



AIG Australia Limited  
ABN 93 004 727 753  
AFSL 381686

## AIG Australia Travel Insurance Update – 29 November 2017

Ongoing volcanic activity from September 2017 at Mount Agung in Bali Indonesia, including a recent eruption which released an ash cloud, has caused flight disruptions at Bali's Ngurah Rai International Airport and the temporary closure of Lombok International Airport.

The recent eruption and increased seismic activity has resulted in the Indonesian Bureau of Volcanology raising the alert status of Mount Agung to the highest level, suggesting that a major eruption is possible in the near term. An exclusion zone remains in place within a radius of 10 km of Mount Agung.

### What does this mean for your travel insurance cover?

Due to:

- i. the ongoing volcanic activity from September 2017, (including the recent eruptions and increased seismic activity); and
- ii. associated disruptions arising from such ongoing volcanic activity such as the imposition of the exclusion zone, the temporary closure of the Lombok International Airport and the raising of the alert level,

a number of policy restrictions and exclusions may now be in effect. These restrictions and exclusions are operative from 22 September 2017.

In particular, no cover may be provided for losses or damages in connection with such ongoing volcanic activity and the above associated disruptions unless the policy was issued or travel insurance arrangements were confirmed prior to 22 September 2017.

Travellers who purchased or confirmed travel insurance cover on or after 22 September 2017 may not be covered as the ongoing volcanic activity and associated disruptions would not be considered 'unforeseeable'. This is due to, amongst other things, the activity being widely reported in the media from such date, including statements about the likelihood of future disruptions.

Where policies have been issued or travel insurance arrangements were confirmed before 22 September 2017, cover for trip cancellation and additional expenses incurred will be assessed against the wording of the policy.

Before we can consider a claim or provide advice on a claim, travellers should:

1. Confirm with their airlines that their flights have been cancelled.
2. Contact their airlines to review alternative arrangements.
3. Contact their travel agents or their airlines and/or accommodation providers to see what costs they will meet or amendment concessions or refunds they are prepared to provide.

As always, each claim will be considered on its merits taking into account the individual circumstances of the claim and the terms and conditions of the policy. Travellers are advised to check their particular policy wording for eligibility, cover entitlement and the type of expenses that can be claimed.

#### Head Office

**Sydney** Level 19, 2 Park Street Sydney NSW 2000 Australia  
GPO Box 9933 Sydney NSW 2001 Australia

**Melbourne** GPO Box 9933 Melbourne VIC 3001 Australia  
**Brisbane** GPO Box 9933 Brisbane QLD 4001 Australia  
**Perth** GPO Box 9933 Perth WA 6848 Australia

#### Australia wide

T 1300 030 886  
F 1300 634 940

#### International

T +61 3 9522 4000  
F +61 3 9522 4645

[www.aig.com.au](http://www.aig.com.au)



**Please note:**

- i. We are monitoring the present situation and will provide further update(s), should the position change.
- ii. This position statement only remains applicable as long as the present circumstances prevail.

**Tips for Travellers:**

- Policy Enquiries & Confirmation - If you need to confirm your policy details, please call AIG Australia between 8am and 6pm AEST for:
  - AIG and other Travel Insurance on 1800 017 682
  - Good2Go Travel Insurance on 1300 290 217
  - Jetstar Travel Insurance on 1800 257 504
- If you need Emergency Assistance please call our team on +60 3 2772 5592 at any time or email [auassistance@aig.com](mailto:auassistance@aig.com)
- Monitor <http://www.smarttraveller.gov.au/Countries/asia/south-east/pages/indonesia.aspx> for all your travels.