

**ANZ BUSINESS BLACK AND  
ANZ QANTAS BUSINESS  
REWARDS COMPLIMENTARY  
TRAVEL INSURANCE**

**POLICY INFORMATION BOOKLET  
EFFECTIVE DATE: 8 NOVEMBER 2023**



## CONTACT ALLIANZ GLOBAL ASSISTANCE

### Claims and enquiries

**Online** Lodge your International Travel Insurance claim at:  
[claimmanager.com.au/anz](https://claimmanager.com.au/anz)

Access claim forms, 24 hours a day, 7 days a week at:  
[insurance.agaassistance.com.au/anzau/page/otherInsurances/claimOther](https://insurance.agaassistance.com.au/anzau/page/otherInsurances/claimOther)

**Phone** 1300 135 271 (within Australia)

#### Enquiries

Monday to Friday 8am to 7pm AEST

Saturday 8am to 5pm AEST

#### Claims

Monday to Friday 8am to 5pm AEST

**Email** [ANZTravelTeam@allianz-assistance.com.au](mailto:ANZTravelTeam@allianz-assistance.com.au)

### 24-hour emergency assistance

**Phone** 1800 010 075 (within Australia)

+61 7 3305 7465 (overseas)

Please note, additional charges may apply for any calls made from mobiles, public telephones or hotel rooms.

**Email** [medical@allianz-assistance.com.au](mailto:medical@allianz-assistance.com.au)

## CHANGES TO THIS BOOKLET

The information in this booklet is subject to change from time to time and is correct and current as at the date on the cover. The Termination or Variation of Cover clause sets out the notice we will provide to you when changes are made to the terms and conditions related to the insurance cover available to you or where the policy is terminated. A new policy booklet reflecting the changes will be available on [anz.com](https://anz.com).

### The Insurer is

Allianz Australia Insurance Limited, ABN 15 000 122 850, AFSL 234708, Level 16, 10 Carrington Street, Sydney, NSW 2000, telephone 13 10 00.

### The Group Policy is issued and managed by

AVVP Australia Pty Ltd, ABN 52 097 227 177, AFSL 245631 trading as Allianz Global Assistance, of Level 1 6, 310 Ann Street, Brisbane, QLD 4000.

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# IMPORTANT INFORMATION ABOUT THE COMPLIMENTARY COVER AVAILABLE

## INTRODUCTION

This booklet describes the complimentary insurance benefits provided by Allianz, which are available to ANZ cardholders and other eligible beneficiaries. Cover applies to events occurring on or after 8 November, 2023. You are not covered for events occurring after termination of, or the expiry of, the period of the Group Policy. ANZ will provide accountholders with details of any replacement cover.

## ALLIANZ - THE INSURER

These covers are available under a Group Policy issued to Australia and New Zealand Banking Group Limited, ABN 11 005 357 522, AFSL and Australian credit licence No 234527 (ANZ) of Level 9, 833 Collins Street, Docklands, VIC 3008, by AWP Australia Pty Ltd, ABN 52 097 227 177, AFS Licence No 245631 trading as Allianz Global Assistance of 310 Ann Street, Brisbane QLD 4000 (Allianz Global Assistance) under a binder from the insurer, Allianz Australia Insurance Limited, ABN 15 000 122 850 AFS Licence No. 234708, Level 16, 10 Carrington Street, Sydney, NSW 2000 (Allianz). For general enquiries call Allianz Global Assistance. Allianz Global Assistance issues and manages the Group Policy on behalf of Allianz.

The covers described in this booklet are available for your benefit under a Group Policy entered into between Allianz Global Assistance (on behalf of Allianz) and ANZ. ANZ is the policy owner. When eligible, you have the benefit of cover as a third party beneficiary by reason of the statutory operation of Section 48 of the *Insurance Contracts Act 1984* (cth).

There is no obligation to accept any of these benefits. However, if you wish to claim any of these benefits, you will be bound by the definitions, terms, conditions, limits, exclusions and claims procedures contained in this booklet.

**Please read this booklet carefully and keep it in a safe place.** Also please keep detailed particulars and proof of any loss including ANZ card account statements showing any purchases.

## **ANZ IS NOT THE ISSUER (INSURER) OF THIS COVER**

ANZ is not the issuer of these covers and neither it nor any of its related corporations guarantee or are liable to pay any of the benefits under these covers.

These benefits are available to the beneficiaries upon meeting the eligibility requirements under these covers, Neither ANZ nor any of its related corporations are Authorised Representatives of Allianz, Allianz Global Assistance or any of their related companies and ANZ does not receive any commission or remuneration in relation to the insurance set out in this booklet.

## **TERMINATION OR VARIATION OF COVER**

ANZ or Allianz may terminate or agree to vary the terms, conditions and cover available to cardholders under the Group Policy as set out in this booklet. If this occurs, ANZ will give the accountholder at least 30 days' written notice before the termination or change takes effect. ANZ may give less notice, or publish the notice on ANZ's website if:

- there is a minor change with no effect to the cardholders' cover or the eligibility criteria (e.g. a change of contact details);
- the variation is favourable to the cardholder (in which case ANZ will take reasonable steps to provide written notice as soon as reasonably possible); or
- ANZ and Allianz is reasonably required to act quickly to change the terms of the Group Policy to manage material and immediate risks arising from:
  - (a) a potential or actual breach of any law; or
  - (b) a proposed change in, or interpretation of, a law or any decision, recommendation, regulatory guidance or standard of any court, tribunal, ombudsman service, regulatory or other similar body.

A risk will be considered material and immediate if to protect ANZ's and/or Allianz' legitimate business interests, ANZ and/or Allianz are required to act quickly to change the terms, conditions and/or cover, or terminate the cover, as set out in this booklet.

Where there is a termination or change to the terms, conditions and/or cover as set out in this booklet, the existing terms, conditions and/or cover will only apply to events occurring before the date of the change or termination.

Where the Group Policy is terminated, no cover is available for events occurring after the date of termination. ANZ will provide accountholders with details of any replacement cover and its relevant effective date.

## OTHER INSURANCES

If you are entitled to receive a benefit or make a claim under another insurance policy (Other Policy) (for example, a comprehensive travel insurance policy for your overseas journey), in respect of the same loss as your claim under the Group Policy, then, subject to the provisions of the *Insurance Contracts Act 1984* (Cth) Allianz is not liable to provide indemnity under the Group Policy until the amount of any indemnity under that Other Policy is exhausted. In other words, any cover available under the Group Policy in respect of the same loss shall only be excess insurance cover over and above the applicable Other Policy.

If you make a claim under another insurance policy and you are not paid the full amount of the claim, then, subject to the provisions of the *Insurance Contracts Act 1984* (Cth), the cover available to you under the Group Policy will make up the difference, to the extent of cover that applies, in accordance with the terms and conditions contained in this booklet.

We may seek contribution from your other insurer. You must give us any information that we reasonably require to help us make a claim from the other insurer.

## LIMITATION OF COVER

Notwithstanding any other terms, we shall not be deemed to provide coverage and we will not make any payments nor provide any service or benefit to any person or other party to the extent that such cover, payment, service, benefit and/or any business or activity of the person would violate any applicable trade or economic sanctions law or regulation.

## ELIGIBLE CARDS

The complimentary insurance outlined in this booklet is available to the eligible beneficiaries of the following credit card:

- ANZ Business Black
- ANZ Qantas Business Rewards

# ALLIANZ GLOBAL ASSISTANCE PRIVACY NOTICE

To offer or provide you with our insurance services, we, namely AWP Australia Pty Ltd ABN 52 097 227 177 trading as 'Allianz Global Assistance' and as agent for the insurer Allianz, collects, stores, uses, and discloses your personal information including sensitive information. The insurance cover arises from a Group Policy taken out between your bank (ANZ) and Allianz and under which you are entitled to cover as a beneficiary when you meet the eligibility criteria set out in the Group Policy wording.

We usually collect your personal information directly from you but sometimes from others depending upon the circumstances.

For example, when you make a claim for cover, we may collect your personal information from you, the Group Policy holder to check you have met eligibility requirements, your family members and travel companions, as well as from third parties that provide services including doctors, hospitals, airlines, travel and accommodation providers, your agents and representatives, our agents, and other service providers. We are responsible for ensuring your personal information is used and protected in accordance with applicable laws and regulations, including the Privacy Act 1988. We collect your personal information to enable us to properly assess and manage your insurance claim, and to provide the services we have agreed to provide under the Group Policy. For example, we collect your name, address, date of birth, email address, and sometimes your medical information, bank account details, as well as other information we collect through devices like 'cookies' when you visit our website such as your IP address and online preferences.

We use your personal information to offer and provide our services and to manage your and our rights and obligations in connection with your claim. For instance, we use it to check, process, and finalise your insurance claim. We may also use it for product development, customer data analytics, research, IT systems maintenance and development, recovery against third parties, for the detection and investigation of fraud, and for other purposes with your consent or where permitted by law.

We do not use your personal or sensitive information for marketing purposes or provide that information to any third parties for marketing.

Your personal information may be disclosed to third parties (some of whom are data processors) who assist us to carry out the above activities both inside and outside of Australia, such as claims management providers, travel agents and intermediaries, insurers, investigators, cost containment providers, medical and health service providers, overseas data storage (including

'cloud' storage) and data handling providers, legal and other professional advisers, your agents, your travel group leader if you travel in a group, your bank (ANZ) if you are the beneficiary of the bank's credit card insurances, insurance reference bureaux, and our related and group companies including Allianz. Some of these third parties may be located in other countries including in Europe, Asia, Canada, or the USA.

When you provide personal information to us about other individuals, we rely on you to have first obtained the individual's consent, and to have made them aware of the matters set out in this Privacy Notice.

You may also seek access to your personal data and ask us to correct and update it. We will delete your personal data when we no longer need it for a legitimate purpose.

You may not access or correct personal information of others unless you have been authorised by their express consent, or unless they are your dependants under 16 years of age.

If you have a request or complaint concerning your personal information or about data privacy, please contact: The Privacy Officer, Allianz Global Assistance, PO Box 162, Toowong, QLD 4066, or email [DataPrivacyAU@allianz-assistance.com.au](mailto:DataPrivacyAU@allianz-assistance.com.au).

You can also contact the Privacy Commissioner at the Office of The Australian Information Commissioner, GPO Box 5218, Sydney, NSW 2001 if you have a complaint.

For more information about our corporate privacy policy and handling of personal information, including further details about access, correction and complaints, please visit our website at [www.allianz-assistance.com.au](http://www.allianz-assistance.com.au) and click on the 'Privacy & Security' link in the footer.

If you do not agree with the matters set out in our privacy policy or will not provide us with the personal information we request, we may not be able to provide you with our services including the assessment and payment of any claims. In cases where we cannot comply with your request concerning your personal information, we will give you reasons why.

## DEFINITIONS

There are some words in this booklet that have a special meaning. When the following words and phrases appear in this booklet they have the meanings given below. The use of the singular shall also include the use of the plural and vice versa.

Word	Meaning
<b>accident</b> <b>accidental</b> <b>accidentally</b>	a sudden, unforeseen and unintended event.
<b>accountholder</b>	an ANZ customer, being an individual, business entity or company, who has entered into a card account with ANZ and in whose name the card account was opened. The accountholder is the individual, business entity or company that has contractual obligations with ANZ under the card account.
<b>Allianz</b>	Allianz Australia Insurance Limited, ABN 15 000 122 850, AFSL 234708.
<b>Allianz Global Assistance</b>	AWP Australia Pty Ltd, ABN 52 097 227 177, AFSL 245631.
<b>ANZ</b>	Australia and New Zealand Banking Group Limited, ABN 11 005 357 522, AFSL and Australian credit licence No 234527.
<b>ANZ Business Black Credit Card</b>	A current and valid ANZ Business Black Credit Card.
<b>ANZ Qantas Business Rewards Card</b>	A current and valid ANZ Qantas Business Rewards Credit Card
<b>business item</b>	items owned by the accountholder and include: <ul style="list-style-type: none"><li>• business documents including papers, plans, specifications and manuscripts;</li><li>• business samples intended to be dealt with or sold for trade;</li><li>• electronic equipment, cameras and camera equipment; and</li><li>• tools of trade.</li></ul>

<b>card account</b>	<ul style="list-style-type: none"> <li>• A current and valid ANZ Business Black or ANZ Qantas Business Rewards Credit Card facility provided by ANZ to which purchases made by cardholders on an ANZ Business Black or ANZ Qantas Business Rewards Credit Card are charged; or</li> <li>• the primary account linked to an ANZ Business Black or ANZ Qantas Business Rewards Credit Card to which a transaction is routed by any electronic funds transfer facility.</li> </ul>
<b>cardholder</b>	<p>a person who resides in Australia (including holders of a visa issued under the <i>Migration Act 1958</i> (Cth) which entitles the holder of the visa to residency), to whom ANZ has issued an ANZ Business Black or ANZ Qantas Business Rewards Credit Card.</p>
<b>chronic</b>	<p>a persistent and lasting condition. It may have a pattern of relapse and remission.</p>
<b>concealed storage compartment</b>	<p>a boot, trunk, glove box, enclosed centre console, or concealed cargo area of a vehicle.</p>

**covered item**

an item acquired for personal, domestic or household use and a business item, but excludes:

- items acquired for the purpose of sale or trade;
- animals or plant life;
- boats, automobiles, motorboats, motorcycles, airplanes or any other motorised vehicles and their integral parts and installed accessories;
- computer software and other non-tangible items;
- cash, bullion, negotiable instruments, vouchers, gift cards, securities, trading cards, tickets of any description, travellers cheques or collections such as stamps, coins and cards;
- consumable or perishable items (including but not limited to food, drink, drugs, cosmetics, fuel or oil);
- manuscripts and books of account;
- second-hand items including works of art and antiques;
- items of contraband;
- real estate and movable fixtures or fittings (including but not limited to dish washers, stoves, ovens and fixed air conditioners) which are or are intended to form part of any home or real estate.

**epidemic**

an infectious disease that rapidly spreads to a large number of people in a community, population or region, that is recognised or referred to as an epidemic by a representative of the World Health Organisation (WHO) or an official government authority.

**excess**

the deduction we will make from the amount otherwise payable for each claimable incident or event.

**financial default**

insolvency, bankruptcy, provisional liquidation, financial collapse, appointment of receivers, or any other form of insolvency administration or the happening of anything of a similar nature under the laws of any jurisdiction.

<b>funeral expenses</b>	the costs charged by a funeral director for arranging a funeral service and by a cemetery for a burial or a crematorium for a cremation. It does not include the cost of memorialisation or any other costs.
<b>home</b>	the place where you normally live in Australia.
<b>Group Policy</b>	an insurance policy on the terms and conditions set out in this booklet, issued by Allianz Global Assistance on behalf of the Insurer Allianz to ANZ, under which the Insurer does, by operation of section 48 of the <i>Insurance Contracts Act</i> , provide insurance cover benefits for holders of an ANZ issued credit card as third party beneficiaries (as that term is defined in the <i>Insurance Contracts Act</i> ).
<b>hospital</b>	an established hospital registered under any legislation that applies to it, that provides in-patient medical care. It does not include any institution used primarily as a nursing or convalescent home, or a place for the treatment of alcoholism, drug addiction or substance addiction.
<b>income</b>	the amount of money you earn from your employment in a trade, business, profession or occupation after the deduction of income tax.
<b>injure injured injury</b>	bodily injury caused solely and directly by violent, accidental, visible and external means, which happens at a definite time and place during the period of cover available and does not result from any illness, sickness or disease.
<b>journey</b>	travel which begins when you leave home or your place of business to commence your travel and ends when you arrive back home or at a hospital or nursing home in Australia (if you are evacuated or repatriated), whichever happens earlier.

<b>medical adviser</b>	a doctor, a clinical psychologist or a dentist, who is not you, your travel companion or a relative or an employee of you, your travel companion or a relative, holding the necessary certification for the country in which they are currently practicing and qualified to give the diagnosis being provided.
<b>medical expenses</b>	reasonable expenses incurred for: <ul style="list-style-type: none"> <li>• medical, paramedical or surgical treatment and other treatment given or prescribed by a medical adviser; or</li> <li>• ambulance or hospital charges; or</li> <li>• dental treatment arising as a result of an injury.</li> </ul>
<b>mental illness</b>	any illness, condition or disorder listed in the current edition of the Diagnostic and Statistical Manual of Mental Disorders (Used by clinicians and psychiatrists to diagnose psychiatric illnesses. Consult your medical advisor for more information).
<b>motorcycle</b>	any two-wheeled or three-wheeled motor vehicle.
<b>natural disaster</b>	any event or force of nature that has catastrophic consequences, such as avalanche, earthquake, flood, bush fire, hurricane, tornado, cyclone, tsunami and volcanic eruption, but not epidemics or pandemics.
<b>overseas</b>	outside of Australia and its territories, and includes when you are aboard a foreign registered cruise vessel in Australian territorial waters.
<b>pandemic</b>	an epidemic that spreads to multiple countries, continents, or worldwide, that is recognised or referred to as a pandemic by a representative of the World Health Organisation (WHO) or an official government authority.
<b>permanent disability</b>	permanent loss of all the sight in one or both eyes, or the use of a hand at or above the wrist or a foot at or above the ankle.

**pre-existing medical condition**

a condition of which a reasonable person in the circumstances, should have been aware at the time eligibility for the cover available was met, including:

- any dental condition; or
- any physical condition; or
- pregnancy; or
- any lifelong illness; or
- any chronic illness; or
- any mental illness; or
- any current or previously treated cancer, or

any condition which, in the last two years:

- was treated by surgery (including day surgery); or
- required regular medication; or
- required on-going treatment; or
- was referred to a specialist medical adviser; or
- had regular reviews or check-ups; or
- caused admission to hospital; or
- was treated at a hospital emergency department or out-patient clinic.

**quad bike**

a motorised vehicle designed to travel on four or more wheels, having a seat straddled by the operator and handlebars for steering control.

**reasonable**

- for medical expenses, the standard level given in the country you are in not exceeding the level you would normally receive in Australia;
- for other covered expenses, a level comparable to those you have booked for the rest of your journey; or
- reasonable, having regard to the circumstances.

**Reciprocal Health Care Agreement**

an agreement between the Government of Australia and the government of another country where Australian residents are provided with subsidised essential medical treatment. (Please visit [www.dfat.gov.au](http://www.dfat.gov.au) for details of Reciprocal Health Care Agreements with Australia).

<b>relative</b>	<ul style="list-style-type: none"> <li>• spouse, fiance, fiancée;</li> <li>• parent, parent-in-law; step parent, guardian; grandparent;</li> <li>• child, grandchild, step child, foster child, ward;</li> <li>• brother, half brother, step brother, brother-in-law, sister, half sister, step sister, sister-in-law;</li> <li>• daughter-in-law, son-in-law; or</li> <li>• uncle, aunt, niece, nephew.</li> </ul> <p>Relative does not include any other person.</p>
<b>rental vehicle</b>	a campervan/motorhome that does not exceed 4.5 tonnes, a sedan, coupe, hatchback, station-wagon, SUV, four wheel drive or mini bus/people mover rented from a licensed motor vehicle rental company or agency. Rental vehicle does not include any other vehicle irrespective of type or weight.
<b>return domestic flight ticket</b>	a flight ticket to and from a destination in Australia and its territories on a scheduled commercial passenger airline.
<b>return overseas travel ticket</b>	a ticket from Australia and return to Australia.
<b>sick, sickness</b>	a medical condition (including a mental illness), not being an injury, the signs or symptoms of which first occur or manifest during the period of cover available.
<b>special event</b>	a wedding, funeral, conference, 25th or 50th wedding anniversary, pre-paid sporting event, pre-paid concert, pre-paid cruise or pre-paid tour which before you left Australia you had planned to attend. Special event does not include any other event.
<b>sporting equipment</b>	equipment needed and used to participate in a particular sport and which can be carried about with you.
<b>transaction card</b>	a debit card, credit card or travel money card.

<b>transportation</b>	a commercial airline aircraft, vehicle, taxi, train, bus or short-haul ferry (but not a cruise ship) that is licensed or authorised to carry fare-paying passengers. Transportation does not include any other means of transport including light aircraft or hot air balloons (whether licensed or not) or hire vehicles under the control of the insured.
<b>travel companion</b>	a person with whom you made arrangements before the journey began, to travel with you for at least 50% of the period of cover available for your journey. Travel companion does not include any other person.
<b>unlimited</b>	there is no capped dollar sum insured. Refer to Part E - The Cover Available for the terms, conditions, exclusions, limits and applicable sub-limits that apply.
<b>valuables</b>	jewellery, watches, precious metals or semi-precious stones/precious stones and items made of or containing precious metals or semi-precious stones/precious stones, furs, binoculars, telescopes, computer games, any kind of photographic, audio, video, computer, television, fax and phone equipment (including mobile phones), tablets, MP3/4 players and PDAs.
<b>we, our, us</b>	Allianz Australia Insurance Limited, ABN 15 000 122 850, AFSL 234708 and its agent AWP Australia Pty Ltd, ABN 52 097 227 177, AFSL 245631 trading as Allianz Global Assistance.
<b>you, your, yourself</b>	cardholder or accountholder, if they are eligible for the cover available.

# INTERNATIONAL TRAVEL INSURANCE (FOR PERSONS AGED UNDER 81 YEARS)

## PART A - ELIGIBILITY FOR COVER

### WHO IS ELIGIBLE?

As a cardholder with an ANZ Business Black or ANZ Qantas Business Rewards Credit Card you are eligible for the cover available under this International Travel Insurance when you meet all of the following criteria:

1. your travel is undertaken on behalf of the accountholder for business purposes only and is authorised by the accountholder;
2. you reside in Australia or are the holder of a visa issued under the *Migration Act 1958* (Cth) which entitles you to residency;
3. before leaving Australia you spend at least \$250 on your prepaid travel costs (i.e. your travel costs that you pay for before leaving Australia) and you charge these costs (e.g. cost of your return overseas travel ticket; and/or airport/ departure taxes; and/or your prepaid overseas accommodation/ travel; and/or your other prepaid overseas itinerary items) to the accountholder's card account;
4. you have a return overseas travel ticket before leaving Australia; and
5. you are aged under 81 years at the time you become eligible for the cover available by meeting conditions 1 to 4 listed above.

If a card other than your card was used to pay for your travel arrangements you must prove that at least \$250 of your prepaid travel costs (excluding the value of award or loyalty points used) was debited to the accountholder's card account prior to the commencement of your journey.

## PART B - PERIOD OF COVER

If you have met all the criteria listed under Part A - Eligibility for Cover before leaving Australia, the following maximum period of cover is available for your journey.

### Period of Cover

Up to 21 consecutive days for cardholders from the start date of your journey commenced by leaving your home or place of business

The maximum period of cover available for your journey cannot be extended by you.

The period of cover available under Section 2.1 Cancellation begins on the date you become eligible by meeting the criteria set out in Part A - Eligibility for Cover.

Provided you meet the eligibility criteria set out in Part A - Eligibility for Cover, the period of cover available for all other insured events commences when you leave your home or business to start your journey or on the departure date shown on your return overseas travel ticket, whichever occurs later.

Cover available under all sections ends when the first of the following occurs:

- when you return to your home; or
- when you arrive at a hospital or nursing home in Australia (if you are evacuated or repatriated); or
- at midnight on the date when you are due to return to your home as shown on your return overseas travel ticket; or
- 21 consecutive days after the date of departure shown on your return overseas travel ticket; or
- when you cancel your return overseas travel ticket.

If you have a return overseas travel ticket and during your period of cover your return to Australia is delayed because of a covered event, or because your scheduled means of transport is delayed for reasons beyond your control, the period of cover available will automatically be extended by us:

- for up to four consecutive weeks; or
- for up to 12 consecutive months from the date of your departure if you are under the care of a medical adviser overseas who certifies in writing that you are incapable of travel at the end of the additional 21 consecutive days; or
- until you are fit to return to your home.

## PART C - BENEFITS LIMITS

The table below sets out the amounts and maximum limits of what we will pay under each section of International Travel Insurance. All limits and sub-limits in the table are shown in Australian dollars.

The cover available is outlined in Part E and is subject to the applicable terms, conditions, limits, sub-limits and exclusions.

~Where used, the term 'Unlimited' means there is no capped dollar sum insured Refer to Part E - The Cover Available for the terms, conditions, exclusions, limits and applicable sub-limits that apply.

All costs and expenses claimed must be necessary and reasonable.

Section	Limit
1.1 Overseas Emergency Assistance	Unlimited~
1.2 Overseas Emergency Medical	Unlimited~
1.3 Overseas Emergency Dental (spontaneous toothache)	Up to a maximum total limit of \$2,000
1.4 Evacuation & Repatriation	Unlimited~
1.5 Hospital Cash Allowance	\$75 per person per day up to a maximum total limit of \$8,000
1.6 Accidental Death	\$50,000
1.7 Funeral Expenses	Up to a maximum total limit of \$25,000
1.8 Loss of Income	Your verified income per week, up to a maximum total limit of \$10,000
1.9 Assault requiring Hospital Admission	Up to a maximum total limit of \$500
1.10 Permanent Disability	Up to a maximum total limit of \$50,000
2.1 Cancellation	Up to a maximum total limit of \$20,000 except:
2.1.1b) Travel agents cancellation fees	Up to \$2,000 or the level of commission or service fee earned on the booking by the travel agent, whichever is the lesser.

Section	Limit
2.1.1d) Rescheduling your journey	<p>Up to \$75 per day, up to a maximum total limit of \$500 for reasonable additional meal costs.</p> <p>Up to a maximum total limit of \$250 for reasonable internet use and telephone expenses to reschedule your journey.</p>
2.2 Withdrawal of Services	Up to \$50 per 24 consecutive hours, up to a maximum total limit of \$500.
3.1 Additional Expenses	Unlimited~
3.2 Travel Delay Expenses	Up to \$50 for meals and \$250 for accommodation per 24 consecutive hours, up to a maximum total limit of \$2,000.
3.3 Alternative Transport Expenses	Up to a maximum total limit of \$2,000.
3.4 Return Home & Resumption of Journey following the Death of a Relative	Up to a maximum total limit of \$3,000.
3.5 Domestic Pets	Up to a maximum total limit of \$500.
3.6 Emergency Accommodation due to Terrorism	Up to \$300 per day, up to a maximum total limit of \$3,000.
3.7 Hijack	Unlimited~
3.8 Personal Safety Evacuation	Unlimited~
4.1 Luggage	Up to a maximum total limit of \$12,000, subject to the following limits:
4.1.1a) Stolen, accidentally damaged or permanently lost covered items	Up to \$4,000 per item for computers, cameras and video cameras (including when it is a business item)

Section	Limit
	Up to \$450 for any other business item, up to a maximum total limit of \$1,200 Up to \$1,000 per item for any other covered item, including business and personal mobile phones
4.1.1b) Covered items left in a vehicle during daylight hours	Up to a maximum total limit of \$5,000
4.1.1c) Valuables left in a vehicle or checked-in luggage	No cover available, except for the items described in the circumstances under 4.1.1c) which is limited to the maximum item limits in 4.1.1a)
<b>4.2 Travel Documents, Transaction Cards &amp; Travellers Cheques</b>	
4.2.1a) Reissue or replacement cost	Up to a maximum total limit of \$3,000
4.2.1b) Fraudulent use	Up to a maximum total limit of \$3,000
<b>4.3 Luggage Delay</b>	Up to \$500 after a delay of 10 consecutive hours, and an additional \$1,000 after a delay of 72 consecutive hours, up to a maximum total limit of \$1,500.
<b>4.4 Replacement Sporting Equipment</b>	Up to a maximum total limit of \$200
<b>5.1 Rental Vehicle Excess</b>	
5.1.1a) Rental vehicle damage or theft	Up to a maximum total limit of \$5,000
5.1.1b) Return of rental vehicle	Up to a maximum total limit of \$750
<b>6.1 Personal Liability</b>	Up to a maximum total limit of \$3,000,000 per event
<b>6.2 Legal Expenses</b>	Up to a maximum total limit of \$15,000

## PART D - EXCESSES AND GENERAL EXCLUSIONS

### EXCESSES - WHAT YOU CONTRIBUTE TO A CLAIM

You must pay the following excess amounts for each claim made under the following covers even if a number of claims are submitted on the one claim form. However If you make more than one claim as the result of a single event, the highest excess will apply but will only apply once.

Section	Excess amount
1.1 Overseas Emergency Assistance	Nil
1.2 Overseas Emergency Medical	\$350
1.3 Overseas Emergency Dental (spontaneous toothache)	\$350
1.4 Evacuation & Repatriation	\$350
1.5 Hospital Cash Allowance	Nil
1.6 Accidental Death	Nil
1.7 Funeral Expenses	Nil
1.8 Loss of Income	Nil
1.9 Assault requiring Hospital Admission	Nil
1.10 Permanent Disability	Nil
2.1 Cancellation	\$350
2.2 Withdrawal of Services	Nil
3.1 Additional Expenses	\$350
3.2 Travel Delay Expenses	Nil
3.3 Alternative Transport Expenses	Nil
3.4 Return Home & Resumption of Journey following the Death of a Relative	Nil
3.5 Domestic Pets	Nil
3.6 Emergency Accommodation due to Terrorism	Nil
3.7 Hijack	Nil

3.8	Personal Safety Evacuation	Nil
4.1	Luggage	\$350
4.2	Travel Documents, Transaction Cards & Travellers Cheques	Nil
4.3	Luggage Delay	Nil
4.4	Replacement Sporting Equipment	Nil
5.1	Rental Vehicle Excess	Nil
6.1	Personal Liability	Nil
6.2	Legal Expenses	Nil

## GENERAL EXCLUSIONS

The general exclusions below set out what is not covered. You should read each section as they contain specific exclusions that also apply. To the extent permitted by law, we do not cover you for any loss, damage or expense arising from, caused by, or in any way related to:

1. your loss of enjoyment; loss of opportunity; loss of revenue; loss of profits or loss of goodwill;
2. you booking or taking travel against medical advice, travel for the purpose of getting medical treatment or advice, or travel taken after a medical adviser informs you that you are terminally ill;
3. your intentional self harm or your suicide or your attempted suicide;
4. your intoxication or the effect of or your chronic use of alcohol or drugs or any transmissible disease as a result of giving or taking a drug, unless the use of the drug is supervised by a medical adviser;
5. any expense arising:
  - from regular or routine antenatal care
  - from childbirth at any gestation (except when arising from an injury or sickness);
  - from care of a newborn child;
  - after the end of the 26<sup>th</sup> week of your pregnancy (the 26<sup>th</sup> week of your pregnancy is calculated based on your estimated date of delivery as confirmed in writing by your obstetrician);
  - from pregnancy related sickness if you have had complications in your pregnancy before you became eligible for cover;

6. your claim arises because you did not follow an advice or warning that a reasonable person would have been aware of:
  - by the Australian government (when a 'Reconsider your need to travel' or 'Do not travel' alert is in place), which can be found on [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au); or
  - which was published in a reliable mass media source.
7. your travel in any air supported device other than as a passenger in:
  - a fully licensed aircraft operated by an airline or charter company; or
  - a regulated or licensed hot air balloon;
8. your participation in any dangerous activities or your exposure of yourself to danger during your journey unless in an attempt to preserve your life or the life of another person, and includes but is not limited to activities such as:
  - scuba diving unless you hold an open water diving certificate or are diving with a qualified and registered diving instructor;
  - mountaineering or rock climbing requiring the use of ropes and/or climbing equipment, racing (other than amateur racing on foot), white water rafting, white water boating, abseiling, parasailing, skydiving, hang gliding, base jumping, bungee jumping, pot holing, canyoning, caving, fire walking, running with the bulls, rodeo riding, polo playing, hunting, shooting, archery, tobogganing, water skiing, jet skiing, off-piste snow skiing, off-piste snowboarding, snowmobiling or any other similar activity;
  - any kind of training for, coaching or competing in any sporting event where you are entitled to receive, or are eligible to receive, an appearance fee, wage, salary or prize money in excess of \$1,000; and
  - quad bike or motorcycle riding during your journey unless it involves you only driving a motorcycle, with an engine capacity of 200cc or less, for which you hold a valid motorcycle licence in Australia or a licence valid for the country you are travelling in if your Australian licence is not recognised in that country;
9. illegal or criminal acts by you or any other person acting with your consent or under your direction;
10. your participation as a crew member or pilot of any transportation;

11. your or your travel companion's failure to obtain a visa, a passport or a passport with a required minimum remaining validity;
12. the injury, illness or death of any person who is aged 81 years or over at the time you become eligible for cover under International Travel Insurance;
13. any interference with your travel plans by any government, government regulation or prohibition or intervention or official authority;
14. arising from changes in currency rates;
15. your failure to take reasonable care;
16. any epidemic or pandemic, unless your claim relates to you or your travel companion being positively diagnosed as suffering a sickness recognised as an epidemic or pandemic and cover is expressly included in the following sections:
  - 1.1 Overseas Emergency Assistance
  - 1.2 Overseas Emergency Medical
  - 1.4 Evacuation & Repatriation
  - 2.1 Cancellation
  - 3.1 Additional Expenses;
17. any act of war, whether war is declared or not, or from any rebellion, revolution, insurrection or taking of power by the military;
18. a nuclear reaction or contamination from nuclear weapons or radioactivity;
19. biological and/or chemical materials, substances, compounds or the like used directly or indirectly for the purpose of harming or to destroy human life and/or create public fear;
20. any payment which would violate any applicable trade or economic sanctions, law or regulation.

## **PART E - THE COVER AVAILABLE**

### **EPIDEMICS AND PANDEMICS (SUCH AS COVID-19)**

If, during the period of cover available, you are positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19, cover is available to you under the following sections:

- 1.1 Overseas Emergency Assistance
- 1.2 Overseas Emergency Medical
- 1.4 Evacuation & Repatriation
- 2.1 Cancellation
- 3.1 Additional Expenses

If your travel companion is positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19, which impacts your journey, cover is available to you under the following sections:

- 2.1 Cancellation
- 3.1 Additional Expenses

Terms, conditions, exclusions, limits and applicable sub-limits apply. Please refer to Part D - General Exclusions and the exclusions set out in each of the above sections.

For example, you will not be covered if you are positively diagnosed as suffering a sickness recognised as an epidemic or pandemic while travelling against an advice or warning issued by an Australian government and you did not take reasonable care to avoid contracting the sickness (for example by delaying travel to the country or part of the country referred to in the warning), refer to General Exclusions 6 and 15 in Part D for more information. Please note, this also applies even if the Australian government has given you permission to travel or you fall under a specific exemption where there is otherwise a travel ban in place that prohibits you from travelling.

For all other sections and any other claim arising from, or related to, epidemics or pandemics, there is no cover.

### **PRE-EXISTING MEDICAL CONDITIONS**

Please ensure that you read the definition of pre-existing medical condition in the section headed Definitions.

No cover is available for any claims arising from, related to or associated with, your pre-existing medical condition unless:

- a] Allianz Global Assistance has confirmed in writing to you that the pre-existing medical condition causing your claim is covered by the Group Policy; or

b) the pre-existing medical condition meets the requirements set out under the heading Pre-Existing Medical Conditions That We May Cover (Some Restrictions Apply).

If you have a pre-existing medical condition that is not covered, we will not pay any claims arising from, related to or associated with that condition. This means that you may have to pay for an overseas medical emergency and any associated costs, which can be prohibitive in some countries.

Before going overseas, you can apply for assessment of whether your pre-existing medical condition is covered by the Group Policy over the phone, by using the contact details shown on the inside front cover of this booklet.

During assessment you must answer all of our questions honestly and truthfully. If you do not answer all of our questions honestly and truthfully, your pre-existing medical condition may not be covered by the Group Policy and any confirmation of cover issued may be invalid.

If after assessment, Allianz Global Assistance confirm to you that your pre-existing medical condition is covered by the Group Policy, you will need to pay an administration fee of \$75 for assessment by phone. After payment of any required administration fee, Allianz Global Assistance will send you written confirmation (for the period of cover available) if your pre-existing medical condition is covered by the Group Policy.

This International Travel Insurance does not cover any claim arising from the pre-existing medical conditions of your relatives, travel companion or any other person.

The pre-existing medical conditions listed in the following table are covered under this International Travel Insurance without assessment, provided the pre-existing medical condition you have meets the specified requirements that must be met.

### **PRE-EXISTING MEDICAL CONDITIONS THAT WE MAY COVER (SOME RESTRICTIONS APPLY)**

If your condition is listed below, cover is provided by the Group Policy, however you will need to apply for confirmation that your condition is covered if:

- your condition is unstable; or
- you are awaiting treatment; or
- you are on a hospital waiting list; or
- you are awaiting results of medical tests; or
- you are awaiting results of investigations.

## Conditions

- Acne
- Allergies
- Anaemia
- Asthma, but not if:
  - a] you are over 60 years of age, or
  - b] in the 12 months before you became eligible for cover for your journey, you required cortisone medication (except cortisone medication taken by inhaler or puffer), or you were hospitalised because of your asthma (including as an outpatient).
- Bell's palsy
- Benign breast cysts
- Bunions
- Carpal tunnel syndrome
- Cataracts
- Coeliac disease
- Congenital blindness/congenital deafness
- Diabetes mellitus (types 1 and 2) but not if you:
  - a] were diagnosed in the 12 months before you became eligible for cover for your journey; or
  - b] have any known cardiovascular, hypertensive, vascular disease, or any related kidney, eye or neuropathy complications.
- Ear grommets
- Epilepsy, but not if in the 12 months before you became eligible for cover, you:
  - a] had a seizure; or
  - b] require more than one 1 anti-seizure medication;
- Goitre, hypothyroidism, Hashimotos disease, Graves disease
- Gout
- Hiatus hernia/gastro-oesophageal reflux disease, Peptic ulcer disease
- High blood pressure (Hypertension)
- High cholesterol (Hypercholesterolaemia)
- High lipids (Hyperlipidaemia)
- Insulin resistance or impaired glucose tolerance
- Incontinence
- Menopause

- Migraines but not if you have been hospitalised because of your migraines in the 12 months before you became eligible for cover for your journey.
- Nocturnal cramps
- Osteoporosis, but not if you:
  - a] have ever fractured a bone;
  - b] require more than one medication for this condition; or
  - c] suffer any back pain.
- Plantar fasciitis
- Raynaud's disease
- Trigeminal neuralgia
- Trigger finger
- Routine screening tests where no underlying disease has been detected

## PREGNANCY

This International Travel Insurance may not be adequate for your needs if you are planning to travel beyond the 26th week of your pregnancy.

No cover is available for a child born during the period of cover available for your journey unless as a consequence of an injury or sickness (occurring during the period of cover available).

If you are pregnant when you become eligible for cover, your pregnancy will be defined as a pre-existing medical condition however, any complications of your pregnancy arising from injury or sickness occurring after you became eligible will be covered by the Group Policy issued to ANZ except if you have had complications in your pregnancy before you became eligible for the cover available.

If you fall pregnant after you become eligible, you will be entitled to the cover available arising from any complications of your pregnancy caused by injury or sickness.

No cover is available for:

- antenatal care;
- childbirth at any gestation (except when arising from an injury or sickness);
- care of a newborn child;
- any expenses related to your pregnancy arising after the end of the 26th week of your pregnancy (the 26th week of your pregnancy is calculated based on your estimated date of delivery as confirmed in writing by your obstetrician);
- pregnancy related sickness if you have had complications in your pregnancy before you became eligible for cover.

These provisions apply whether you fall pregnant naturally or as a result of medical assistance (such as, through IVF treatment).

Any pregnancy related expenses incurred during your journey after the end of the 26th week of your pregnancy will not be covered by this insurance.

As a guide to the cover available for pregnancy under the Group Policy issued to ANZ, including limitations and restrictions, please read through the table below.

Your pregnancy	Outcome
<p>a) <b>You are not yet pregnant however, you are attempting to become pregnant or are undergoing fertility treatment.</b></p>	<p>If you become pregnant cover is available for any complication arising from an injury or sickness. No cover is available for the course of any treatment you are undergoing at the time your journey commences.</p>
<p>b) <b>You will require antenatal care during the period of cover available for your journey.</b></p>	<p>No cover is available for antenatal care.</p>
<p>c) <b>You are pregnant and are undergoing a course of treatment at the time your journey begins.</b></p>	<p>No cover is available for the course of treatment you are undergoing at the time your journey commences. Cover is available, for medical expenses arising out of an injury. Cover is available for complications arising from sickness but not if you have had complications in your pregnancy before you became eligible for the cover available.</p>
<p>d) <b>You are injured or become sick during your journey and give birth as a consequence.</b></p>	<p>Cover is available for medical expenses incurred for the treatment of your injury or sickness and the childbirth occurring as a consequence of the injury or sickness. However, no cover is available for complications arising from sickness or a childbirth resulting from sickness if you have had complications in your pregnancy before you became eligible for the cover available.</p>

Your pregnancy	Outcome
e] <b>You give birth naturally during the period of cover available for your journey.</b>	No cover is available either for the childbirth or care of the newborn child.
f] <b>You travel beyond 26 weeks gestation and give birth while you are still overseas.</b>	No cover is available for the childbirth, care of the newborn child or any expenses related to your pregnancy.

## EMERGENCY AND MEDICAL SERVICES WHILE OVERSEAS

In the event of an emergency overseas, simply call Allianz Global Assistance at any time using the 24-hour emergency assistance number shown on the inside front cover of this booklet . Please note, additional charges may apply for any calls made from mobiles, public telephones or hotel rooms.

Allianz Global Assistance's team of medical professionals is only a phone call away and is available to you 24 hours a day, 7 days a week for advice and assistance in the event of a medical emergency and any associated problems which occur outside Australia.

Allianz Global Assistance has access to a worldwide team of skilled doctors and medical professionals and provides the following services:

- Access to medical advisers for emergency assistance and advice;
- Emergency transportation to the nearest suitable hospital;
- Emergency evacuation, if necessary;
- If requested by you, your family in Australia will be advised of your medical condition and be kept informed of the situation;
- Payment guarantees to hospitals for reasonable medical expenses and cover verification;
- Second opinions on medical matters;
- Urgent message service and emergency travel planning.

## TRAVELLING OVERSEAS

You do not have to tell us or ANZ that you will be travelling. Provided you meet the eligibility criteria (see Part A - Eligibility for Cover) and comply with the terms and conditions of this insurance, you will be entitled to the benefits of the cover available.

In the event of an emergency overseas, contact Allianz Global Assistance using the contact details shown on the inside front cover of this booklet. Allianz Global Assistance are available 24 hours a day, seven days a week.

You must take all reasonable steps to prevent or minimise loss.

You must take all reasonable precautions to safeguard your belongings. For example, leaving your belongings unsupervised, leaving them behind or walking away from them in a place the public has access to encourages theft and are not reasonable precautions.

You must take all reasonable steps to safeguard your own safety and follow the advice and heed the warnings of any government or government agency and any official body and heed warnings broadcast in the mass media.

You should take this booklet with you when travelling overseas as it contains important phone numbers and details of the cover available, together with copies of your card account statement to establish that you gained your eligibility for cover in accordance with the criteria set out in the section headed Part A - Eligibility for Cover.

In the event you wish to make a claim under the cover available (especially if claiming whilst overseas), it will be necessary for you or your agents to confirm to Allianz Global Assistance or its agents that the eligibility criteria was met as previously outlined. Without this information, a claim may be delayed and it may not be possible for Allianz Global Assistance or its agents to give approval for overseas medical attention or assistance.

## SECTION 1.1 OVERSEAS EMERGENCY ASSISTANCE

Allianz Global Assistance will help you with any overseas emergency (also see Emergency and Medical Services while Overseas).

You may contact Allianz Global Assistance 24 hours a day, 7 days a week.

### 1.1.1 Allianz Global Assistance will arrange

If while overseas, during the period of cover available, you injure yourself or become sick (including if you are positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19), provided the relevant injury or sickness is covered by the Group Policy, Allianz Global Assistance will arrange for the following assistance services:

- a] access to a medical adviser for emergency medical treatment while overseas;
- b] any messages which need to be passed on to your family or employer in the case of an emergency;
- c] provision of any written guarantees for payment under Section 1.2 - Overseas Emergency Medical of medical expenses incurred while overseas;
- d] provision of any written guarantees for payment under Section 1.4 - Evacuation & Repatriation of reasonable expenses for your medical transfer or evacuation to the nearest hospital overseas for emergency medical treatment or to be brought back to your home with appropriate medical supervision; and
- e] advice and assistance with emergency travel planning.

### 1.1.2 What we exclude

To the extent permitted by law, we will not be responsible for costs and expenses that you would not have incurred had you followed reasonable medical advice. This includes any subsequent medical, hospital or evacuation expenses incurred when you did not follow the reasonable medical advice.

## SECTION 1.2 OVERSEAS EMERGENCY MEDICAL

### 1.2.1 What we cover

#### Overseas medical expenses due to covered injury or sickness

- a) If you injure yourself overseas or become sick (including if you are positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19) while overseas, during the period of cover available for your journey, we will reimburse the reasonable medical expenses you incur until you get back to Australia provided that the relevant injury or sickness is covered by this insurance. The medical expenses must have been for treatment given or prescribed by a medical adviser.

You should make every reasonable effort to keep your medical expenses to a minimum.

#### Overseas medical expenses due to covered pre-existing medical condition

- b) If, while overseas during the period of cover available for your journey, you require medical or hospital treatment for a pre-existing medical condition:
- that Allianz Global Assistance has confirmed in writing is covered by the Group Policy; or
  - for which cover is available as specified in the section headed Pre-Existing Medical Conditions,

we will reimburse you for the medical expenses for treatment given or prescribed by a medical adviser, except for the cost of medication you were on or the cost of a course of treatment you were receiving at the time your journey began.

You should make every reasonable effort to keep your medical expenses to a minimum.

If you are prevented from returning home because of a sickness, injury or pre-existing medical condition that is covered, we will only pay for medical expenses incurred during the 12 consecutive month period after the sickness was first diagnosed or the injury happened or the pre-existing medical condition we agreed to cover required treatment.

If, after assessment of your claim, the reasonable medical advice is that you should return to Australia for treatment and you do not agree to do so, we will pay you an amount up to the limit shown in Part C - Benefit Limits - 1.2 Overseas Emergency Medical, which we reasonably consider to be equivalent to:

- your medical expenses incurred overseas to the date Allianz Global Assistance advise you to return to your home; plus

- the reasonable amount it would cost us to return you to your home; plus
- the non-refundable portion of unused travel and accommodation arrangements you would have incurred had you followed the advice of Allianz Global Assistance.

You will then be responsible for any ongoing or additional costs relating to or arising out of the event you have claimed for.

### **1.2.2 What we exclude**

To the extent permitted by law, we will not pay for medical expenses:

- a] that you would not have incurred had you followed the advice of Allianz Global Assistance;
- b] if you have received care under a Reciprocal Health Care Agreement;
- c] relating to dental treatment involving the use of precious metals or for cosmetic dentistry;
- d] for dental treatment caused by or related to the deterioration and/or decay of teeth;
- e] for preventative dental treatment;
- f] any payment which would result in us contravening the *Health Insurance Act 1973* (Cth), the *Private Health Insurance Act 2007* (Cth) or the *National Health Act 1953* (Cth) or any other applicable legislation (whether in Australia or not).
- g] arising from a pre-existing medical condition of any person including you, your travel companion or a relative except:
  - if you satisfy the criteria as set out under the heading *Pre-Existing Medical Conditions That We May Cover (Some Restrictions Apply)*; or
  - as provided in your medical terms letter for your pre-existing medical condition if Allianz Global Assistance confirmed cover.
- h] when you have not notified Allianz Global Assistance as soon as practicable of your admittance to hospital;
- i] incurred after two consecutive weeks treatment by a chiropractor, physiotherapist or dentist, unless approved by Allianz Global Assistance.

## **SECTION 1.3 OVERSEAS EMERGENCY DENTAL (SPONTANEOUS TOOTHACHE)**

### **1.3.1 What we cover**

If during the period of cover available for your journey, you suffer sudden and acute pain (spontaneous toothache) to natural teeth that is not an injury or sickness covered under Section 1.2 - Overseas Emergency Medical, we will cover you for the cost of necessary emergency dental treatment to treat the sudden and acute pain, up to the limit specified in Part C - Benefit Limits - 1.3 Overseas Emergency Dental (Spontaneous Toothache).

### **1.3.2 What we exclude**

To the extent permitted by law, we will not pay for expenses:

- a) if you have received care under a Reciprocal Health Care Agreement;
- b) relating to dental treatment involving the use of precious metals or for cosmetic dentistry;
- c) for dental treatment caused by or related to the deterioration and/or decay of teeth;
- d) for preventative dental treatment; or
- e) arising from a pre-existing medical condition.

## **SECTION 1.4 EVACUATION & REPATRIATION**

### **1.4.1 What we cover**

If while overseas during the period of cover available for your journey, you injure yourself, or become sick (including if you are positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19), or require treatment for a pre-existing medical condition and the relevant injury, or sickness, or pre-existing medical condition is covered by this insurance, we will pay the reasonable cost of your medical transfer or evacuation if you must be transported to the nearest hospital for emergency medical treatment overseas or be brought back to your home on the written advice of a medical adviser.

### **1.4.2 What we exclude**

To the extent permitted by law, we will not pay for any expenses for medical evacuation or repatriation unless it has been first approved by Allianz Global Assistance. Please contact Allianz Global Assistance to confirm approval for these costs.

## SECTION 1.5 HOSPITAL CASH ALLOWANCE

### 1.5.1 What we cover

If during the period of cover available for your journey, you are admitted to hospital overseas for a continuous period of more than 48 consecutive hours as a result of an injury or sickness, then we will pay you the benefit specified in Part C - Benefit Limits - 1.5 Hospital Cash Allowance for each day in excess of 48 consecutive hours that you continue to be an hospital inpatient.

### 1.5.2 What we exclude

To the extent permitted by law we will not pay if you cannot claim for medical expenses connected with the hospital admission under Section 1.2 Overseas Emergency Medical.

## SECTION 1.6 ACCIDENTAL DEATH

### 1.6.1 What we cover

If, during the period of cover available for your journey;

- a) you are injured and you die because of that injury within 12 consecutive months of the injury; or
- b) something you are travelling on or in disappears, sinks or crashes and your body is not found within 12 consecutive months and you are presumed dead,

we will pay the benefit specified in Part C - Benefit Limits - 1.6 Accidental Death, to your estate.

## SECTION 1.7 FUNERAL EXPENSES

### 1.7.1 What we cover

If during the period of cover available for your journey you die from a cause that is not excluded, we will pay for your reasonable funeral expenses incurred overseas or the reasonable cost of bringing your remains back to your home. The maximum amount we will pay is specified in Part C - Benefit Limits - 1.7 Funeral Expenses.

### 1.7.2 What we exclude

To the extent permitted by law, we will not pay for any expenses, or any costs incurred in Australia except the reasonable cost of transporting your remains from the inbound port or airport to your home or nominated funeral home. Please contact Allianz Global Assistance to confirm approval for these costs.

## SECTION 1.8 LOSS OF INCOME

### 1.8.1 What we cover

If you are a cardholder and during the period of cover available for your journey, you suffer an injury requiring medical treatment overseas, and:

- a) because of the injury you become disabled; and
- b) the disablement continues for more than 30 consecutive days from the date of your return to your home; and
- c) you are under the regular care of and acting in accordance with the instructions or advice of a medical adviser who certifies in writing that the disablement prevents you from gainful employment; and
- d) as a result you lose all your income,

then we will pay your verified income per week up to the maximum total limit shown in Part C - Benefit Limits - 1.8 Loss of Income, starting from the 31st consecutive day after your return to your home.

## SECTION 1.9 ASSAULT REQUIRING HOSPITAL ADMISSION

### 1.9.1 What we cover

If during the period of cover available for your journey, you suffer an injury resulting from you being assaulted which requires your hospital admission as an inpatient for treatment we will pay you the benefit specified in Part C- Benefit Limits - 1.9 Assault Requiring Hospital Admission.

#### Conditions

If you want to claim under the cover available, you should provide us with written advice from your treating medical adviser specifying the nature of your injury; and a police report detailing the circumstances of the assault as this may be the easiest way to provide proof of your claim.

## SECTION 1.10 PERMANENT DISABILITY

### 1.10.1 What we cover

We will pay you the benefit amount specified in Part C - Benefit Limits - 1.10 Permanent Disability if you suffer an injury during the period of cover available for your journey:

- that causes you permanent disability within 12 consecutive months of the occurrence of the injury; and

- your permanent disability continues for at least 12 consecutive months; and
- at the expiry of 12 consecutive months is, in the opinion of an appropriate medical advisor, beyond hope of improvement.

## SECTION 2.1 CANCELLATION

### 2.1.1 What we cover

If, during the period of cover available, your journey is cancelled, disrupted or rescheduled because of circumstances that were not expected or intended by you and are outside of your control (including if you or your travel companion are positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19, which reasonably prevents you from travelling), we will reimburse you:

#### Unused travel and accommodation arrangements

- a) The non-refundable portion of unused travel and accommodation arrangements scheduled to be used during the period of cover available for your journey, that you have paid in advance of cancellation or disruption and cannot recover in any other way, limited to the maximum total limit specified in Part C - Benefit Limits - 2.1 Cancellation.

#### Travel agent's fees

- b) Your travel agent's cancellation fees and any commission or service fees retained by your travel agent, limited to the amount of commission or service fees that your travel agent would have earned had your journey not been cancelled or the amount specified in Part C - Benefit Limits - 2.1.1a) Travel agent's fees, whichever is the lesser.

#### Frequent flyer, airmiles, loyalty points & vouchers

- c) For the value of frequent flyer points, air miles, loyalty card points, redeemable vouchers or other similar schemes lost by you as a result of cancelling the services paid for or obtained with those points, air miles, vouchers or schemes, but only if you cannot recover your loss in any other way.

We calculate the amount we pay you, which is limited to the maximum total limit specified in Part C - Benefit Limits - 2.1 Cancellation, as follows:

- for frequent flyer points, air miles or loyalty card points:
  - the cost of an equivalent booking based on the same advance booking period as your original booking less any payment you made toward the booking, multiplied by
  - the total number of points or air miles lost,

- divided by the total number of points or air miles used to make the booking.
- for vouchers, the face value of the voucher. If there is no face value on the voucher we will pay the market value.

## Rescheduling your journey

d) Your reasonable costs of rescheduling your journey. The most we will pay for rescheduling your journey is the unrecoverable amount that would have been payable under sub-sections 2.1.1 a), b) and c) had your journey been cancelled. We will not pay a claim under sub-section 2.1.1d) in addition to a claim under sub-sections 2.1.1a), b) and c) for the same services/facilities.

If while on your journey, you have to reschedule your journey, we will also pay you up to the maximum total limit specified in Part C - Benefit Limits - 2.1.1d) Rescheduling your journey for your reasonable additional meal, internet and telephone costs necessary to rearrange your journey.

## Conditions

If you want to claim under the cover available, you should do the following as soon as possible after the happening of the unexpected event causing your claim:

- cancel any pre-arranged travel and accommodation scheduled to be used during the period of cover available for your journey that you are now unable to use; and
- recover any refund that you are entitled to.

If you think that you may have to cancel your journey or shorten your journey, you should tell us as soon as possible. For more information, see under the heading Claims or call the contact number shown on the inside front cover of this booklet.

If you fail to cancel your pre-arranged travel and accommodation arrangements and we are prejudiced by your delay or failure, we may reduce any amount payable by the amount of prejudice we have suffered.

If your claim is related to your fitness to travel, you should provide us with written confirmation from a medical adviser.

### 2.1.2 What we exclude

To the extent permitted by law we will not pay your claim if:

- a) you were aware, or a reasonable person in your circumstances would have been aware before you became eligible for the cover available, of any reason that may cause your journey to be cancelled, rescheduled or shortened;
- b) caused by you or your travel companion changing plans;
- c) arising from a pre-existing medical condition of any person including you, your travel companion or a relative except:

- if you satisfy the criteria as set out under the heading Pre-Existing Medical Conditions That We May Cover (Some Restrictions Apply); or
  - as provided in your medical terms letter for your pre-existing medical condition if Allianz Global Assistance confirmed cover.
- d] caused by financial default or financial collapse of a services provider with whom you make a booking or the financial default or financial collapse of any company, organisation or person with whom they deal;
- e] caused by an act of terrorism.

## SECTION 2.2 WITHDRAWAL OF SERVICES

### 2.2.1 WHAT WE COVER

If during the period of cover available for your journey:

- all electrical and water facilities in your room; or
- waiter service at meals; or
- kitchen services where no food is served; or
- all housekeeping services,

are withdrawn for 48 consecutive hours or more due to unforeseeable circumstances at the pre-paid accommodation that you are staying at during your journey, we will pay you the benefit amount specified in Part C - Benefit Limits - 2.2 Withdrawal of Services for each 24 consecutive hour period in excess of the initial 48 consecutive hour period that the facilities or services are withdrawn, up to the maximum total limit specified in Part C - Benefit Limits - 2.2 Withdrawal of Services.

#### **Conditions**

If you want to claim under the cover available, you should provide us with written confirmation from your pre-paid accommodation provider of the cause and length of time the facilities and/or services were withdrawn.

## SECTION 3.1 ADDITIONAL EXPENSES

### 3.1.1 What we cover

#### Additional travel & accommodation expenses due to your incapacity

- a) If you cannot continue your journey because of an injury or sickness (including if you are positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19) that is covered by this insurance, which occurs during the period of cover available for your journey and needs immediate treatment from a medical adviser, we will reimburse your reasonable additional accommodation and travel expenses.

#### Emergency travel & accommodation expenses for a necessary companion

- b) If during the period of cover available for your journey, you are admitted to hospital suffering from a life threatening or other serious condition covered by this insurance we will reimburse the reasonable travel and accommodation expenses for a relative or friend to travel to you, stay near you or escort you. The relative or friend must travel to you, stay near you or escort you on the written advice of your treating medical adviser and with the prior written approval of Allianz Global Assistance. Please contact Allianz Global Assistance for approval of these costs.

#### Additional travel & accommodation expenses due to your travel companion's incapacity

- c) If your travel companion cannot continue their journey because of an injury or sickness (including if your travel companion is positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19) which occurs during the period of cover available for your journey and which needs immediate treatment from a medical adviser, we will reimburse your reasonable additional accommodation and travel expenses for you to remain with your travel companion. Please contact Allianz Global Assistance for approval of these costs. No cover is available for a claim arising from any pre-existing medical condition of your travel companion.

#### Expenses due to your repatriation or evacuation home

- d) If during the period of cover available, you shorten your journey and return to your home due to a covered event on the advice of your treating medical adviser and with the approval of Allianz Global Assistance, we will reimburse the reasonable additional cost of your return to your home. We will only pay the cost of the fare class that you had planned to travel at and you must make use of any pre-arranged

return travel to your home. Please contact Allianz Global Assistance for approval of these costs.

### **Additional travel & accommodation expenses due to specified events**

- e] In addition, if during the period of cover available a disruption to your journey arises from:
- your scheduled or connecting transport is cancelled, delayed, rescheduled or diverted because of a strike, riot, hijack, civil protest, weather, natural disaster or accident affecting your mode of transport;
  - you unknowingly break any quarantine rule (but not a quarantine rule applying to an epidemic or pandemic);
  - you lose your passport, travel documents or transaction cards or they are stolen; or
  - your home being rendered uninhabitable by fire, explosion, earthquake or flood,

we will reimburse your reasonable additional travel and accommodation expenses. Please contact Allianz Global Assistance for approval of these costs.

Whenever claims are made by you under this section and Section 2.1 Cancellation for cancelled services/facilities or alternative arrangements for the same or similar services/facilities, we will pay for the higher of the two amounts, not both.

#### **3.1.2 What we exclude**

To the extent permitted by law, we will not pay your claim:

- a] if you were aware, or a reasonable person in your circumstances would have been aware, of any reason, before you became eligible for the period of cover available, that may cause your journey to be cancelled, disrupted or delayed;
- b] arising from a pre-existing medical condition of any person including you, your travel companion or a relative except:
  - if you satisfy the criteria as set out under the heading Pre-Existing Medical Conditions That We May Cover (Some Restrictions Apply); or
  - as provided in your medical terms letter for your pre-existing medical condition if Allianz Global Assistance confirmed cover.
- c] if you can claim your additional travel and accommodation expenses from anyone else;
- d] if caused by any service provider misappropriating your funds or failing to arrange or provide services for which you have paid;

- e) for cancellations, delays, rescheduling or diversions to your scheduled or connecting transport unless it is due to a strike, riot, hijack, civil protest, weather, natural disaster or accident affecting your mode of transport;
- f) if your claim arises directly or indirectly out of you operating a rental vehicle in violation of the rental agreement.

## **SECTION 3.2 TRAVEL DELAY EXPENSES**

### **3.2.1 What we cover**

If a delay to your journey, for at least 6 consecutive hours, arises from circumstances outside your control during the period of cover available, we will reimburse the cost of your reasonable additional meals and accommodation expenses. We will pay up to the amount specified in Part C - Benefit Limits - 3.2 Travel Delay Expenses at the end of the initial 6 consecutive hour period.

### **3.2.2 What we exclude**

We will not pay if a delay to your journey arises:

- a) from an act of terrorism; or
- b) due to the financial default or financial collapse of a services provider with whom you make a booking or the financial default or financial collapse of any company, organisation or person with whom they deal.

## **SECTION 3.3 ALTERNATIVE TRANSPORT EXPENSES**

### **3.3.1 What we cover**

If during the period of cover available for your journey, your journey is interrupted by any unforeseen and unexpected cause outside of your control and that means you would not arrive at a special event on time, we will pay your reasonable additional travel expenses up to the amount specified in Part C - Benefit Limits - 3.3 Alternative Transport Expenses to enable you to arrive on time.

### **3.3.2 What we exclude**

To the extent permitted by law, we will not pay if your scheduled transport is cancelled, delayed, shortened or diverted:

- a) due to an act of terrorism; or
- b) due to the financial default or financial collapse of a service provider with whom you make a booking or the financial default or financial collapse of any company, organisation or person with whom they deal.

## SECTION 3.4 RETURN HOME & RESUMPTION OF JOURNEY FOLLOWING THE DEATH OF A RELATIVE

### 3.4.1 What we cover

- a) If, during the period of cover available for your journey, your relative who is resident in Australia and who is aged under 80 years at the time you become eligible for cover dies unexpectedly or is hospitalised due to a serious illness, injury or sickness diagnosed while you are on your journey, we will reimburse the reasonable additional cost of your early return to your home. We will only pay the cost of the fare class you had planned to travel at. Please contact Allianz Global Assistance for approval of these costs.
- b) If during the period of cover available for your journey, you return to your home because:
- a relative of yours who is resident in Australia and who is aged under 80 years at the time you become eligible for cover dies unexpectedly or is hospitalised due to a serious illness, injury or sickness diagnosed while you are on your journey; and
  - it is possible for your journey to be resumed; and
  - there is more than 14 consecutive days or 25%, whichever is the greater, remaining of the period of cover available for your journey, as noted on your return overseas travel ticket; and
  - you resume your journey within 30 consecutive days of your return to your home,

we will reimburse you for airfares for you to return to the place you were when your journey was interrupted.

The most we will pay under this sub-section is up to the limit shown in Part C - Benefit Limits - 3.4 Return Home & Resumption of Journey following Death of a Relative.

### 3.4.2 What we exclude

We will not pay a claim under this section in addition to a claim under Section 2.1 Cancellation for the same or similar services. We will only pay the highest amount incurred by you, not both amounts.

## SECTION 3.5 DOMESTIC PETS

### 3.5.1 What we cover

If your return home is delayed beyond the end date of the period of cover available for your journey due to a covered event that is not expected or intended by you and is outside of your control, and you incur additional boarding kennel or boarding cattery fees for domestic dogs or cats owned by you, we will reimburse you for the additional fees you incur up to the limit per day specified in Part C - Benefit Limits - 3.5 Domestic Pets up to the maximum total limit specified in Part C - Benefit Limits - 3.5 Domestic Pets.

### 3.5.2 What we exclude

To the extent permitted by law we will not pay if your delay is due to an act of terrorism.

## SECTION 3.6 EMERGENCY ACCOMMODATION DUE TO TERRORISM

### 3.6.1 What we cover

If, during the period of cover available for your journey, your journey is delayed due to an act of terrorism we will reimburse you for the reasonable additional cost of accommodation you incur during the period of delay up to the amount per day specified in Part C - Benefit Limits limited to the maximum total limit specified in Part C- Benefit Limits.

## SECTION 3.7 HIJACK

### 3.7.1 What we cover

If, during the period of cover available for your journey, your scheduled public transport that you are travelling on is hijacked and you subsequently want to cancel your journey and return home we will reimburse you for the reasonable additional travel expenses you incur and the unrecoverable cost of prepaid travel arrangements that you do not use limited to the maximum total limit specified in Part C- Benefit Limits.

## SECTION 3.8 PERSONAL SAFETY EVACUATION

### 3.8.1 What we cover

If, during the period of cover available for your journey, after you have arrived in a country or region, it becomes unsafe for you to remain in that country or region because:

- a] you are expelled or declared persona non grata by local authorities; or
- b] the Australian Government Department of Foreign Affairs and Trade recommends that certain categories of persons

(which include you) in that country or region should leave because of a:

- security threat including civil unrest or political instability (but not any act of war, whether war is declared or not, or from any rebellion, revolution, insurrection or taking of power by the military); or
- natural disaster including but not limited to an earthquake, cyclone, flooding or volcanic eruption,

then we will pay:

- a] the cost of evacuating you to the nearest place of safety (including the cost of accommodation) up to the amount specified in Part C - Benefit Limits. Please contact Allianz Global Assistance for approval of these costs; or
- b] the cost of returning you to your home limited to the amount specified in Part C - Benefit Limits. Please contact Allianz Global Assistance for approval of these costs.

### **3.8.2 What we exclude**

To the extent permitted by law we will not pay if:

- a] your claim arises directly or indirectly from you violating the laws or regulations of the country you are in;
- b] you failing to obtain, maintain or produce to the authorities in the country you are in any immigration permit, visa or similar authorisation;
- c] your claim arises directly or indirectly from any commercial or contractual dispute;
- d] any of the events that caused your evacuation were in existence or had occurred, or the occurrence was reasonably foreseeable before you entered the country or region from which you were evacuated
- e] due to an act or threat of terrorism.

## **SECTION 4.1 LUGGAGE**

You must take all reasonable precautions to safeguard your covered items. If you do not, we will not pay your claim. For example, you will not be taking reasonable precautions if you leave your belongings in a publicly accessible location:

- at such a distance from you that you are unable to prevent them being taken; or
- with a person who is not a travel companion or a relative (or if these persons fail to take all reasonable precautions to safeguard your covered items).

This includes forgetting or misplacing any items, leaving them behind or walking away from them.

### 4.1.1 What we cover

a) If, during the period of cover available for your journey, the following covered items:

- baggage, clothing or personal valuables;
- portable electrical equipment, laptop computers and associated equipment/accessories, binoculars, cameras and associated equipment/accessories;

are stolen, accidentally damaged or are permanently lost, except when:

- left in a vehicle (see sub-section 4.1.1 b) below); or
- are valuables left in a vehicle or checked in to be transported in the cargo hold of any aircraft, ship, train, tram or bus (see sub-section 4.1.1 c) below).

The amount we will pay (acting reasonably) will be the lesser of:

- the depreciated value after allowing for age, wear and tear (see the Depreciation section for details);
- the original purchase price;
- the replacement cost; or
- the repair cost.

We will not apply depreciation to any item we pay for where less than 12 consecutive months have elapsed since the item was purchased new.

The maximum amount we will pay for any item is:

- up to the item limit specified in Part C - Benefit Limits - 4.1 Luggage for personal computers, video recorders or cameras;
- up to the item limit specified in Part C - Benefit Limits - 4.1 Luggage for all other items.

A pair or related set of items, for example (but not limited to):

- a camera, lenses (attached or not), tripod and accessories;
- a matched or unmatched set of golf clubs, golf bag and buggy; or
- a matching pair of earrings,

are considered as only one item for the purpose of this cover, and the appropriate single item limit will be applied.

For the avoidance of any doubt, cover is provided for:

- theft of, accidental damage to, or permanent loss of dentures or dental prostheses whilst you are not wearing them;

- theft of, accidental damage to, or permanent loss of your covered items (except valuables) while they are left in a locked storage facility and there is forced entry into the locked storage facility;
  - the cost of medical consultation fees you incur to replace prescription medication which is accidentally lost, stolen or accidentally damaged, together with the replacement cost of the medication.
- b] Covered items specified in 4.1.1a) that are left in a vehicle during the period of cover provided for your journey are only covered during daylight hours and must have been left in a concealed storage compartment of a locked vehicle, and in the event of theft forced entry must have been made. The most we will pay is up to the total amount specified in Part C - Benefit Limits - 4.1.1b) Luggage for all covered items stolen from a locked vehicle.
- c] No cover is available for valuables left in a vehicle at any time or valuables checked in to be transported in the cargo hold of any aircraft, ship, train, tram or bus including any loss from the point of check in until collection by you from the baggage carousel or collection area at the end of your flight, voyage or trip. However, cover will be available for loss, theft or accidental damage to laptops, tablets and mobile/ smartphones when (without prior notice) you are directed by the airline with whom you have a flight booking to place the laptop, tablet or mobile/smartphone into your checked in baggage or overhead cabin locker for the duration of your flight. The most we will pay is up to the item limits specified in Part C - Benefit Limits - 4.1.1a).

## Conditions

If you make a claim, you will need to provide proof of your ownership and the value of your belongings. Examples of proof include receipts and/or valuations (e.g. receipt or valuation for jewellery).

If you cannot prove the value of the items, the most we will pay for each individual item is 10% of the limit shown for that type of item in the Part C - Benefit Limits - 4.1 Luggage.

We expect you to report any loss or theft to the police or an office of the bus line, airline, shipping line or rail authority you were travelling on when the loss or theft occurred.

You should make reasonable efforts to obtain confirmation from whoever you made the report to as this may be the easiest way to provide evidence of the loss or theft. If you delay or fail to make a report and we are prejudiced by your delay or failure, we may be entitled to reduce your claim by the amount of prejudice we have suffered.

If you are entitled to be reimbursed by the bus line, airline, shipping line or rail authority you were travelling on when the loss, theft, misplacement or damage occurred we will deduct the amount you are entitled to from any claim payable by us. However, if you are not reimbursed the full amount of your loss, we will pay the difference between the amount of your loss and what you were reimbursed, up to the limit of the cover available.

#### **4.1.2 What we exclude**

To the extent permitted by law, we will not pay a claim in relation to your covered items if:

- a] the loss, theft or damage is to, or of, covered items left behind in any hotel or motel room after you have checked out, or items left behind in any aircraft, ship, train, tram, taxi or bus;
- b] the covered items were being sent unaccompanied by you or under a freight contract;
- c] the loss or damage arises from any process of cleaning, repair or alteration;
- d] the loss or damage arises from ordinary wear and tear, deterioration, atmospheric or weather conditions, insects, rodents or vermin;
- e] the covered item or valuable disappears in circumstances that cannot be explained to our reasonable satisfaction;
- f] your claim arises from a government authority confiscating, detaining or destroying anything;
- g] you do not take all reasonable precautions to safeguard your covered items. For example, you will not be taking reasonable precautions if you leave your belongings in a publicly accessible location:
  - at such a distance from you that you are unable to prevent them being taken; or
  - with a person who is not a travel companion or a relative (or if these persons fail to take all reasonable precautions to safeguard your covered items).

This includes forgetting or misplacing any items, leaving them behind or walking away from them;

- h] the covered item or valuable has an inherent defect or an electrical or mechanical breakdown;
- i] the covered item or valuable is fragile or brittle or is an electrical component and is broken unless the breakage was caused by theft, fire or an accident involving a vehicle in which you were travelling; or

- j] the loss or damage arises from scratches occurring to lenses or screens of covered items however caused.
- k] the covered items were sporting equipment that were damaged during use.

## **SECTION 4.2 TRAVEL DOCUMENTS, TRANSACTION CARDS & TRAVELLERS CHEQUES**

### **4.2.1 What we cover**

If during the period of cover available for your journey:

#### **Re-issue or replacement cost**

- a] any essential travel documents (including passports), transaction cards or travellers cheques are lost by you, stolen from you or destroyed, then we will pay the issuer's fees or the replacement costs (including communication costs) of the items lost, stolen or destroyed.

#### **Fraudulent use**

- b] your transaction cards or travellers cheques are lost or stolen, then we will pay for any loss resulting from the fraudulent use of the transaction cards or travellers cheques.

The most we will pay is up to the limit specified in Part C - Benefit Limits - 4.2 Travel Documents, Transaction Cards & Travellers Cheques.

### **Conditions**

We expect you to report any loss or theft to the police and, in the case of transaction cards or travellers cheques, to the issuing bank or company in accordance with the conditions under which the transaction cards or travellers cheques were issued.

You should make reasonable efforts to obtain confirmation from whoever you made the report to as this may be the easiest way to provide evidence of the loss or theft. If you delay or fail to make a report and we are prejudiced by your delay or failure, we may be entitled to reduce your claim by the amount of prejudice we have suffered.

### **4.2.2 What we exclude**

To the extent permitted by law, we will not pay:

- a] if your loss arises from your failure to comply with the recommended security guidelines for the use of travellers cheques or transaction cards; or
- b] for any amounts covered by any guarantee given by the bank or issuing company to you as the holder of the transaction cards or travellers cheques.

## SECTION 4.3 LUGGAGE DELAY

### 4.3.1 What we cover

If during the period of cover available for your journey any of your covered items are delayed, misdirected or misplaced by the carrier for more than 10 consecutive hours, we will reimburse you for the reasonable costs you incur for you to purchase essential items of clothing or other personal items, up to the amount specified in Part C - Benefit Limits - 4.3 Luggage Delay.

#### Conditions

You will need to make reasonable efforts to obtain confirmation from the carrier who was responsible for your covered items confirming that your items were delayed, misdirected or misplaced as this may be the easiest way to provide evidence of the delay.

We will deduct any amount we pay you under this section from any subsequent claim you make for lost covered items payable under Section 4.1 Luggage.

If you are entitled to be reimbursed by the bus line, airline, shipping line or rail authority you were travelling on when the loss, theft, misplacement or damage occurred we will deduct the amount you are entitled to from any claim payable by us.

However, if you are not reimbursed the full amount of your loss, we will pay the difference between the amount of your loss and what you were reimbursed, up to the limit of cover available.

## SECTION 4.4 REPLACEMENT SPORTING EQUIPMENT

### 4.4.1 WHAT WE COVER

If during the period of cover available for your journey any of your sporting equipment is delayed, misdirected, misplaced or accidentally damaged by the carrier (except on the leg of your journey to your home) we will reimburse you for the reasonable costs you incur for you to hire replacement sporting equipment, up to the amount specified in Part C - Benefit Limits - 4.4 Replacement Sporting Equipment.

#### Conditions

You will need to make reasonable efforts to obtain confirmation from the carrier who was responsible for your covered items confirming that your items were delayed, misdirected, misplaced or accidentally damaged as this may be the easiest way to provide evidence of the delay.

We will deduct any amount we pay you under this section from any subsequent claim you make for lost covered items payable under Section 4.4 Luggage.

If you are entitled to be reimbursed by the bus line, airline, shipping line or rail authority you were travelling on when the loss, theft, misplacement or damage occurred we will deduct the amount you are entitled to from any claim payable by us.

However, if you are not reimbursed the full amount of your loss, we will pay the difference between the amount of your loss and what you were reimbursed, up to the limit of cover available.

## SECTION 5.1 RENTAL VEHICLE EXCESS

Cover is only available if your rental vehicle agreement specifies an amount that is payable in the event the rental vehicle is damaged or stolen while in your custody.

This section does not cover items such as, but not limited to, tyres and/or windscreens, roof and underbody if they are not covered by the indemnity provided by the rental company or agency under the rental vehicle agreement to which the amount payable applies.

### 5.1.1 WHAT WE COVER

#### Rental vehicle damage or theft

a) If, during the period of cover available, a rental vehicle you have rented from a rental company or agency is:

- involved in a motor vehicle accident while you are driving it; or
- damaged or stolen while in your custody,

then we will pay you the lesser of:

- property damage for which you are liable; or
- the amount specified that you must pay under your rental vehicle agreement; or
- the limit shown in Part C - Benefit Limits - 5.1.1a) Rental vehicle damage or theft

#### Return of rental vehicle

b) If, during the period of cover provided you are injured or become sick and your treating medical adviser certifies in writing that you are incapacitated and unable to return your rental vehicle to the rental company, we will pay you up to the amount specified in Part C - Benefit Limits - 5.1.1b) Return of rental vehicle for the cost you incur to return your rental vehicle to the nearest depot of the rental company.

#### Conditions

If you make a claim you will need to provide us with a copy of:

- your rental vehicle agreement;
- the incident report that was completed;
- repair account;

- an itemised list of the value of the damage; and
- written notice from the rental company or agency advising that you are liable to pay the amount specified in your rental vehicle agreement.

### **5.1.2 What we exclude**

To the extent permitted by law, we will not pay if your claim arises directly or indirectly from, or is in any way connected with, or is for:

- a] you using the rental vehicle in breach of the rental agreement;
- b] you using the rental vehicle without a licence for the purpose that you were using it (such as but not limited to the carrying of passengers or freight); or
- c] administrative charges or fees of the rental company that are not a component of the amount payable specified in your rental vehicle agreement.

## **SECTION 6.1 PERSONAL LIABILITY**

### **6.1.1 What we cover**

If you become legally liable to pay compensation for negligently causing:

- death or bodily injury; or
- physical loss of, or damage to property,

that happens during the period of cover available for your journey, then we will cover you up to the limit shown in Part C - Benefit Limits - 6.1 Personal Liability, for:

- the compensation (including legal costs) awarded against you; and
- any reasonable legal costs incurred by you for settling or defending a claim made against you, provided you have approval in writing from Allianz Global Assistance before incurring these costs. Please contact Allianz Global Assistance to confirm approval for these costs.

### **Conditions**

We should be told as soon as you or your personal representatives are, or a reasonable person in your circumstances would have been, aware of a possible prosecution, inquest, fatality, accident or incident which might lead to a claim against you.

You should not pay or promise to pay, settle with, admit or deny liability to anyone who makes a claim against you without our written consent. If you do, we may reduce or refuse your claim to the extent we are prejudiced.

## 6.1.2 what we exclude

To the extent permitted by law, we will not pay any amount you become legally liable to pay if the liability arises directly or indirectly from, or is in any way connected with, or is for:

- a] bodily injury to you, your travel companion or to a relative or employee of any of you;
- b] loss of or damage to property belonging to you, or in your care, custody or control (unless the property is a residence and you occupy it during the period of cover available for your journey as a tenant or lessee, or temporary guest);
- c] your ownership, custody, control or use of any firearm or weapon;
- d] your ownership, control or use of a motorised vehicle, an aircraft, or a watercraft (other than a non-motorised watercraft used on inland waterways) however, if you do not own or control the vehicle, aircraft or watercraft and are only using it as a passenger, this exclusion does not apply;
- e] your conduct of, or employment in any business, profession, trade or occupation;
- f] any loss, damage or expenses which are covered or should have been covered under a statutory or compulsory insurance policy, or compensation scheme or fund, or under Workers Compensation legislation, an industrial award or agreement, or Accident Compensation legislation;
- g] any fine or penalty, or aggravated, punitive, exemplary or liquidated damages;
- h] any relief or recovery from you other than monetary amounts;
- i] a contract that imposes on you a liability which you would not otherwise have;
- j] assault and/or battery committed by you or at your direction;
- k] any act intended to cause bodily injury, property damage or liability done by you or any person acting with your knowledge, connivance or consent;
- l] illness, sickness or disease that is transmitted by you.

## SECTION 6.2 LEGAL EXPENSES

### 6.2.1 What we cover

If, during the period of cover available for your journey, you are injured or die because of the fault of some entity other than a relative or travel companion, we will reimburse you or your estate up to the limit specified in Part C - Tables of Benefits for legal costs you incur in the pursuit of damages or compensation from the entity at fault.

### Conditions

You or your estate will need to obtain our consent in writing before incurring any legal costs or commencing proceedings against any entity at fault.

### 6.2.2 What we exclude

To the extent permitted by law, we will not pay any amount you incur for:

- a] any claim you make against any travel service provider or insurance company;
- b] any legal costs you incur without our prior written consent;
- c] any legal action where after obtaining independent legal advice, we consider that no benefit would be achieved by pursuing such action.

# DOMESTIC TRAVEL INSURANCE

## PART A - ELIGIBILITY FOR COVER

### WHO IS ELIGIBLE?

As a cardholder with an ANZ Business Black or ANZ Qantas Business Rewards Credit Card you are eligible for the cover available if:

- a) the entire cost of your return domestic flight ticket is charged to the account holder's card account prior to commencing the journey; or
- b) before commencing your journey, you spend at least \$250 on your prepaid travel costs and you charge these costs (e.g. cost of your return domestic travel ticket; and/or airport/departure taxes; and/or your prepaid domestic accommodation/ travel; and/or your other prepaid domestic itinerary items) to the account holder's card account and you have a return domestic flight ticket prior to commencing the journey.

## PART B - PERIOD OF COVER

The period of cover available under Section 1.1 Cancellation begins on the date you become eligible for cover by meeting the eligibility criteria set out in Part A - Eligibility for Cover.

Provided you meet the eligibility criteria set out in Part A - Eligibility for Cover, the period of cover available for all other insured events commences when you leave your home to start your journey or on the departure date shown on your domestic flight ticket, whichever is the later.

Cover under all sections ends when the first of the following occurs:

- a) when you return to your home from the airport shown on your return domestic flight ticket; or
- b) you cancel your return domestic flight ticket; or
- c) 28 consecutive days after your journey starts.

For the avoidance of doubt, the period of cover available is for a maximum of 28 days per journey.

## PART C - BENEFIT LIMITS

The table below sets out the amounts and maximum limits of what we will pay under each section of Domestic Travel Insurance. All limits and sub limits in the table are shown in Australian dollars.

The cover available is outlined in Part E and is subject to the applicable terms, conditions, limits, sub-limits and exclusions.

All costs and expenses claimed must be necessary and reasonable.

Section	Limit
1.1 Cancellation	Up to a maximum total limit of \$3,000
2.1 Travel Delay Expenses	4 hours or more, up to a maximum total limit of \$125
3.1 Additional Expenses	Up to a maximum total limit of \$3,000
4.1 Luggage	Up to \$750 for each covered item, up to a maximum total limit of \$2,000
4.2 Luggage Delay	12 hours or more, up to a maximum total limit of \$150
5.1 Rental Vehicle Excess	Up to the amount specified in the rental vehicle agreement or up to \$5,000, whichever is the lesser

## PART D - EXCESSES AND GENERAL EXCLUSIONS

### EXCESSES - WHAT YOU CONTRIBUTE TO A CLAIM

You must pay the following excess amounts for each claim made under the following covers even if a number of claims are submitted on the one claim form. However if you make more than one claim as the result of a single event, the highest excess will apply but will only apply once.

Section	Excess amount
1.1 Cancellation	\$100
2.1 Travel Delay Expenses	Nil
3.1 Additional Expenses	\$100
4.1 Luggage	\$100
4.2 Luggage Delay	Nil
5.1 Rental Vehicle Excess	\$100

## GENERAL EXCLUSIONS

The general exclusions below set out what is not covered. You should also read each section as they contain specific exclusions that may also apply. To the extent permitted by law, we do not cover you for any loss, damage or expense caused by, arising from or in any way related to:

1. your loss of enjoyment; loss of opportunity; loss of revenue; loss of profits or loss of goodwill;
2. you booking or taking travel against medical advice, travel for the purpose of getting medical treatment or advice, or travel taken after a medical adviser informs you that you are terminally ill;
3. your intentional self harm or your suicide or your attempted suicide;
4. your intoxication or the effect of or your chronic use of alcohol or drugs or any transmissible disease as a result of giving or taking a drug, unless the use of the drug is supervised by a medical adviser;
5. Your claim arises because you did not follow an advice or warning that a reasonable person would have been aware of:
  - by the Australian government (when a 'Reconsider your need to travel' or 'Do not travel' alert is in place), which can be found on [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au); or
  - which was published in a reliable mass media source.
6. your travel in any air supported device other than as a passenger in:
  - a fully licensed aircraft operated by an airline or charter company; or
  - a regulated or licensed hot air balloon;
7. your participation in any dangerous activities or your exposure of yourself to danger during your journey unless in an attempt to preserve your life or the life of another person, and includes but is not limited to activities such as:
  - scuba diving unless you hold an open water diving certificate or are diving with a qualified and registered diving instructor;
  - mountaineering or rock climbing requiring the use of ropes and/or climbing equipment, racing (other than amateur racing on foot), white water rafting, white water boating, abseiling, parasailing, skydiving, hang gliding, base jumping, bungee jumping, pot holing, canyoning, caving, fire walking, running with the bulls, rodeo riding, polo playing, hunting, shooting, archery, tobogganing, water skiing, jet skiing, off-piste snow

skiing, off-piste snowboarding, snowmobiling or any other similar activity;

- any kind of training for, coaching or competing in any sporting event where you are entitled to receive, or are eligible to receive, an appearance fee, wage, salary or prize money in excess of \$1,000; and
- quad bike or motorcycle riding during your journey unless it involves you only driving a motorcycle, with an engine capacity of 200cc or less, for which you hold a valid motorcycle licence;

8. illegal or criminal acts by you or any other person acting with your consent or under your direction;
9. your participation as a crew member or pilot of any transportation;
10. the injury, illness or death of any person who is aged 81 years or over at the time you become eligible for cover under Domestic Travel Insurance;
11. any interference with your travel plans by any government, government regulation or prohibition or intervention or official authority;
12. your failure to take reasonable care;
13. any epidemic or pandemic, unless your claim relates to you or your travel companion being positively diagnosed as suffering a sickness recognised as an epidemic or pandemic and cover is expressly included in the following sections:
  - 1.1 Cancellation
  - 3.1 Additional Expenses;
14. any act of war, whether war is declared or not, or from any rebellion, revolution, insurrection or taking of power by the military;
15. a nuclear reaction or contamination from nuclear weapons or radioactivity;
16. biological and/or chemical materials, substances, compounds or the like used directly or indirectly for the purpose of harming or to destroy human life and/or create public fear;
17. any payment which would violate any applicable trade or economic sanctions, law or regulation.

## PART E - THE COVER AVAILABLE

### EPIDEMICS AND PANDEMICS (COVID-19)

If, during the period of cover available, you are positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19, cover is available to you under the following sections:

- 1.1 Cancellation
- 3.1 Additional Expenses

If your travel companion is positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19, which impacts your journey, cover is available to you under the following sections:

- 1.1 Cancellation
- 3.1 Additional Expenses

Terms, conditions, exclusions, limits and applicable sub-limits apply, Please refer to Part D - General Exclusions and the exclusions set out in each of the above sections.

For example, you will not be covered if you are positively diagnosed as suffering a sickness recognised as an epidemic or pandemic while travelling against an advice or warning issued by an Australian government and you did not take reasonable care to avoid contracting the sickness (for example by delaying travel to the country or part of the country referred to in the warning), refer to General Exclusions 5 and 12 in Part D for more information. Please note, this also applies even if the Australian government has given you permission to travel or you fall under a specific exemption where there is otherwise a travel ban in place that prohibits you from travelling.

For all other sections and any other claim arising from, or related to, epidemics or pandemics, there is no cover.

### SECTION 1.1 CANCELLATION

#### 1.1.1 What we cover

If, during the period of cover available, your journey is cancelled, disrupted or rescheduled because of circumstances that were not expected or intended by you and are outside of your control (including if you or your travel companion are positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19, which reasonably prevents you from travelling), we will reimburse you:

#### Unused travel and accommodation arrangements

- a] The non-refundable portion of unused travel and accommodation arrangements scheduled to be used during the period of cover available for your journey, that

you have paid in advance of cancellation or disruption and cannot recover in any other way, limited to the maximum total limit specified in Part C - Benefit Limits - 1.1 Cancellation.

### Travel agent's fees

- b) Your travel agent's cancellation fees and any commission or service fees retained by your travel agent, limited to the amount of commission or service fees that your travel agent would have earned had your journey not been cancelled or the amount specified in Part C - Benefit Limits - 1.1 Cancellation, whichever is the lesser.

### Frequent flyer, airmiles, loyalty points & vouchers

- c) For the value of frequent flyer points, air miles, loyalty card points, redeemable vouchers or other similar schemes lost by you as a result of cancelling the services paid for or obtained with those points, air miles, vouchers or schemes, but only if you cannot recover your loss in any other way.

We calculate the amount we pay you, which is limited to the maximum total limit specified in Part C - Benefit Limits - 1.1 Cancellation, as follows:

- for frequent flyer points, air miles or loyalty card points:
  - the cost of an equivalent booking based on the same advance booking period as your original booking less any payment you made toward the booking, multiplied by
  - the total number of points or air miles lost,
  - divided by the total number of points or air miles used to make the booking.
- for vouchers, the face value of the voucher. If there is no face value on the voucher we will pay the market value.

### Rescheduling your journey

- d) Your reasonable costs of rescheduling your journey. The most we will pay for rescheduling your journey is the unrecoverable amount that would have been payable under sub-sections 2.1.1 a), b) and c) had your journey been cancelled. We will not pay a claim under sub-section 2.1.1d) in addition to a claim under sub-sections 2.1.1a), b) and c) for the same services/facilities.

### Conditions

If you want to claim under the cover available, you should do the following as soon as possible after the happening of the unexpected event causing your claim:

- cancel any pre-arranged travel and accommodation scheduled to be used during the period of cover available for your journey that you are now unable to use; and
- recover any refund that you are entitled to.

If you think that you may have to cancel your journey or shorten your journey, you should tell us as soon as possible. For more information, see under the heading Claims or call the contact number shown on the inside front cover of this booklet.

If you fail to cancel your pre-arranged travel and accommodation arrangements and we are prejudiced by your delay or failure, we may reduce any amount payable by the amount of prejudice we have suffered.

If your claim is related to your fitness to travel, you should provide us with written confirmation from a medical adviser.

### **1.1.2 What we exclude**

To the extent permitted by law we will not pay your claim if:

- a] you were aware, or a reasonable person in your circumstances would have been aware before you became eligible for the cover available, of any reason that may cause your journey to be cancelled, rescheduled or shortened;
- b] caused by you or your travel companion changing plans;
- c] caused by financial default or financial collapse of a services provider with whom you make a booking or the financial default or financial collapse of any company, organisation or person with whom they deal;
- d] caused by an act of terrorism.

## **SECTION 2.1 FLIGHT DELAY**

### **2.1.1 What we cover**

If during the period of cover available for your journey, the departure of your domestic flight, is delayed for the period specified in Part C - Benefit Limits - 2.1 Flight Delay, due to circumstances outside your control and no alternative transport is provided by the carrier, we will reimburse the cost of your reasonable additional meal and accommodation expenses, up to the amount specified in Part C - Benefit Limits - 2.1 Flight Delay.

### **2.1.2 What we exclude**

We will not pay if a delay to your journey arises from an act of terrorism.

## SECTION 3.1 ADDITIONAL EXPENSES

### 3.1.1 What we cover

#### Additional travel & accommodation expenses due to your incapacity

- a) If you cannot continue your journey because of an injury or sickness (including if you are positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19) which occurs during the period of cover available for your journey and needs immediate treatment from a medical adviser, we will reimburse your reasonable additional accommodation and travel expenses.

#### Emergency travel & accommodation expenses for a necessary companion

- b) If during the period of cover available for your journey, you are admitted to hospital suffering from a life threatening or other serious condition which occurs during the period of cover available for your journey, we will reimburse the reasonable travel and accommodation expenses for a relative or friend to travel to you, stay near you or escort you. The relative or friend must travel to you, stay near you or escort you on the written advice of your treating medical adviser and with the prior written approval of Allianz Global Assistance. Please contact Allianz Global Assistance for approval of these costs.

#### Additional travel & accommodation expenses due to your travel companion's incapacity

- c) If your travel companion cannot continue their journey because of an injury or sickness (including if your travel companion is positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19) which occurs during the period of cover available for your journey and which needs immediate treatment from a medical adviser, we will reimburse your reasonable additional accommodation and travel expenses for you to remain with your travel companion. Please contact Allianz Global Assistance for approval of these costs. No cover is available for a claim arising from any pre-existing medical condition of your travel companion.

#### Expenses due to your repatriation or evacuation home

- d) If during the period of cover available, you shorten your journey and return to your home on the advice of your treating medical adviser and with the approval of Allianz Global Assistance, we will reimburse the reasonable additional cost of your return to your home. We will only pay the cost of the fare class that you had planned to travel at and

you must make use of any pre-arranged return travel to your home. Please contact Allianz Global Assistance for approval of these costs.

### Additional travel & accommodation expenses due to specified events

- e] In addition, if during the period of cover available a disruption to your journey arises from:
- your scheduled or connecting transport is cancelled, delayed, rescheduled or diverted because of a strike, riot, hijack, civil protest, weather, natural disaster or accident affecting your mode of transport;
  - you unknowingly break any quarantine rule (but not a quarantine rule applying to an epidemic or pandemic);
  - you lose your passport, travel documents or transaction cards or they are stolen; or
  - your home being rendered uninhabitable by fire, explosion, earthquake or flood,

we will reimburse your reasonable additional travel and accommodation expenses. Please contact Allianz Global Assistance for approval of these costs.

Whenever claims are made by you under this section and Section 1.1 Cancellation for cancelled services/facilities or alternative arrangements for the same or similar services/facilities, we will pay for the higher of the two amounts, not both.

#### 3.1.2 What we exclude

To the extent permitted by law, we will not pay your claim:

- a] if you were aware, or a reasonable person in your circumstances would have been aware, of any reason, before you became eligible for the period of cover available, that may cause your journey to be cancelled, disrupted or delayed;
- b] if you can claim your additional travel and accommodation expenses from anyone else;
- c] if caused by any service provider misappropriating your funds or failing to arrange or provide services for which you have paid;
- d] for cancellations, delays, rescheduling or diversions to your scheduled or connecting transport unless it is due to a strike, riot, hijack, civil protest, weather, natural disaster or accident affecting your mode of transport;
- e] if your claim arises directly or indirectly out of you operating a rental vehicle in violation of the rental agreement

## SECTION 4.1 LUGGAGE

You must take all reasonable precautions to safeguard your covered items. If you do not, we will not pay your claim. For example, you will not be taking reasonable precautions if you leave your belongings in a publicly accessible location:

- at such a distance from you that you are unable to prevent them being taken; or
- with a person who is not a travel companion or a relative (or if these persons fail to take all reasonable precautions to safeguard your covered items).

This includes forgetting or misplacing any items, leaving them behind or walking away from them.

### 4.1.1 What we cover

a) If, during the period of cover available for your journey, the following covered items:

- baggage, clothing or personal valuables;
- portable electrical equipment, laptop computers and associated equipment/accessories, binoculars, cameras and associated equipment/accessories;

are stolen, accidentally damaged or are permanently lost, except when:

- left in a vehicle (see sub-section 4.1.1 b) below); or
- are valuables left in a vehicle or checked in to be transported in the cargo hold of any aircraft, ship, train, tram or bus (see sub-section 4.1.1 c) below).

The amount we will pay (acting reasonably) will be the lesser of:

- the depreciated value after allowing for age, wear and tear (see the Depreciation section for details);
- the original purchase price;
- the replacement cost; or
- the repair cost.

We will not apply depreciation to any item we pay for where less than 12 consecutive months have elapsed since the item was purchased new.

The maximum amount we will pay for any item is up to the item limit specified in Part C - Benefit Limits - 4.1 Luggage

A pair or related set of items, for example (but not limited to):

- a camera, lenses (attached or not), tripod and accessories;
- a matched or unmatched set of golf clubs, golf bag and buggy; or

- a matching pair of earrings,

are considered as only one item for the purpose of this cover, and the appropriate single item limit will be applied.

- b) Covered items specified in 4.1.1a) that are left in a vehicle during the period of cover provided for your journey are only covered during daylight hours and must have been left in a concealed storage compartment of a locked vehicle, and in the event of theft forced entry must have been made. The most we will pay is up to the total amount specified in Part C - Benefit Limits - 4.1.1b) Luggage for all covered items stolen from a locked vehicle.
- c) No cover is available for valuables left in a vehicle at any time or valuables checked in to be transported in the cargo hold of any aircraft, ship, train, tram or bus including any loss from the point of check in until collection by you from the baggage carousel or collection area at the end of your flight, voyage or trip. However, cover will be available for loss theft or accidental damage to laptops, tablets and mobile/smartphones when (without prior notice) you are directed by the airline with whom you have a flight booking to place the laptop, tablet or mobile/smartphone into your checked in baggage or overhead cabin locker for the duration of your flight.

## Conditions

If you make a claim, you will need to provide proof of your ownership and the value of your belongings. Examples of proof include receipts and/or valuations (e.g. receipt or valuation for jewellery).

If you cannot prove the value of the items, the most we will pay for each individual item is 10% of the limit shown for that type of item in the Part C - Benefit Limits - 4.1 Luggage.

We expect you to report any loss or theft to the police or an office of the bus line, airline, shipping line or rail authority you were travelling on when the loss or theft occurred.

You should make reasonable efforts to obtain confirmation from whoever you made the report to as this may be the easiest way to provide evidence of the loss or theft. If you delay or fail to make a report and we are prejudiced by your delay or failure, we may be entitled to reduce your claim by the amount of prejudice we have suffered.

If you are entitled to be reimbursed by the bus line, airline, shipping line or rail authority you were travelling on when the loss, theft, misplacement or damage occurred we will deduct the amount you are entitled to from any claim payable by us. However, if you are not reimbursed the full amount of your loss,

we will pay the difference between the amount of your loss and what you were reimbursed, up to the limit of the cover available.

#### **4.1.2 What we exclude**

To the extent permitted by law, we will not pay a claim in relation to your covered items if:

- a) the loss, theft or damage is to, or of, covered items left behind in any hotel or motel room after you have checked out, or items left behind in any aircraft, ship, train, tram, taxi or bus;
- b) the covered items were being sent unaccompanied by you or under a freight contract;
- c) the loss or damage arises from any process of cleaning, repair or alteration;
- d) the loss or damage arises from ordinary wear and tear, deterioration, atmospheric or weather conditions, insects, rodents or vermin;
- e) the covered item or valuable disappears in circumstances that cannot be explained to our reasonable satisfaction;
- f) your claim arises from a government authority confiscating, detaining or destroying anything;
- g) you do not take all reasonable precautions to safeguard your covered items. For example, you will not be taking reasonable precautions if you leave your belongings in a publicly accessible location:
  - at such a distance from you that you are unable to prevent them being taken; or
  - with a person who is not a travel companion or a relative (or if these persons fail to take all reasonable precautions to safeguard your covered items).

This includes forgetting or misplacing any items, leaving them behind or walking away from them;

- h) the covered item or valuable has an inherent defect or an electrical or mechanical breakdown;
- i) the covered item or valuable is fragile or brittle or is an electrical component and is broken unless the breakage was caused by theft, fire or an accident involving a vehicle in which you were travelling; or
- j) the loss or damage arises from scratches occurring to lenses or screens of covered items however caused.
- k) the covered items were sporting equipment that were damaged during use.

## SECTION 4.2 LUGGAGE DELAY

### 4.2.1 What we cover

If during the period of cover available for your journey any of your covered items are delayed, misdirected or misplaced by the carrier for more than 12 consecutive hours, we will reimburse you for the reasonable costs you incur for you to purchase essential items of clothing or other personal items, up to the amount specified in Part C - Benefit Limits - 4.2 Luggage Delay.

### Conditions

You will need to make reasonable efforts to obtain confirmation from the carrier who was responsible for your covered items confirming that your items were delayed, misdirected or misplaced as this may be the easiest way to provide evidence of the delay.

We will deduct any amount we pay you under this section from any subsequent claim you make for lost covered items payable under Section 4.1 Luggage.

If you are entitled to be reimbursed by the bus line, airline, shipping line or rail authority you were travelling on when the loss, theft, misplacement or damage occurred we will deduct the amount you are entitled to from any claim payable by us.

However, if you are not reimbursed the full amount of your loss, we will pay the difference between the amount of your loss and what you were reimbursed, up to the limit of cover available.

## SECTION 5.1 RENTAL VEHICLE EXCESS

Cover is only available if your rental vehicle agreement specifies an amount that is payable in the event the rental vehicle is damaged or stolen while in your custody.

This section does not cover items such as, but not limited to, tyres and/or windscreens, roof and underbody if they are not covered by the indemnity provided by the rental company or agency under the rental vehicle agreement to which the amount payable applies.

### 5.1.1 What we cover

If, during the period of cover available, a rental vehicle you have rented from a rental company or agency is:

- involved in a motor vehicle accident while you are driving it; or
- damaged or stolen while in your custody,

then we will pay you the lesser of:

- property damage for which you are liable; or
- the amount specified that you must pay under your rental vehicle agreement; or

- the limit shown in Part C - Benefit Limits - 5.1 Rental Vehicle Excess.

### **Conditions**

If you make a claim, you will need to provide us with a copy of:

- your rental vehicle agreement;
- the incident report that was completed;
- repair account;
- an itemised list of the value of the damage; and
- written notice from the rental company or agency advising that you are liable to pay the amount specified in your rental vehicle agreement.

#### **5.1.2 What we exclude**

To the extent permitted by law, we will not pay a claim in relation to your covered items if:

- a] you using the rental vehicle in breach of the rental vehicle agreement;
- b] you using the rental vehicle without a licence for the purpose that you were using it; (such as but not limited to the carrying of fare paying passengers or the carrying of freight);
- c] administrative charges or fees of the rental company that are not a component of the amount that is specified in your rental vehicle agreement;
- d] caused by an act of terrorism.

# CLAIMS

## HOW TO MAKE A CLAIM

**Please do not contact ANZ in the event of a claim.**

First check that you are entitled to claim by reading the appropriate section in this booklet, especially Part D of that section, to see exactly what is, and is not covered, noting particularly any conditions, limitations and exclusions,

Allianz Global Assistance administers the benefits available under the Group Policy. You should give Allianz Global Assistance notice of your claim as soon as possible.

In order to be sure that any expenses you claim are covered by the Group Policy you should always, when practicable, contact Allianz Global Assistance for approval before you incur expenses you wish to claim. If you do not, we will pay for expenses incurred up to the amount we would have authorised had you asked us first.

You are not covered for any claim made after termination of, or the expiry of, the period of insurance specified in the Group Policy. ANZ will provide you with details of any replacement.

Lodge your International Travel Insurance claim at:

[claimmanager.com.au/anz](http://claimmanager.com.au/anz)

Access claim forms for domestic travel insurance, 24 hours a day, 7 days a week at: [insurance.agaassistance.com.au/anzau/page/otherInsurances/claimOther](http://insurance.agaassistance.com.au/anzau/page/otherInsurances/claimOther)

Allianz Global Assistance will consider your claim within 10 business days of receiving a completed claim form and all necessary documentation. If they need additional information, a written notification will be sent to you within 10 business days.

If there is a delay in claim notification, or you do not provide sufficient detail for Allianz Global Assistance to consider your claim, we can reduce any claim payable by the amount of prejudice we have suffered because of the delay.

You should give any information Allianz Global Assistance reasonably asks for to support your claim at your expense, such as but not limited to police reports, valuations, medical reports, original receipts or proof of purchase and ownership. If required, Allianz Global Assistance may ask you to provide them with translations into English of any such documents to enable their consideration of your claim.

You should co-operate at all times in relation to providing supporting evidence and such other information that may reasonably be required.

In particular:

- If you think that you may have to cancel your journey or shorten your journey you should tell us as soon as reasonably possible. Contact Allianz Global Assistance using the contact number, or if overseas the 24-hour Emergency Assistance number, shown inside the front cover of this booklet.
- In the event of an emergency or admission to hospital overseas or for medical, hospital or dental claims, contact Allianz Global Assistance as soon as practicable.
- For loss or theft of your covered items, you should report it as soon as possible to the police and obtain confirmation of your report. If you delay or fail to make a report, we may reduce or refuse your claim to the extent we are prejudiced by your delay or failure.
- For damage or misplacement of your covered items, caused by the airline or any other operator or accommodation provider, report the damage or misplacement as soon as possible to an appropriate official and make reasonable efforts to obtain a written report, including any offer of settlement that they may make.

## DEPRECIATION

When taking into consideration the age of a covered item or valuable we will (acting reasonably) deduct the following amounts from our settlement for each item you have claimed:

- For toiletries and medication (including skin care, make-up, perfume, deodorant and aftershave) we will deduct 50% of the purchase price for each year you have owned the item up to a maximum deduction of 80%;
- For mobile phones, smart phones, electrical devices, communication devices, all computers (including laptops and tablets), photographic equipment and electronics equipment we will deduct 20% of the purchase price for each year you have owned the item up to a maximum deduction of 80%;
- For clothing, footwear, luggage and books we will deduct 15% of the purchase price for each year you have owned the item up to a maximum deduction of 80%;
- For camping, sporting and leisure equipment (but not leisure clothing) and musical instruments we will deduct 10% of the purchase price for each year you have owned the item up to a maximum deduction of 80%;
- For jewellery we will not make any deduction. Please note, watches are not considered jewellery and are included under other items below;

- For all other items we will deduct 15% of the purchase price for each year you have owned the item up to a maximum deduction of 60%.

#### **For example:**

You have a \$500 digital camera that was purchased 2 years before the date it was lost. The rate of depreciation would be 20% per year.

In settlement of your claim we would pay you \$300 (i.e. we will depreciate the value of the digital camera by 20% of the purchase price for each of the 2 years you have owned it), calculated as follows:

Year 1 - Purchase price of \$500 less 20% (\$100) = \$400

Year 2 - Depreciated value of \$400 less 20% of the purchase price (\$100) = \$300

## **CLAIMS ARE PAYABLE IN AUSTRALIAN DOLLARS**

We will pay all claims in Australian dollars. We will pay you unless you tell us to pay someone else. The rate of currency exchange that will apply is the rate at the time you incurred the expense. Payment will be made by direct credit to a bank account nominated by you.

## **RECOVERY**

If we have a claim against someone in relation to the money we have to pay or we have paid, you must take reasonable steps to help us do that in legal proceedings. If you are aware of any third party that you or we may recover money from, you should inform us of such third party.

When making a claim you should tell us about any other insurance under which you are or might be able to claim. If you can claim from another insurer and we also pay you in respect of the same insured event, then you will be required to refund to us the amount we paid if the other insurer also pay you.

You cannot claim from us and from the other insurer to obtain an aggregate amount that exceeds your loss.

If during the period of cover made available, you suffer a loss which is not covered by the Group Policy, we may offer to attempt to recover your uninsured loss for you.

You may specifically ask us to recover this for you however, we have no obligation to do so. You will need to give us documents supporting your loss. Before we include any uninsured loss in

a recovery action, we will also ask you to agree to the basis on which we will handle your uninsured recovery action. You may need to contribute to legal costs in some circumstances.

We will apply any money we recover from someone else under a right of subrogation in the following order:

1. To us, our costs (administration and legal) arising from the recovery.
2. To us, an amount equal to the amount that we paid to you under the Group Policy.
3. To you, your uninsured loss (less your excess).
4. To you, your excess.

Once we pay your total loss (including your uninsured loss and any excess) we will keep all money left over.

If we have paid your total loss and you receive a payment from someone else for that loss or damage, you will need to pay us the amount of that payment up to the amount of the claim we paid you.

## **HOW GST MAY AFFECT YOUR CLAIM**

If you are entitled to claim an input tax credit in respect of a cost for which a claim is made, or would be entitled to an input tax credit if you were to incur the relevant cost (i.e. in replacing a lost or stolen item), the amount we would otherwise pay will be reduced by the amount of that input tax credit.

## **FRAUD**

When making a claim you have a responsibility to assist us and to act in an honest and truthful manner.

If any claim is fraudulent in any way or if you or anyone acting on your behalf uses fraudulent means to make a claim on the cover described in this booklet, then no payment will be made in regard to the claim. Also ANZ will be informed of the situation and you may no longer be eligible for the cover described in this booklet.

## COMPLAINTS AND DISPUTES

If you are dissatisfied with our service in any way, please contact us using the details on the inside front cover of this booklet and we will attempt to resolve the matter in accordance with our internal dispute resolution procedures.

If we do not make a decision within the period that we tell you we will respond, we will tell you about your right to lodge a complaint with an external dispute resolution scheme.

If you are not happy with our response, you can refer your complaint to AFCA subject to its terms of reference. AFCA provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms. AFCA's contact details are:

### **The Australian Financial Complaints Authority**

**Online:** [www.afca.org.au](http://www.afca.org.au)

**Phone:** 1800 931 678

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Mail:** GPO Box 3 Melbourne VIC 3001

For more information on how we handle complaints you can request a copy of our procedures, using our contact details on the inside front cover.

## GENERAL INSURANCE CODE OF PRACTICE

The General Insurance Code of Practice was developed by the Insurance Council of Australia to further raise standards of practice and service across the insurance industry. The Code Governance Committee (CGC) is an independent body that monitors and enforces insurers' compliance with the Code.

You can obtain more information on the Code of Practice and how it assists you by contacting us. Contact details are provided on the inside front cover of this booklet. For more information on the Code Governance Committee (CGC) go to [www.insurancecode.org.au](http://www.insurancecode.org.au).

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