services or our representatives’ services, please call us on 1300 725 154, or put the complaint in writing and send it to The Dispute Resolution Department, PO Box 162, Toowong, Queensland 4066. We will attempt to resolve the matter in accordance with our Internal Dispute Resolution process. To obtain a copy of our procedures, please contact us.

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 Victoria 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)

## Compensation Arrangements

In the unlikely event Allianz Australia Insurance Limited were to become insolvent and could not meet its obligations under the 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 the APRA website at <http://www.apra.gov.au> or call the APRA hotline on 1300 558 849.

## Jurisdiction and choice of law

The 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.

## Privacy notice

To arrange and manage your travel insurance, we (in this Privacy Notice “we”, “our” and “us” includes AGA Assistance Australia Pty Ltd trading as Allianz Global Assistance and its authorised representatives) collect personal information from you and those authorised by you such as your family members, travelling companions, your doctors, hospitals as well as others we consider necessary including our agents.

Any personal information provided to us 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 those 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 other purposes with your consent or where authorised by law.

This personal information may be disclosed to third parties involved in the above process, such as travel agents and consultants, travel insurance providers and intermediaries, authorised representatives, reinsurers, claims handlers and investigators, cost containment providers, medical and health service providers, overseas data storage and data handling providers, legal and other professional advisers, your agents and our related and group companies including Allianz. Some of these third parties may be located in other countries such as France and India to name just two. You agree that while those parties will often be subject to confidentiality or privacy obligations, they may not always follow the particular requirements of Australian privacy laws.

Unless you opt out, we may contact you on an ongoing basis by telephone, mail, electronic messages (including email), online and via other means with promotional material and offers of products or services that we consider may be relevant and of interest to you (including financial and insurance products and roadside assistance services). If you do not want to receive such offers from us (including product or service offerings from us on behalf of our agents, intermediaries and/or our business partners) or do not want us to disclose your personal information to our related and group companies and business partners for marketing purposes, you can opt out at any time by calling us on 1800 023 767.

When you provide 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 personal information to us;
- of the types of third parties to whom the personal information may be provided to;
- of the relevant purposes we and the third parties we will disclose it to, will use it for;
- of how they can access it; and
- of the other matters in this Privacy Notice.

We rely on you to have obtained their consent on these matters. If you do not, you must tell us 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.

If you have a complaint about your privacy, please contact:

Privacy Officer, Allianz Global Assistance, PO Box 162, Toowong, QLD 4066 or you can contact the Privacy Commissioner at the Office of the Australian Information Commissioner, GPO Box 2999, Canberra, ACT 2601.

For more information about our handling of personal information, including further details about access, correction and complaints, please see our privacy policy available on request or via [www.allianz-assistance.com.au](http://www.allianz-assistance.com.au).

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 nor 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.

## Safeguarding your Luggage & 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 we will not pay your claim. (For an explanation of what we mean by **"Luggage and Personal Effects"**, **"Unsupervised"** and **"Public Place"** see pages 24 & 25).

### In the event of a claim

**Immediate notice** of an event giving rise to a claim should be given to Allianz Global Assistance (see contact details on back of this PDS).

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

### Claims processing

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

## Words with Special Meanings

**Some words and phrases 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 cardioverter-defibrillator (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.

**"Dependant"** means your financially dependant children or grandchildren travelling with you on the Journey and who are:

- a] under the age of 21,
- b] over the age of 21 if continuously physically or mentally incapable of self-support and unmarried during the whole Journey, or
- c] under the age of 25 if studying at a recognised tertiary institution.

A dependant under b] above must travel with you for the entire 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.

**"Financial Collapse"** means insolvency, bankruptcy, provisional liquidation, liquidation, appointment of a receiver, manager or administrator, entry into any official or unofficial scheme of arrangement, statutory protection, restructuring or composition with creditors, or the happening of anything of a similar nature under the laws of any jurisdiction.

**"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.

**“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.

The above 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, step-parent, step-son, step-daughter, fiancé or fiancée, or guardian.

**“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.

**“Single”** means you and your Dependants travelling with you.

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

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

- with a person you did not know prior to commencing your Journey; or
- in a position 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 Family cover, your Dependants.



## Your Policy Cover

This part of the PDS outlines what *We will pay* and what *We will not pay* under each Section in the event of a claim.

### I Overseas Emergency Medical Assistance

*You have this cover if you choose Pioneer, Adventurer, Trekker or Wanderer.*

*Please note: You will not have cover under this Section while travelling in Australia.*

#### 1.1 WE WILL PAY

Allianz Global Assistance will help you with any Overseas medical emergency (see "Overseas Hospitalisation or Medical Evacuation" on page 19). You may contact them at any time 7 days a week.

**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.**

**The maximum amount we will pay for all claims combined under this Section is shown under the Table of Benefits for the plan you have selected.**

#### 1.2 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 Allianz Global Assistance has 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.

**YOU MUST CHECK "GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS" PAGES 39 TO 41 FOR OTHER REASONS WHY WE WILL NOT PAY.**

## 2 Overseas Emergency Medical & Hospital Expenses

*You have this cover if you choose Pioneer, Adventurer, Trekker or Wanderer.*

*Please note: You will not have cover under this Section while travelling in Australia.*

### 2.1 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 Allianz Global Assistance determines that you should return Home to Australia for treatment and you do not agree to do so, we will pay you the amount which Allianz Global Assistance determines would cover your medical expenses and/or related costs had you agreed to their 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 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, or as a result of damage to sound and natural teeth which is caused by Injury.

We will pay the amounts set out below:

- a maximum of \$500 per person per Journey for the relief of sudden and acute pain
- unlimited for damage which is caused by Injury.

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

**The maximum amount we will pay for all claims combined under this Section is shown under the Table of Benefits for the plan you have selected.**

### 2.2 WE WILL NOT PAY

We will not pay for expenses:

- a] arising from Pre-existing Medical Conditions except as specified under the "**Pre-existing Medical Conditions**" section - see pages 14 to 16.
- b] when you have not notified Allianz Global Assistance as soon as practicable of your admittance to Hospital.
- c] 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 damage to dentures, dental prostheses, bridges or crowns.



- g] for routine dental treatment.
- h] relating to dental treatment involving the use of precious metals or for cosmetic dentistry.

**YOU MUST CHECK "GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS" PAGES 39 TO 41 FOR OTHER REASONS WHY WE WILL NOT PAY.**

### 3 Additional Accommodation & Travel Expenses

*You have this cover if you choose Pioneer, Adventurer, Trekker or Wanderer.*

#### 3.1 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 that you are unfit to travel.
- 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 you did 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.
- d] 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.

Wherever claims are made by you under this Section and Section 12 (*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.

**The maximum amount we will pay for all claims combined under this Section is shown under the Table of Benefits for the plan you have selected.**

#### 3.2 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 you can claim your additional travel and accommodation expenses from anyone else.
- c] We will not pay if your claim relates to the Financial Collapse of any transport, tour or accommodation provider.
- d] 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.
- e] We will not pay as a result of you or your Travelling Companion changing travel plans.

**YOU MUST CHECK "GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS" PAGES 39 TO 41 FOR OTHER REASONS WHY WE WILL NOT PAY.**

### 4 Family Emergency

*You have this cover if you choose Pioneer, Adventurer, Trekker or Wanderer.*

#### 4.1 WE WILL PAY

- a] 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.
- b] 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 Section is as follows:
  - \$2,000 for Single cover
  - \$4,000 for Family cover

Wherever claims are made by you under this Section and Section 12 (*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.

**The maximum amount we will pay for all claims combined under this Section is shown under the Table of Benefits for the plan you have selected.**

#### 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 a Relative arises from a Pre-existing Medical Condition except as specified under Section 4.1 b].
- c] We will not pay if you can claim your additional travel expenses from anyone else.

d] We will not pay as a result of you or your Travelling Companion changing travel plans.

**YOU MUST CHECK "GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS" PAGES 39 TO 41 FOR OTHER REASONS WHY WE WILL NOT PAY.**

## 5 Return Airfare

*You only have this cover if you choose Pioneer.*

*Please note: You will not have cover under this Section while travelling in Australia.*

### 5.1 WE WILL PAY

We will pay the cost of your original airline ticket (less any refund that is due to you) if, because of an Injury or Sickness that happens during your Journey, the attending Medical Adviser approved by us, requires you to be brought back to Australia with a medical escort. However, we will only do so if we bring you back when either:

- there are more than 5 days of the Journey, or 25% of its length, whichever is the greater left to go; or
- you have been confined to Hospital Overseas for more than 25% of the insured part of the Journey.

**The maximum amount we will pay for all claims combined under this Section is shown under the Table of Benefits.**

### 5.2 WE WILL NOT PAY

- a] We will not pay if the Injury or Sickness occurred before your departure from Australia.
- b] We will not pay if the Injury or Sickness was a Pre-existing Medical Condition.
- c] We will not pay if you have a valid claim lodged under Section 12 (Cancellation Fees & Lost Deposits).

**YOU MUST CHECK "GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS" PAGES 39 TO 41 FOR OTHER REASONS WHY WE WILL NOT PAY.**

## 6 Resumption of Journey

*You only have this cover if you choose Pioneer.*

*Please note: You will not have cover under this Section while travelling in Australia.*

### 6.1 WE WILL PAY

- a] 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 are 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.

- b] if, as a result of a Pre-existing Medical Condition, a Relative 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 Section is as follows:

- \$2,000 for Single cover
- \$4,000 for Family cover

Wherever claims are made by you under this Section and Section 12 (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.

**The maximum amount we will pay for all claims combined under this Section is shown under the Table of Benefits.**

### 6.2 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 a Relative arises from a Pre-existing Medical Condition except as specified under Section 6.1 b].
- c] We will not pay if you can claim your resumption of Journey expenses from anyone else.

**YOU MUST CHECK "GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS" PAGES 39 TO 41 FOR OTHER REASONS WHY WE WILL NOT PAY.**

## 7 Hospital Cash Allowance

*You have this cover if you choose Pioneer, Adventurer, Trekker or Wanderer.*

*Please note: You will not have cover under this Section while travelling in Australia.*

### 7.1 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.

**The maximum amount we will pay for all claims combined under this Section is shown under the Table of Benefits for the plan you have selected.**

### 7.2 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 Section 2 (Overseas Emergency Medical & Hospital Expenses).

**YOU MUST CHECK "GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS" PAGES 39 TO 41 FOR OTHER REASONS WHY WE WILL NOT PAY.**

## Travel Documents, Credit Cards & Travellers Cheques

You only have this cover if you choose Pioneer.

Please note: You will not have cover under this Section while travelling in Australia.

### 8.1 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 or theft 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.

**The maximum amount we will pay for all claims combined under this Section is shown under the Table of Benefits.**

### 8.2 WE WILL NOT PAY

We will not pay:

- a] if 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 you cannot provide Allianz Global Assistance with a written statement from them.
- b] for travel documents, credit cards and/or travellers cheques left Unsupervised in a Public Place.
- c] for travel documents, credit cards and/or travellers cheques left unattended in a motor vehicle.

**YOU MUST CHECK "GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS" PAGES 39 TO 41 FOR OTHER REASONS WHY WE WILL NOT PAY.**

## Theft of Cash

You only have this cover if you choose Pioneer.

Please note: You will not have cover under this Section while travelling in Australia.

### 9.1 WE WILL PAY

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

**The maximum amount we will pay for all claims combined under this Section is shown under the Table of Benefits.**

### 9.2 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 Allianz Global Assistance 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.

**YOU MUST CHECK "GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS" PAGES 39 TO 41 FOR OTHER REASONS WHY WE WILL NOT PAY.**

## Luggage & Personal Effects

You only have this cover if you choose Pioneer or Adventurer.

### 10.1 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 Allianz Global Assistance. 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 cameras 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 individual item limit will be applied.

- c] 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 a motor vehicle or if the Luggage and Personal Effects have been left in a 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 under Single cover, or
- \$4,000 in total for all stolen items under Family cover.

**The maximum amount we will pay for all claims combined under this Section is shown under the Table of Benefits for the plan you have selected.**

## 10.2 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 Allianz Global Assistance 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 Luggage and Personal Effects were being sent unaccompanied or under a freight contract.
- g] the loss or damage arises from any process of cleaning, repair or alteration.
- h] the loss or damage arises from ordinary wear and tear, deterioration, atmospheric or weather conditions, insects, rodents or vermin.
- i] the Luggage and Personal Effects were left Unsupervised in a Public Place.
- j] 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.
- k] 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.
- l] the Luggage and Personal Effects have an electrical or mechanical breakdown.
- m] 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.
- n] 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).
- o] the loss or damage is to, or of, sporting equipment while in use (including surfboards).

**YOU MUST CHECK "GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS" PAGES 39 TO 41 FOR OTHER REASONS WHY WE WILL NOT PAY.**

## Luggage & Personal Effects Delay Expenses

*You only have this cover if you choose Pioneer.*

*Please note: You will not have cover under this Section while travelling in Australia.*

### 11.1 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 Allianz Global Assistance's 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 Section for any subsequent claim for lost Luggage and Personal Effects (Section 10).

**The maximum amount we will pay for all claims combined under this Section is shown under the Table of Benefits.**

### 11.2 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.

**YOU MUST CHECK "GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS" PAGES 39 TO 41 FOR OTHER REASONS WHY WE WILL NOT PAY.**

## Cancellation Fees & Lost Deposits

*You only have this cover if you choose Pioneer, Adventurer or Trekker.*

### 12.1 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 or outside your control.
- b] We will pay the travel agent's cancellation fees up to \$1,500 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 by multiplying:

- 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 value of points lost

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

**d]** If, as a result of a Pre-existing Medical Condition, a Relative 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 Section is as follows:

- \$2,000 for Single cover
- \$4,000 for Family cover

**The maximum amount we will pay for all claims combined under this Section is shown under the Table of Benefits for the plan you have selected.**

#### 12.2 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 a Relative arising from a Pre-existing Medical Condition except as specified under Section 12.1 d].
- 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).

**YOU MUST CHECK "GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS" PAGES 39 TO 41 FOR OTHER REASONS WHY WE WILL NOT PAY.**

## 13 Travel Delay Expenses

*You only have this cover if you choose Pioneer.*

### 13.1 WE WILL PAY

We will reimburse the cost of your Reasonable additional meals and accommodation expenses if a disruption 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 disruption continues beyond the initial 6 hour delay.

**The maximum amount we will pay for all claims combined under this Section is shown under the Table of Benefits.**

### 13.2 WE WILL NOT PAY

We will not pay if a disruption 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 we will pay if:

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

**YOU MUST CHECK "GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS" PAGES 39 TO 41 FOR OTHER REASONS WHY WE WILL NOT PAY.**

## 14 Alternative Transport Expenses

*You only have this cover if you choose Pioneer.*

*Please note: You will not have cover under this 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.

**The maximum amount we will pay for all claims combined under this Section is shown under the Table of Benefits.**

### 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.

**YOU MUST CHECK "GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS" PAGES 39 TO 41 FOR OTHER REASONS WHY WE WILL NOT PAY.**

## 15 Personal Liability

You have this cover if you choose Pioneer, Adventurer, Trekker or Wanderer.

### 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 Allianz Global Assistance's prior written approval.

**The maximum amount we will pay for all claims combined under this Section is shown under the Table of Benefits for the plan you have selected.**

### 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.

**YOU MUST CHECK "GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS" PAGES 39 TO 41 FOR OTHER REASONS WHY WE WILL NOT PAY.**

## 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] you are not a Resident of Australia, unless otherwise agreed in writing by us, or if you do not plan to return to Australia at the end of your Journey.
- 4] your claim is for consequential loss of any kind, including loss of enjoyment.
- 5] your claim arises from the refusal, failure or inability of any person, company or organisation (including but not limited to any airline or other transportation provider, hotel, car rental agency, tour or cruise operator, travel wholesaler, booking agent or other provider of travel or tourism related services, facilities or accommodation), to provide services, facilities or accommodation, by reason of their own Financial Collapse or the Financial Collapse of any person, company or organisation they deal with.
- 6] at the time of purchasing the policy, you were aware of something that would give rise to you making a claim under this policy.
- 7] 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.
- 8] your claim arises from errors or omissions in any booking arrangements or failure to obtain the relevant visa, passport or travel documents.
- 9] your claim arises because you act illegally or break any government prohibition or regulation including visa requirements.
- 10] your claim arises from a government authority confiscating, detaining or destroying anything.
- 11] 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.
- 12] 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.



- 13]** 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 [www.smartraveller.gov.au](http://www.smartraveller.gov.au) for further information on Epidemics and Pandemics.
- 14]** 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.
- 15]** 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.
- 16]** your claim arises from a nuclear reaction or contamination from nuclear weapons or radioactivity.
- 17]** 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

- 18]** 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 14 to 16), Section 4.1 b] (page 29), Section 6.1 b] (page 31) and Section 12.1 d] (page 36).
- 19]** you take a blood-thinning prescription medication such as Warfarin (also known under the brand names Coumadin, Jantoven, Marevan, and Waran).
- 20]** your claim is in respect of travel booked or undertaken against the advice of any Medical Adviser.
- 21]** 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.
- 22]** your claim arises out of pregnancy, childbirth or related complications.
- 23]** 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.
- 24]** 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.
- 25]** your claim arises from or is in any way related to depression, anxiety, stress, mental or nervous conditions.
- 26]** your claim arises from suicide or attempted suicide.
- 27]** your claim arises from a sexually transmitted disease.

- 28]** 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.
- 29]** despite Allianz Global Assistance's advice otherwise following your call to them, 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.
- 30]** your claim arises from any medical procedures in relation to AICD/ICD insertion during Overseas travel. If you 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, Allianz Global Assistance will exercise their right to organise a repatriation to Australia for this procedure to be completed.
- 31]** your claim arises from or is in 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

- 32]** 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) or from professional sport of any kind, or from parachuting or hang gliding.
- 33]** 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.
- 34]** 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.



## Claims

### How to make a claim

You must give Allianz Global Assistance notice of your claim as soon as possible by completing a claim form (available online or supplied by us - refer to the contact details on the back cover of this PDS), and posting it to the address shown on the claim form. If the claim form is not fully completed by you, Allianz Global Assistance cannot process your claim and they can reduce your claim by the amount of prejudice they have suffered because of the delay.

You must give Allianz Global Assistance any information they 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, Allianz Global Assistance may ask you to provide them with translations into English of such documents to enable them to carry out their assessment of your claim.

You must co-operate with Allianz Global Assistance at all times in relation to the provision of supporting evidence and such other information as they may reasonably require.

- For medical, Hospital or dental claims, contact Allianz Global Assistance as soon as practicable.
- 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 the approval of Allianz Global Assistance.

### Depreciation

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

### 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 or have paid under the 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 Allianz Global Assistance 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 the policy is covered by another insurance policy, you must give us details of such insurance. If you make a claim under the other insurance policy and you are paid the full amount of your claim, you cannot make a claim under this policy.

If you make a claim under the other insurance policy and you are not paid the full amount of your claim, we will make up the difference up to the amount this policy covers you for. We may seek contribution from your other insurer. You must give Allianz Global Assistance any information they reasonably ask for to help us make a claim from your other Insurer.

### Subrogation

Allianz Global Assistance may, at their 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 the policy.

You are to assist and permit to be done, all acts and things as required by Allianz Global Assistance 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 the 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

Allianz Global Assistance will apply any money they recover from someone else under a right of subrogation in the following order:

- 1] to Allianz Global Assistance, their 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, any 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 Allianz Global Assistance 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.

## Health Tips

The internet is a great source of health information for travellers. For vaccination and health advice including information on disease outbreaks:

[www.cdc.gov](http://www.cdc.gov) or [www.who.int](http://www.who.int) or [www.smartraveller.gov.au](http://www.smartraveller.gov.au)

### Before travel, consult your health professional to discuss:

- Itinerary • Duration of travel • Style of travel
- Past medical history • Pregnancy • Allergies
- Pre-existing Conditions • Vaccination requirements
- Disease prevention
- Medication (ensure that any medications taken with you are legal in the country you will visit – make sure you carry a letter of approval from your doctor/dentist for any essential medication you need to take with you).

### Tips for long distance travellers

- While travelling, regularly exercise the lower limbs to encourage blood flow.
- Drink plenty of non-alcoholic drinks to prevent dehydration.

### Other useful tips

- Carry a small first-aid kit with you containing a packet of adhesive dressings, some insect repellent, antiseptic cream and water sterilisation tablets (this takes up little space and could be useful). Emergency medical travel kits are available.
- Unless you know the water you are using is safe (bottled water usually is), sterilise all drinking water either by boiling or using sterilisation tablets.
- It is unwise to have your skin pierced (ie. acupuncture, tattooing, ear piercing, etc.) unless you can be sure that the equipment used is sterile – a needle wiped with an alcohol swab is not necessarily sterile. Keep a note on your person advising of any significant medical condition affecting you (eg. diabetes, angina pectoris, haemophilia).

### The three R's of travel vaccination

**Routine Vaccinations** (childhood or adult vaccinations)

- Tetanus/diphtheria • Polio • MMR • Influenza
- Pneumococcal • Varicella.

### Required Vaccinations

When crossing international borders certain vaccinations are required.

- Yellow Fever • Cholera • Meningococcal.

### Recommended Vaccinations

There are some vaccinations recommended when travelling overseas specific to your destination. These may include:

- Hepatitis A • Hepatitis B • Typhoid • Japanese Encephalitis
- Poliomyelitis • Rabies • Cholera.

**Please see your doctor to identify your specific needs.**

## Emergency Telephone Numbers

If you are in one of the countries listed below, simply dial the number shown for that country.

For all other countries, dial reverse charge ("collect") via the local operator on: +61 7 3305 7499

<b>Australia</b>	1800 010 075
<b>Canada</b>	1800 214 5514
<b>China (North)</b>	10800 6100 434
<b>China (South)</b>	10800 261 1323
<b>France</b>	0800 905 823
<b>Germany</b>	0800 182 7635
<b>Greece</b>	00800 611 4107
<b>Hong Kong</b>	800 900 389
<b>India</b>	00080 0610 1108
<b>Indonesia</b>	001 803 61 098
<b>Italy</b>	800 787 451
<b>Japan</b>	0066 3386 1052
<b>Malaysia</b>	1800 81 5102
<b>Netherlands</b>	0800 023 2683
<b>New Zealand</b>	0800 778 103
<b>Singapore</b>	800 6162 187
<b>Spain</b>	900 996 115
<b>Switzerland</b>	0800 561 361
<b>Thailand</b>	001 8006 121 082
<b>United Kingdom</b>	08000 289 270
<b>United States</b>	1866 844 4085