

Travel insurance information about volcanic activity in Iceland

This advice is effective from 6 July 2010.

Mondial Assistance will treat any future volcanic activity in Iceland occurring on or after 6 July 2010 as a new and separate event to the disruptions of April and May 2010.

This means that there will be provision to claim for cancellation, rearrangement or additional expenses if the cancellation and/or rearrangement of your journey arise from volcanic activity and associated ash clouds occurring on or after 6 July 2010.

Your travel insurance policy will need to have been purchased prior any future volcanic activity occurring for cover to be available.

In the event of further volcanic activity, we will issue further advice regarding this issue.

Please read your Product Disclosure Statement that you received when you purchased your travel insurance for the full terms and conditions that apply. We will publish this and all updated travel insurance advisories to our website www.mondial-assistance.com.au

If you have any questions or concerns, please contact our Mondial Assistance Information Hotline on 0800 574 904.

The following sample questions are provided for additional clarity on our policy advice.

Q: If I purchased my policy on 4 July and there is another disruption on 14 July and my flight to London is cancelled, am I covered?

A: Yes. As the volcanic activity occurred after 6 July, we would consider the disruption to be an unexpected and unforeseen event.

Q: If there is new volcanic activity on 7 July and I purchase my policy on 8 July, am I covered?

A: No. You purchased your policy after the new volcanic activity occurred so it could no longer be described as an unexpected or unforeseen event.

Q: If I purchased my policy on 20 April for travel to Europe that I planned to take in August 2010 and there is a disruption on 7 July, am I covered?

A: Yes. As the volcanic activity occurred after 6 July, we would consider the disruption to be an unexpected and unforeseen event.