

Travel insurance information for Indonesia

The following information concerns the recent earthquakes in Indonesia and applies to travel insurance policies issued prior to Wednesday 30 September 2009.

What do you need to know about your policy?

If you are currently travelling and you have been injured as a result of the recent earthquakes we are able to assist you and your policy includes cover for emergency medical expenses.

- » If you need emergency medical assistance please contact our 24 hour Emergency Assistance team on +61 7 3305 7499 reverse charge or 1800 010 075 free call within Australia.
- » Your policy also includes cover for additional accommodation and travel expenses if transport services have been cancelled, delayed or rescheduled as a result of the earthquakes.

If you have not yet departed, your policy includes cover for cancellation of your journey, or the unused portions of your journey, as a result of the earthquakes.

- » Your policy includes cover when scheduled transport services have been cancelled or your accommodation has been made inhabitable by the earthquakes or if you are unable to reach your accommodation/destination.
- » We recommend you contact your travel agent or travel provider regarding the best option in altering your trip. Some airlines are providing penalty-free options to amend travel arrangements and we also recommend you contact your airline for further details.

What next steps should you take?

- » You should take all reasonable steps to minimise your expenses and this includes rearranging your journey where possible.
- » Please submit your travel insurance claim to us for consideration.
- » We will assess your claim under the terms and conditions of your travel insurance policy. Please note that if you have a cancellation only policy, your policy does not include cover for additional expenses or overseas medical expenses.
- » You will need to submit all receipts for any additional accommodation and transport expenses. If you are claiming cancellation expenses you will need to submit all documents showing what your original planned pre-paid arrangements were, along with any receipts and documents showing your new arrangements.

Contact us

- » If you have questions or queries, please contact our Mondial Assistance Information Hotline on 1800 012 234.