

## Travel insurance information for claims arising from the Paris attacks

We would first like to extend our deepest sympathy to all those affected by this tragic event.

### If you are currently travelling:

- If you have been injured as a result of the recent attacks in Paris, we can help. If you need medical advice or emergency medical assistance please contact our 24-hour Emergency Assistance team on +61 7 3305 7499 reverse charge.
- We encourage you to follow the advice issued by the New Zealand Ministry of Foreign Affairs and Trade (MFAT) via its website [www.safetravel.govt.nz](http://www.safetravel.govt.nz). MFAT is urging New Zealanders to follow local media for latest security information. New Zealanders should remain vigilant in Paris by minimising movement in public places and following the instructions of local authorities.

### Policy coverage:

- Limits, conditions and exclusions apply under your policy and for full details you should refer to the Policy Wording and Certificate of Insurance you received when you purchased your travel insurance.
- We recommend you contact your travel agent or travel provider regarding the best option in altering your trip. Some travel providers may provide penalty free options to amend travel arrangements and we recommend you contact them for further details.

### What next steps should you take?

- We will assess all claims in accordance with your Policy Wording and your Certificate of Insurance. Your cover will depend on the type of plan you purchased and your particular circumstances.
- To help New Zealanders avoid difficulties overseas, the New Zealand Ministry of Foreign Affairs and Trade (MFAT) maintains travel advisories for more than 160 destinations overseas via its website [www.safetravel.govt.nz](http://www.safetravel.govt.nz). MFAT's travel advice provides accurate, up-to-date information about the risks New Zealanders might face overseas, assisting you to make well-informed decisions about whether, when and where to travel. We recommend that you stay up-to-date with its destination specific travel advisories for the country of your destination as your travel insurance cover may be affected if you travel to high risk areas or situations.

### Contact us

- If you have any questions or queries, please contact our Allianz Global Assistance Information Hotline on 0800 800 048.
- We will publish this and any updated travel insurance advisories on our website: [www.allianz-assistance.co.nz](http://www.allianz-assistance.co.nz).