**General information:**

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| --- | --- |
| *Date of request:* | 02/12/2025 |
| *Region/Country of impact:* | Australia / New Zealand |
| *TSA Exit Target Date and Time (if applicable):* | 04/14/2026 |

**Summary:**

This request will cover the needed change activities to execute Travel Guard’s exit from AIG across existing system platforms. A systems review checklist has been added to provide guidance in the business systems analysis.

Process requires that all impacted artifacts to the affected partner(s) or application(s) be identified in this document regardless of ownership. This can be accomplished at either the region or country level. Exceptions to strategic direction should be document with as much detail as possible.

**Prerequisite evaluation:**

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| --- |
| *Has the requested change(s) been approved by regional legal counsel?* ***To be included alongside the Policy Wording submission*** |
| *Has the requested change(s) been reviewed by the Regional Brand Advocate?* ***Yes*** |

**High-level request statement:**

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| The changes in this Requirements Document capture branding and underwriting changes online on company specific web pages and within offline sales and marketing documents.  The scope of these changes incorporates changes to Legal Entity Names and Regulatory body amendments, which are found within the same web pages and documents as the branding scope. |

**Affected partner(s)/application(s):**

|  |
| --- |
| **Jetstar**  **AEM / RLL**  **AEM / Fulfilment**  **Freedom / Liberty** |

**Logo(s):**

Where the following Travel Guard or AIG logos appear, please contact your local brand ambassador to supply the new applicable logo(s) and replace it in your policy wordings, emails etc.

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| --- | --- |
| **Current logos** |  |
|  |
| **Zurich logo** |  |
| **Jetstar logo** |  |
| **Travel Guard logo** | **A blue text on a white background** |

**Front-end impacts/changes:**

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| *Does Travel Guard Home Office control the front-end impacts/changes? If no, who is the owner? N/A* |

**Underwriter impacts/changes:**

1. **Australia**

*Please note that the correct UW / ISP name is not Zurich Australian Insurance with Ltd abbreviated but the full word, Limited*

|  |  |  |
| --- | --- | --- |
| **Current Underwriter** |  | **Current ISP** |
| AIG Australia Limited  Code: 335521 |  | AIG Australia Ltd  Org Code: 335522 |
| **New Underwriter** |  | **New ISP** |
| Zurich Australian Insurance Limited  Code: ZAUUW  Organisation Code: 348815 |  | Zurich Australian Insurance Limited  Code: ZAU  Organisation Code: 348774 |

1. **New Zealand**

|  |  |  |
| --- | --- | --- |
| **Current Underwriter** |  | **Current ISP** |
| AIG Insurance New Zealand Limited  Code: 335475 |  | AIG Insurance New Zealand Limited  Code: 335474 |
| **New Underwriter** |  | **New ISP** |
| Zurich Australian Insurance Limited, a company incorporated in Australia, trading as ‘Zurich New Zealand  Code: ZNZUW  Organisation Code: 348820 |  | Zurich Australian Insurance Limited, a company incorporated in Australia, trading as ‘Zurich New Zealand  Code: ZNZ  Organisation Code: 348780 |

**Static content (DTC sites only):**

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| *Does Travel Guard Home Office control the static content? If no, who is the owner?* ***N/A*** |

**URLs impacted:**

The following requirements shall be implemented to both Jetstar Australia and Jetstar New Zealand:

1. Version control shall be in place for the PDSs, ensuring each PDS is versioned and correctly referenced based on the product/plan codes.
2. New PDS URLs shall be created for Zurich PDSs and shall point to the corresponding Zurich PDSs.
3. Existing AIG PDSs shall continue to use existing PDS URLs.
4. The NEW URLs shall be created by the RLL team.

The system shall generate or update the PDS URL for the Policy Admin Tool, View Policy and Jetstar Whitesite in Australia following the folder structure convention used in New Zealand. The recommended PDS URL format is <https://documents.travelguard.com/content/dam/tg-documents/au/>.

|  |  |  |
| --- | --- | --- |
| **Portal** | **New URL** | **Current URL** |
| **FNOL – Jetstar AU** | <https://claims.travelguard.com/jetstar/au/en> | <https://claims.travelguard.com/myclaim/au/en/claimsv2/home.html?cmpid=jetstar> |
| **FNOL – Jetstar NZ** | <https://claims.travelguard.com/jetstar/nz/en> | <https://claims.travelguard.com/myclaim/nz/en/claimsv2/home.html?cmpid=jetstar> |
| **Check Claims Status – Jetstar AU** | <https://claims.travelguard.com/jetstar/au> | <https://claims.travelguard.com/myclaim/au/status> |
| **Check Claims Status – Jetstar NZ** | <https://claims.travelguard.com/jetstar/nz/> | <https://claims.travelguard.com/myclaim/nz/status> |
| **View Policy – Jetstar AU** | <https://policy.travelguard.com/jetstar/au/en> | <https://policy.travelguard.com/aig-travel/au/en> |
| **View Policy – Jetstar NZ** | <https://policy.travelguard.com/jetstar/nz/en> | <https://policy.travelguard.com/aig-travel/nz/en> |
| **PDS – Jetstar AU** |  | <https://documents.travelguard.com/content/dam/tg-documents/aig-travel/policy-wordings/jetstar/au/>  *Note:* PDS URL in Policy Admin Tool (PAT), View Policy, and Jetstar Whitesite |
| **PDS – Jetstar NZ** |  | <https://documents.travelguard.com/content/dam/tg-documents/nz/>  *Note:* PDS URL in Policy Admin Tool (PAT), View Policy, and Jetstar Whitesite |

**Certificates**

The HTML templates developed by the RLLL team under ITDs 415236, 564571, 590977, and 609629 shall be used for Australia and New Zealand. The content displayed, however, shall be sourced from the templates listed below.

|  |  |
| --- | --- |
| **Australia** | |
| The file attached contains the certificate templates, where all changes have been highlighted and marked.  Note: where there is reference to policy and claims portal, the relevant sections should link to the respective VP and claims pages   1. View Policy: <https://policy.travelguard.com/jetstar/au/en> 2. Claims: <https://claims.travelguard.com/jetstar/au/en>   These URLs have been provided by the RLL Team and they’re not currently in production. |  |

|  |  |
| --- | --- |
| **New Zealand** | |
| The file attached contains the certificate templates, where all changes have been highlighted and marked.  Note: where there is reference to policy and claims portal, the relevant sections should link to the respective VP and claims pages   1. View Policy: <https://policy.travelguard.com/jetstar/nz/en> 2. Claims: <https://claims.travelguard.com/jetstar/nz/en>   These URLs have been provided by the RLL Team and they’re not currently in production. |  |

**Policy wording/description of coverage:**

The system shall host the Jetstar Australia and Jetstar New Zealand PDS documents, and the PDS URLs shall be accessible via the Jetstar Whitesite for customer access.

The final PDS documents for Australia and New Zealand shall be submitted once finalized.

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| --- | --- |
| **Australia** | |
| Australian Domestic Comprehensive | Will be provided once finalized – target date for submission 3rd Week of January 2026 |
| International Comprehensive | Will be provided once finalized– target date for submission 3rd Week of January 2026 |

|  |  |
| --- | --- |
| **New Zealand** | |
| New Zealand Domestic | Will be provided once finalized– target date for submission 3rd Week of January 2026 |
| International | Will be provided once finalized– target date for submission 3rd Week of January 2026 |

**Emails:**

The HTML templates developed by the RLLL team under ITDs 415236, 564571, 590977, and 609629 shall be used for Australia and New Zealand. The content displayed, however, shall be sourced from the templates listed below.

|  |  |
| --- | --- |
| **Australia** | |
| The file attached contains the following email templates, where all changes have been highlighted and marked. Please note there is a @zurich.com sender email address.   1. Policy confirmation email 2. Pre-trip email 3. Welcome home email 4. Cancellation email   Note: where there is reference to policy and claims portal, the relevant sections should link to the respective VP and claims pages   1. View Policy: <https://policy.travelguard.com/jetstar/au/en> 2. Claims: <https://claims.travelguard.com/jetstar/au/en>   These URLs have been provided by the RLL Team and they’re not currently in production. |  |

|  |  |
| --- | --- |
| **New Zealand** | |
| The file attached contains the following email templates, where all changes have been highlighted and marked. Please note there is a @zurich.com sender email address.   1. Policy confirmation email 2. Pre-trip email 3. Welcome home email 4. Cancellation email   Note: where there is reference to policy and claims portal, the relevant sections should link to the respective VP and claims pages   1. View Policy: <https://policy.travelguard.com/jetstar/nz/en> 2. Claims: <https://claims.travelguard.com/jetstar/nz/en>   These URLs have been provided by the RLL Team and they’re not currently in production. |  |

**Other requirements: (Additional IPID, receipt etc)**

N/A

**Exception requests:**

*None*

**Additional Considerations / Suggestions:**

1. **Dependencies**

Fronting is to occur before ITD60068.

ITD60068 will occur 30 to 45 days post Fronting.

1. **Branding Guidelines / Fonts**

Jetstar Australia & New Zealand will follow the Zurich brand guidelines (attached below)

In terms of fonts, please use ‘Arial’ fonts.

|  |  |
| --- | --- |
| Zurich brand guidelines |  |
| Zurich logo |  |
| Travel Guard guidelines for VP page |  |
| Travel Guard logo for VP page |

**Approvals**

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| --- | --- |
| Legal | To be provided alongside the PW  The Certificate and the email have been both reviewed by Zurich legal |
| Underwriting | To be provided alongside the PW |
| Business Leader | Elliott Pringle |