

# Chubb Integrated Travel Insurance

Combined Product Disclosure Statement  
(PDS) and Financial Services Guide (FSG)

CHUBB®

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## Travel Tips

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- Take out travel insurance at the time or once You have booked Your Trip.
- Register Your Trip with DFAT.
- Pack a sufficient supply of Your regular medications in Your carry-on luggage. This way, if Your luggage is lost or delayed You won't have any concern over taking Your medication as required.
- Check the travel advice issued by Department of Foreign Affairs and Trade (DFAT) for Your travel destination and the countries You plan to visit on Your Trip.
- Find out the emergency services contact numbers for the destination(s) and any other countries You are travelling to. Record the numbers for police, ambulance, Your travel insurance provider and the nearest Australian Embassy.
- Visit Your Doctor and Dentist for a general check-up before You leave Home. Ask about any vaccinations relevant to Your destination and any other countries You intend to visit during Your Trip. Ensure Your regular vaccinations, such as the flu shot and tetanus shot, are up to date. Get Your Doctor to print a list of all Your current medications, their generic names, dosages and frequency taken. Print a spare copy and keep it separate from Your main luggage.

These travel tips are intended as general information only and do not take into consideration Your personal circumstances. Chubb does not accept any liability arising from any reliance upon these travel tips.

# Chubb Integrated Travel Insurance

## Product Disclosure Statement (PDS)

### General Terms and Conditions

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This Policy is effective from: 07 May 2024

This document contains important information and has been prepared to assist You in understanding Chubb Integrated Travel Insurance and making an informed choice about Your insurance requirements. It is up to You to choose the cover You need. It is important that You carefully read and understand this document before making a decision.

This document provides general advice only. It does not take into account Your individual objectives, financial situation or needs. You need to decide if the limits, type and level of cover are appropriate for You.

This document must be read with Your Certificate of Insurance as together they form Your Policy and confirm the cover You have purchased including the terms, conditions and exclusions. The Certificate of Insurance will show Your:

- Trip type;
- destination;
- Issue Date of this Policy;
- Start Date and End Date of Your Trip;
- Covered Person(s);
- premium payable.

Please familiarise Yourself with this Policy. We want to ensure You are clear about what it covers and what it does not cover or excludes. If You are unclear about anything in this document, please call **1800 803 548** and Our insurance team will be happy to assist You with any enquiries.

It's important to check Your Policy from time to time, particularly before You go away to remind yourself of what is and isn't covered. Some things You might consider doing whilst travelling might be dangerous and not covered (for example, jet skiing, bungee jumping or hiring a scooter if You don't have a motorcycle licence). You also need to make sure You take care with Your belongings, make sure You keep valuable possessions on You and never leave Your luggage Unattended (for example, in a car overnight). This insurance isn't designed to cover carelessness or high-risk activities, so be a sensible and prudent traveller.

**If You need to make a claim, keep supporting documents and proof of any loss, including all police reports, sales receipts and charge card statements showing any purchases made.**

## Eligibility Criteria

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To be eligible for cover under this Policy, You will need to meet the following criteria:

- a) All Covered Persons must be sixty-five (65) years of age or younger at the Issue Date on Your Certificate of Insurance.
- b) You must purchase Your Policy before Your Trip commences and Your Trip must start in Australia.
- c) Covered Person(s) must be Resident(s) of Australia.

## Plans and Coverage

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The type of plan We offer will be dependent on Your destination and the type of ticket You purchase. The cover sections, benefits and benefits limits will vary between plans. The plans available are:

- an Overseas One-Way Trip;
- an Overseas Return Trip.

Your Certificate of Insurance will display the plan available. Not all benefits listed within each cover section are available for all plans. Please refer to the Schedule of Benefits within this Policy to confirm the cover and limits for the plan offered.

The Schedule of Benefits provides the limit(s) we will pay to each of the cover sections for the available plans. It includes maximum amounts payable under each section together with any applicable sub-limit, waiting period and any Excess that applies.

## Plans

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The plan offered will be dependent on Your destination and the type of ticket (one-way or return) You purchase. For example, if You are travelling to Thailand on a return ticket, Your plan will be an Overseas Return Trip.

It is important to understand that the cover available varies based on the plan offered. The Schedule of Benefits will outline what cover sections and benefits are offered for each of the plans provided. For one-way trips all available coverage ends the earlier of when You depart the airport terminal or the End Date on Your Certificate of Insurance.

<b>Overseas One-Way Trip</b>	<p>This plan is offered when You purchase a one-way flight to a destination that is outside of Australia.</p> <p>Please refer to the definition of Overseas One-Way Trip, where cover starts:</p> <ol style="list-style-type: none"><li>(a) when You leave Your Home or Your Work (whichever occurs last) to travel to the airport to fly on Your Scheduled Flight, and</li></ol> <p>ends the earlier of:</p> <ol style="list-style-type: none"><li>(b) when You leave the airport terminal upon arrival at Your destination; or</li><li>(c) at the End Date as shown on Your Certificate of Insurance.</li></ol>
<b>Overseas Return Trip</b>	<p>This plan is offered when You purchase a return flight to a destination that is outside of Australia.</p> <p>Please refer to the definition of Overseas Return Trip, where cover starts:</p> <ol style="list-style-type: none"><li>(a) when You leave Your Home or Your Work (whichever occurs last) to travel to the airport to fly on Your Scheduled Flight; and</li></ol> <p>ends the earlier of:</p> <ol style="list-style-type: none"><li>(b) when You arrive Home having travelled from the airport; or</li></ol>



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(c) at the End Date as shown on Your Certificate of Insurance.

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## **Amending or Changing Your Policy**

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After You have purchased a Policy, You may in some circumstances change Your coverage. Please call Us if there are any errors or mistakes in the information provided as outlined on Your Certificate of Insurance.

If whilst on a Trip, Your Period of Insurance needs to be extended, You must contact Us to request the extension. If the extension is accepted by Us You will need to pay the additional premium and We will issue an updated Certificate of Insurance. Note that it is not possible to extend Your Period of Insurance to be longer than ninety days (90) days from the Start Date on Your Certificate of Insurance.

## **Automatic End Date Extension**

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In the event that You are prevented from completing the return leg of a Trip within the Period of Insurance as a result of an unavoidable delay from Your Public Transport, We will automatically provide an extension without an additional premium for up to seven (7) days from the End Date on Your Certificate of Insurance.

In the event You are hospitalised as a result of an Injury or Illness covered under this Policy, during Your Overseas Return Trip within the Period of Insurance, the following Cover Sections;

- (B) Overseas Medical Emergency Expenses Cover;
- (C) Accidental Death Cover;
- (F) Personal Baggage, Valuables, Money and Travel Documents Cover;
- (G) Personal Liability Cover;

will automatically extend beyond the End Date on Your Certificate of Insurance until one of the following first occurs:

- a) twelve (12) months have elapsed from the date of the Injury or Illness; or
- b) You return to Australia; or
- c) You have been declared fit to travel by a treating Doctor or when recommended by Chubb Assistance's medical officer to return to Australia but You decide to remain overseas.

## **Cancellation of Your Policy**

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You can request to cancel Your Policy at any time by contacting Chubb.

### **Cancelling Your Policy within Cooling Off Period**

You have up to fourteen (14) days from the time You are issued Your Certificate of Insurance (the Issue Date) to decide whether this Policy and cover is right for You. If You decide that You don't want this Policy, You may cancel it within the fourteen (14) days cooling-off period. You will receive a full refund of the premium You paid, provided:

- a) You haven't started Your Trip; or
- b) You haven't made a claim; or
- c) You don't want to make a claim or exercise any other right under the Policy.

### **Cancelling Your Policy Outside the Cooling off period**

If You request to cancel Your Policy outside the cooling-off period, We may:

- a) refund any unused proportion of Your premium (from the date the refund request was received until the End Date on Your Certificate of Insurance); and
- b) minus any administration fee;

provided that You have not started Your Trip, made or submitted a claim and/or intend to make a claim or exercise any other right under Your Policy.



## **Cancellation of your Policy by Us**

We may cancel Your Policy by giving You written notice to the address on file and in accordance with the *Insurance Contracts Act 1984* (Cth), including where You have:

- a) breached the Duty of Disclosure;
- b) breached a provision of Your Policy;
- c) made a fraudulent claim under this Policy or any other contract of insurance.

If We cancel, We will refund the premium for Your Policy less an amount to cover the period for which You were Insured.

## **Premiums**

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In return for cover under this Policy, You are required to pay a premium. The cover under this Policy only starts when You pay Us the required premium. You will be told the premium payable for Your policy when You apply and the premium will also be shown on Your Certificate of Insurance.

There are a number of factors that We take into account when calculating Your premium. The key factors are:

- how many people are to be covered under the Policy;
- the duration and destination(s) of Your Trip;
- the period between purchasing the Policy (the Issue Date) and the date of departure (Start Date)
- the Trip cost.

Your total premium includes government charges, taxes or levies (such as stamp duty and GST).

## Important Things To Know About This Policy

### Excess

**Where applicable, an Excess is applied for each Covered Person, for each Event.**

If a claim is covered, the Excess is first deducted from the claim amount before any limits are applied to the claim amount. A claim will not be payable where the Excess amount is the same as, or more than, your claim amount.

The Excess amount is specified in the Schedule of Benefits.

#### Example

The below examples are provided for illustrative purposes only. Each claim will be assessed individually, based on the facts relative to the specific claim

Example A:	Example B:	Example C:
<p>Anna books accommodation to the Sunshiny caravan park. Her Trip with the family is in summer, which is 3 months away. A week before the start of the family Trip, her son has an accident at school and breaks his leg. Unfortunately, he needs surgery and the Doctor confirms its best to be at home for the recovery. Anna paid \$1,200 for the accommodation. The Excess is \$250.</p> <p>a) Deduct the Excess of \$250 b) Check the total cover limits and sub limits in the Schedule of Benefits. The amount claimable is below these limits.</p> <p>Calculation for the amount payable:</p> <p>(-Excess) + accommodation = amount payable</p> <p>(-\$250) + \$1,200 = \$950</p>	<p>Jane travels to Brazil and while in Brazil her laptop is stolen. She reports the theft to the police and provides Us with the required documentation. Jane paid \$6,000 for her laptop 12 months prior to this Event. The Excess is \$250.</p> <p>a) Establish original purchase price of the laptop: \$6,000 b) Apply depreciation* :  <ul style="list-style-type: none"> <li>• 2.5% per month for 12 months = 30% depreciation.</li> <li>• 30% of \$6,000 = \$1,800 total depreciation.</li> </ul> </p> <p>c) Establish current value of the laptop by subtracting depreciation from the purchase price of the laptop  <ul style="list-style-type: none"> <li>• \$6,000 - \$1,800 = \$4,200</li> </ul> </p> <p>d) Check the total and per item limit shown in the Schedule of Benefits and select the lower of current value of the laptop or the item limit. The per item limit is \$2,500 which is lower than the current value \$4,200, hence We take the lower number = \$2,500</p> <p>The \$250 Policy Excess is not deducted from the \$2,500 per item limit in this instance, since Jane's loss is higher than the per item limit payable + Excess.</p>	<p>Rob and his wife travelled to France for 14 days. On the 4<sup>th</sup> day of their Trip, Rob slips down the stairs at the hotel. Thankfully it's not a major injury, but he did twist his ankle and needs to seek medical attention. He was billed \$500 for the Doctor's appointment including some scans and medication. On the 8<sup>th</sup> day, Rob had his laptop stolen which was worth \$1,000 when it was purchased 6 months ago. Unfortunately, on the last day of their Trip, Rob's wife then lost her Smartphone worth \$900 that was purchased directly before their Trip commenced. When they return to Australia, Rob submitted a claim for the 3 Events.</p> <p>As Rob and his wife had 3 Events during their Trip to France, an Excess would be applied to each of the Events (and Covered Persons).</p> <p>Claim 1: (-\$250) Excess + \$500 Medical costs = \$250 claim payment.</p> <p>Claim 2:</p> <p>a) Deduct the Excess of \$250 b) Establish original purchase price of the laptop: \$1,000 c) Apply depreciation*:</p>

	<p>\$2,500 claim payment.</p>	<ul style="list-style-type: none"> <li>• 2.5% per month for 6 months = 15% depreciation.</li> <li>• 15% of \$1,000 = \$150 total depreciation.</li> </ul> <p>d) Establish current value of the laptop by subtracting depreciation from the purchase price of the laptop</p> <ul style="list-style-type: none"> <li>• \$1,000 - \$150 = \$850</li> </ul> <p>Calculation for the amount payable:</p> <p>(-Excess) + current value = amount payable</p> <p>(-\$250) + \$850 = \$600 claim payment.</p> <p>Claim 3: (-\$250) Excess + \$900 Smartphone = \$650 claim payment.</p>
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\* For depreciation details, please review Section F - Personal Baggage, Valuables, Money and Travel Documents Cover

### Pre-Existing Medical Conditions

**This Policy does not cover any Pre-Existing Medical Conditions.** If You have Pre-Existing Medical Conditions, this cover may not be right for You. Before You purchase a Policy, You should consider whether a medical condition is considered Pre-Existing based on the Pre-Existing Medical Condition definition within this Policy.

### Excluded Sports And Activities

Not everything You do on Your Trip will be covered by this Policy. This includes

- some popular holiday activities such as bungee jumping, jet skiing, horse riding, Snow Sports or trekking (with climbing equipment or when You ascend more than 3,000 metres from sea level);
- competitive sporting events (for example, where You may receive a fee or prize money);
- travelling on a Cruise.

Please see the definition of 'Excluded Sports and Activities' for a full list of activities and sports which are not covered under this Policy, as well as the General Exclusions and General Conditions, which apply to all claims.

### COVID-19

#### What is covered?

This Policy treats COVID-19 in the same way as any other Illness. This means where there is coverage for Illness related Events under the following sections, it applies to COVID-19:

1. Section A – Trip Cancellation and Amendment Cover;
2. Section B – Overseas Medical Emergency Expenses Cover, and
3. Section D – Resumption of Long Overseas Trip Cover.

## What is not covered?

We will not pay any benefit, loss, or costs arising from or relating to:

1. border closures or government issued “Do Not Travel” warnings arising from COVID-19 (including where the border closure or travel warning occurs after the Issue Date of your Policy);
2. mandatory quarantine, except when You have a valid Trip Change or Curtailment claim under specified Event 1 of Section A – Trip Cancellation and Amendment Cover and incur reasonable additional travel or accommodation expenses resulting from the quarantine;

## Pregnancy

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It’s important to understand how pregnancy affects Your coverage.

You will not be covered for costs associated with the actual birth of Your child or any pregnancy related medical conditions You are suffering from when You purchase a Policy. For more information see – **When are You Not Covered?** (below)

### When does the travel insurance cover You, if You are pregnant?

If You are pregnant, You are covered for claims that arise from Your pregnancy, under:

#### 1. Section B - Overseas Medical Emergency Expenses Cover:

- If, when You are on an Overseas Return Trip, You have a Medical Emergency resulting from an Injury or Illness, which:
  - a) occurs before the end of the 23<sup>rd</sup> week of Your pregnancy; and
  - b) is not otherwise excluded within this Policy.

#### 2. Section A - Trip Cancellation and Amendment Cover:

- If You have an Injury or unforeseen Illness arising from or relating to Your pregnancy that occurs before the end of the 23<sup>rd</sup> week of Your pregnancy, and which:
  - a) a treating Doctor confirms that it prevents you from going on the Trip or continuing the Trip, and
  - b) is not otherwise excluded within this Policy.

### How is the number of weeks of pregnancy calculated?

The number of weeks of Your pregnancy is calculated from the last known date of Your menstrual period or calculated from staging ultrasound.

### When are You not covered?

You are not covered for any costs arising from or related to:

- a) any Pre-Existing Medical Condition;
- b) any past medical condition(s) relating to a previous pregnancy or if You have experienced pregnancy complications prior to the Issue Date on Your Certificate of Insurance;
- c) Your pregnancy, if after the end of the 23<sup>rd</sup> week of Your pregnancy;
- d) any costs under Section B - Overseas Medical Emergency Expenses Cover arising from childbirth or the health of a newborn child. This exclusion applies irrespective of the stage of pregnancy at which the child is born. Meaning a newborn (whether premature or otherwise) is not considered a Covered Person under the Policy if the child was born on the Trip;
- e) any costs under Section B - Overseas Medical Emergency Expenses Cover arising from or relating to an abortion, unless this is to save the life of the mother following an Injury or Illness;
- f) any costs under Section B - Overseas Medical Emergency Expenses Cover arising from fertility treatment or treatment associated with an assisted reproduction program including but not limited to, in vitro fertilisation (IVF).

## **Exclusions within this Policy**

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As with all insurance, there are certain exclusions that apply. Some exclusions only apply to certain benefits under the Policy, while other exclusions apply to all claims. You should read the following:

- General Exclusions and General Conditions, which apply to all claims.
- Each cover section includes information about what We cover and any terms and conditions and exclusions that apply to the cover section.

To ensure You understand when We will pay for a claim, You should read each section carefully, including each benefit covered under 'What We Cover' together with any 'Terms and Conditions' and 'Exclusions' under each cover section.

## **Fraud**

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Chubb considers it important for customers to take insurance fraud seriously. Creation or submission of false documents, or exaggerating a genuine claim is considered insurance fraud. Such behaviour has a negative impact on the cost of insurance for all customers.

We utilise Our dedicated special investigations unit at Chubb to detect and investigate selected claims daily. When the evidence supports it, Chubb will report suspect claims to the police and dedicate resources to assisting any potential criminal prosecutions.

## **Significant Tax Implications**

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Generally, Your premiums are not tax deductible and claims payments are not assessable income for tax purposes unless You purchase Your Policy for business purposes. This tax information is a general statement only. See Your tax adviser for information about Your personal circumstances.

## **Goods and Services Tax**

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Where You are a registered entity You may be entitled to an input tax credit for Your premium and/or for things covered by this Policy. You must disclose these entitlements to Us if You make a claim under Your Policy.

If We agree to pay a claim under Your Policy, We will base any claim payment on the Goods and Services Tax (G.S.T.) inclusive costs (up to the relevant Policy limit). However, We will reduce any claim payment by an input tax credit You are, or would be, entitled to for the repair or replacement of insured property or for other things covered by this Policy.

## **Australian Law**

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Your Policy is governed by the laws of the State or Territory of Australia in which Your Trip commences. Any dispute or action in connection with Your Policy shall be conducted and determined in the courts of the State or Territory of Australia in which Your Trip commences.

## **Australian Currency**

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All payments by You to Us and Us to You under Your Policy must be in Australian currency.

## **Updating Our Product Disclosure Statement (PDS)**

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We may update the information contained in Our PDS when necessary. A paper copy of any updated information is available to You at no cost by calling Us on **1800 803 548**.

We will issue You with a new PDS or a supplementary PDS where the update is to rectify a misleading or deceptive statement from the point of view of a reasonable person deciding whether to buy this product.

**Preparation Date**

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This PDS was prepared on 07 May 2024.

**PDS Code**

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24PDSRBAAU01

## About Chubb Insurance Australia Limited

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Chubb Insurance Australia Limited (ABN 23 001 642 020, Australian Financial Service (AFS) Licence No. 239687) (Chubb) is the insurer and issuer of this product. In this PDS, “We”, “Us”, “Our” means Chubb.

Chubb is an Australian financial services licensee (Licensee) authorised to deal in and provide advice in relation to general insurance products. Our contact details are:

ABN: 23 001 642 020

AFS Licence Number: 239687

Head Office: Grosvenor Place, Level 38, 225 George Street, Sydney NSW 2000

Postal address: GPO Box 4907, Sydney NSW 2001

O 1800 803 548

F +61 2 9335 3497

E travel.au@chubb.com

## General Enquiries

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If You have any questions about Your Policy, You can either:

Email Chubb at travel.au@chubb.com

Write to Chubb at GPO Box 4907, Sydney NSW 2001

Call Chubb on 1800 803 548 (Monday to Friday 8:30am-5:00pm AEST)

## Chubb Assistance (In the event of an Emergency)

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### Emergency assistance around the world

In the event of a medical or similar emergency whilst overseas simply phone **+61 2 8907 5666** to get immediate help locating medical assistance in Your local area.

For all non-emergency matters, contact Chubb Customer Service on **1800 803 548**.

Where Your claim is excluded or falls outside the Policy coverage, the provision of emergency assistance by Chubb Assistance will not in itself be an admission of liability.

Considerable effort is made to locate, assess and reassess medical facilities and other services worldwide. However, the medical standards, sanitary conditions, reliability of telephone systems and facilities for medical services differ from country to country and accordingly, it is not always possible to have control over these factors. In the circumstances, responsibility for any loss, medical complication or death resulting from any factor reasonably beyond Our control, cannot be accepted by Chubb Assistance or Us.



## Definitions

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The following words when used with capital letters in this document have the meaning given below.

**Accidental Death** means death occurring as a result of an Injury.

**Adult** means a Covered Person who is not a Dependent Child.

**Cancellation** means You do not start Your Trip at all. 'Cancel' and 'Cancelled' have the same meaning as Cancellation.

**Certificate of Insurance** means the document We issue You, which confirms You being covered after you have paid for the insurance.

**Chubb** means Chubb Insurance Australia Limited (ABN 23 001 642 020, AFS Licence No. 239687) of Grosvenor Place, Level 38, 225 George Street, SYDNEY NSW 2000 (Chubb).

**Chubb Assistance** means the service provider acting on behalf of Chubb assistance.

**Close Relative** means spouse, de-facto, parent, parent-in-law, step-parent, child, brother, half-brother, step-brother, brother-in-law, sister, half-sister, step-sister, sister-in-law, daughter-in-law, son-in-law, niece, nephew, uncle, aunt, grandparent or grandchild.

**Covered Person** means persons named as a covered person on Your Certificate of Insurance who meets the eligibility requirements and for which the premium has been paid.

**COVID-19** means Coronavirus Disease, an infectious disease caused by the SARS-CoV-2 virus, or any variation or mutation of that virus.

**Cruise** means any voyage on a ship, boat or ferry taken for pleasure or as a holiday.

**Curtailment** means You have started Your Trip and You have had to return to Your Home in Australia. 'Curtail' and 'Curtailed' have the same meaning as Curtailment.

**Dentist** means a dentist or dental surgeon who is registered or licensed to practice dentistry under the laws of the country in which they practice, other than you or your Close Relative, unless approved by Chubb Assistance, approval of which will not unreasonably be withheld.

**Dependent Child(ren)** means any child (including stepchild or legally adopted child) of an Adult who is primarily dependent upon the Adult for maintenance and support and the child is:

- a) eighteen (18) years of age or younger; or
- b) twenty-four (24) years of age or younger and;
  - i. a full-time student of an accredited institution of higher learning; or
  - ii. permanently mentally or physically incapable of self-support, as confirmed by medical evidence from a Doctor.

**Doctor** means a medical practitioner or specialist (an expert in a specific area of medicine) who is registered or licensed to practice medicine under the laws of the country in which they practice, other than you or your Close Relative, unless approved by Chubb Assistance, which will not unreasonably be withheld.

**End Date** means the end date of Your Trip, as specified on Your Certificate of Insurance.

**Event(s)** means an occurrence that could give rise to a claim for a benefit under Your Policy. Any one occurrence or series of occurrences attributable to one source or originating cause is deemed to be one Event.

**Excess** means the amount specified in the Schedule of Benefits that is payable by each Covered Person for each claimable Event, when indicated. This means that if such claim is covered, the Excess will be deducted from Your claim amount before any limits have been applied to the amount being claimed. For example, if the

excess is \$250 and Your claim is accepted, and You are claiming \$500 (where no depreciation is applied), the calculation is:  $(-\$250)$  (the excess) +  $\$500 = \$250$ .

**Excluded Sports and Activities** means boxing; cave diving; horse jumping; horse riding; hunting and hunting on horseback; professional sports; canyoning; caving; diving; mountain-climbing; steeple chasing; any form of motor racing; speed, performance or endurance tests; abseiling; American football; bob sleigh; bungee jumping; base jumping; canoeing; clay pigeon shooting; deep sea fishing; four-wheel driving adventures; go-karting; hang gliding; heli-skiing; hot air ballooning; ice hockey; jet biking and jet skiing; martial arts; micro-lighting; mountain biking off tarmac; mountaineering; parachuting; paragliding; parascending; paraskiing; polo; quad biking; rock climbing; SCUBA diving deeper than thirty (30) metres; skidoo; ski-jumping; ski-racing; ski-stunting; Snow Sports, tour operator safari (where You or any tourist will be carrying guns); trekking requiring climbing equipment and/or ascending above 3,000 metres from sea level; ultra-marathons, biathlons and triathlons; war games/paint ball; white water rafting; yachting more than twenty (20) nautical miles from the nearest coastline.

**Forcible Entry** means unlawful entry by forcible and violent means, as evidenced by a broken window, damaged or picked lock, broken hinge or door handle.

**Home** means Your usual place of residence in Australia (where You live).

**Illness** means a sickness or disease (including COVID-19) which requires Treatment by a Doctor or a Dentist. An Illness is not a Pre-Existing Medical Condition and is not an Injury.

**Injury** means an accidental bodily injury resulting solely and directly from:

- a) a sudden, external and identifiable Event that happens by chance and could not have been expected from the perspective of the Covered Person; and
- b) which occurs independently of any Illness or any other cause; and
- c) causes a loss within twelve (12) months of the accident.

It does not mean an Illness or any Pre-Existing Medical Condition.

**Insolvency** means bankruptcy, provisional liquidation, liquidation, insolvency, appointment of a receiver or administrator, entry into a scheme of arrangement, statutory protection stopping the payment of debts or the happening of anything of a similar nature under the laws of any jurisdiction.

**Issue Date** means the date We agree to provide insurance under the Policy as shown on Your Certificate of Insurance.

**Long Overseas Trip** means an Overseas Return Trip with an itinerary of 15 days or more.

**Manual Work** means paid work which involves the installation, assembly, maintenance or repair of electrical, mechanical or hydraulic plant (other than in a purely managerial, supervisory, sales or administrative capacity). It also means manual labour of any kind including, but not restricted to, hands-on work such as a plumber, electrician, lighting or sound technician, carpenter, painter, decorator or builder.

**Medical Emergency** means an Injury, sudden and unforeseen Illness or dental issue, suffered by You while on an Overseas Return Trip (except when in Australia), which results in Your immediate need for Treatment which cannot be reasonably delayed until Your return to Australia without causing discomfort or risk of potential aggravation in the opinion of a local treating Doctor or by Chubb Assistance.

**Money** means currency, travellers' cheques, hotel and other redeemable holiday vouchers and petrol coupons. It does not mean cryptocurrency.

**Natural Disaster** means volcanic eruption, flood (more than 20,000 square metres of normally dry land), tsunami, earthquake, landslide, hurricane, cyclone, typhoon, tornado or bushfire. It does not mean any infectious or contagious disease or virus regardless of transmission (including pandemic or epidemic).

**Non-Scheduled Flight** means a flight on an aircraft whose flights are not conducted in accordance with fixed flying schedules, over specific air routes, to and from fixed terminals. For example, a privately hired, rented or chartered air transport (such as a private jet or plane or helicopter).

**Overseas One-Way Trip** means a trip where Your destination is outside of Australia:

starting:

- a) when You leave Your Home or Your Work (whichever occurs last) to travel to the airport to fly on Your Scheduled Flight; and

ending the earlier of:

- b) when You leave the airport terminal upon arrival at Your destination; or
- c) at the End Date as shown on Your Certificate of Insurance.

**Overseas Return Trip** means a trip where Your destination is outside of Australia:

starting:

- (a) when You leave Your Home or Your Work (whichever occurs last) to travel to the airport to fly on Your Scheduled Flight; and

ending the earlier of:

- (b) when You arrive Home having travelled from the airport; or
- (c) at the End Date as shown on Your Certificate of Insurance.

**Pair or Set** means a number of items used together, associated as being similar or corresponding (including attached and unattached accessories) and being regarded as one (1) unit.

**Period of Insurance** means the period between the Issue Date and End Date specified on Your Certificate of Insurance.

**Personal Baggage** means items of necessity, ornament, personal convenience or personal use for Your individual use during the Trip, including clothing, toiletries, and personal effects worn or carried by You within a suitcase (or similar). It does not include Valuables.

**Policy** means this document, the Product Disclosure Statement (PDS) and any Supplementary Product Disclosure Statements (SPDS), including Your Certificate of Insurance.

**Pre-Existing Medical Condition** means any physical defect, medical or dental condition, illness, injury or disease that:

1. within the two (2) years prior to the Issue Date on Your Certificate of Insurance
  - a) requires either of the following:
    - i. ongoing medication for treatment or risk factor control;
    - ii. prescribed medication from a Doctor;
    - iii. check-ups, consultations, reviews or progress advice (other than those recommended by a Doctor to review a previous condition that is considered by a Doctor at the Issue Date to be cured or in complete remission); or
    - iv. surgery; or
  - b) is either
    - i. under investigation;
    - ii. pending diagnosis or test results;
    - iii. chronic or arthritic; or
2. within the three (3) years prior to the Issue Date on Your Certificate of Insurance involves:
  - a) any of the following body parts:
    - heart;

- brain (other than a mental health related condition);
  - liver;
  - back;
  - spine;
  - kidneys;
  - cardiovascular or circulatory or respiratory system; and
- b) where such medical condition either:
- I. involved a hospital emergency visitation or being an inpatient in hospital; or
  - II. required or requires surgery, a specialist appointment or consultation; or
  - III. requires:
    - i. ongoing medication for treatment or risk factor control; or
    - ii. prescribed medication from a Doctor; or
    - iii. check-ups, consultations, reviews or progress advice (other than those recommended by a Doctor to review a previous condition that is considered by a Doctor at the Issue Date to be cured or in complete remission); or
- c) is currently either:
- i. under investigation; or
  - ii. pending diagnosis or test results; or
3. within the five (5) years prior to the Issue Date on Your Certificate of Insurance related to cancer; or
4. within the three (3) months immediately prior to the Issue Date on Your Certificate of Insurance led to the manifestation of symptoms where a reasonable person in the circumstances would be expected to be aware of.

**Public Place** means, but is not limited to, shops, buses, planes, trains, taxis, airports, bus depots, hotel foyers, restaurants, cafes, beaches, entertainment venues and any place that is accessible by the public.

**Public Transport** means an air, land, water or rail passenger transport that operates to a published timetable or schedule and is available to the public. It does not mean privately hired, rented or chartered air, land or water transport (such as a taxi, Uber, Limousines, helicopter, private jet or plane).

**Rental Agreement** means the contract of hire between the Rental Company and You in respect of a Rental Vehicle.

**Rental Company** means a company or agency that hires Rental Vehicles and is fully licensed with the regulatory authority of the Country, state or local authority where the Rental Vehicle is collected.

**Rental Vehicle** means any sedan, station wagon, hatchback or sports utility vehicle (SUV) rented under a Rental Agreement on a daily or weekly basis from a Rental Company. It does not mean trucks, mini buses, buses, trailers, caravans, campervans, motorcycles, mopeds, motorbikes, motor homes, scooters or bicycles.

**Rental Vehicle Deductible** means the amount (insurance excess) payable by You for each and every claim when You have purchased the comprehensive vehicle insurance proposed by the Rental Company.

**Repatriation/Evacuation** means Your:

1. transportation to the nearest hospital, if transportation is not provided free of charge in the country of incident; or
2. evacuation to the nearest adequately equipped hospital in the event that local medical facilities consider they cannot adequately treat You or where Chubb Assistance's medical officer considers local medical facilities to be inadequate; or
3. repatriation directly to Australia when permitted by the local treating Doctor or when recommended by Chubb Assistance's medical officer; or

4. return to Australia after hospitalisation, provided that You are deemed to be medically fit for travel by a treating Doctor or by Chubb Assistance's medical officer, and that Your original means of transportation cannot be used.

**Resident of Australia** means an Australian citizen, holder of an Australian permanent residency visa, partner/spouse visa, Australian skilled migrant visa (including 457 and Temporary Skill Shortage (TSS) visa), or a student visa:

- a) with a right to entry into Australia in accordance with their citizenship, residency or visa;
- b) with access to long-term medical care in Australia;
- c) who has a permanent Australian residential address; and
- d) who currently resides in Australia.

**Royal Brunei Airlines** means Royal Brunei Airlines Sdn. Bhd. (Company Registration Number RC00000274) Authorised Representative Number 001303529.

**Scheduled Airline** means airline passenger transport that operates to a published timetable or schedule and is available to the general public. It does not mean privately hired, rented or chartered air transport (such as private jet or plane or helicopter).

**Scheduled Flight** means a flight in an aircraft on a Scheduled Airline.

**Schengen Visa** means You holding a valid visa that enables You to enter, freely travel within, and leave any of the Schengen member countries within Europe.

**Secure Area** means the locked dashboard, glove compartment, boot or luggage compartment of a motor vehicle including the locked luggage compartment of a hatchback or station wagon, the fixed storage units of a motorised or towed caravan, or a locked luggage box locked to a roof rack locked to the vehicle, providing that, in each case, all items are out of sight.

**Smartphone** means an electronic device used for mobile telecommunications over a cellular network (including but not limited to, Apple, Samsung, Huawei or similar). Smartphone does not mean tablets or smart watches.

**Snow Sports** means snow skiing, snowboarding, tobogganing or snowmobiling.

**Start Date** the date You start Your Trip as shown on Your Certificate of Insurance.

**Terrorism** means activities against persons, organisations or property of any nature:

- a) that involves the following or preparation for the following:
  - i. use of, or threat of, force or violence;
  - ii. commission of, or threat of, force or violence; or
  - iii. commission of, or threat of, an act that interferes with or disrupts an electronic, communication, information, or mechanical system; and
- b) when one (1) or both of the following applies;
  - i. the effect is to intimidate or coerce a government of the civilian population or any segment thereof, or to disrupt any segment of the economy; and/or
  - ii. it appears that the intent is to intimidate or coerce a government, or to further political, ideological, religious, social or economic objectives or to express (or express opposition to) a philosophy or ideology.

**Terminal Illness** means a medical condition for which a terminal prognosis has been given by a qualified Doctor and which is likely to result in death.

**Travel Documents** means travel tickets, passports, visas and driving licence.

**Travelling Companion** means a person travelling with You on a Trip which has the same travel itinerary as You.

**Treatment** means surgical or medical procedures performed by a Doctor or Dentist where the sole purpose of which is to cure or relieve Illness or Injury.

**Trip** means:

1. an Overseas One-Way Trip; or
2. an Overseas Return Trip.

**Trip Change** means where You have started Your Trip and You must make changes to Your planned Trip, but do not have to return any earlier than intended.

**Unattended** means when Your Personal Baggage, Valuables, Money or Travel Documents are not:

- a) worn or carried by You; or
- b) under Your observation within three (3) metres of You.

**Valuables** means jewellery; furs; articles containing precious metals or precious stones; watches; binoculars; audio equipment or devices; photographic and electronic equipment or devices; Smartphones; personal organisers and games consoles; laptops and external computer devices (including all printers, modems, external hard drives and similar).

**We/Our/Us** means Chubb.

**Work** means Your usual place of work within Australia having a fixed physical address.

**You/Your** means a Covered Person.



## Coverage Summary

The coverage summary table below can be used as a quick reference to understand key coverage elements to each cover section. For a full understanding of what is covered, when You are covered and where cover does not apply, please refer to the individual section including the General Exclusions within this Policy. The benefits provided are subject to the terms, conditions and exclusions contained within this Policy.

Your Policy is made up of the Certificate of Insurance and this document. Your Certificate of Insurance may amend the standard terms, conditions and exclusions contained within this Policy.

Cover Section	Cover Description	Key Exclusions and Limitations
Section A	<p><b>Trip Cancellation and Amendment Cover</b> Provides cover in the event You must Cancel, Curtail or require a Trip Change for the following reasons:</p> <ul style="list-style-type: none"> <li>You or Your Travelling Companion being, in the opinion of a treating Doctor, unfit to begin or continue Your Trip due an Injury, suffering an unforeseen Illness or dying before or during Your Trip</li> <li>Your Close Relative, or a Close Relative of a Travelling Companion, having an Injury, suffering an unforeseen Illness or dying before or during Your Trip</li> <li>a Natural Disaster has caused devastation to the destination You were intending to travel.</li> </ul> <p>Cover varies depending on the Trip type.</p> <p><b>What is covered?</b></p> <p>Non-refundable deposits, excursion costs and unused travel and accommodation costs You have paid in advance.</p>	<ul style="list-style-type: none"> <li>You or any other person having a change in mind and deciding not to start a Trip, continue with the Trip or any other disinclination to travel;</li> <li>Cancellation, Curtailment or Trip Change due to Pre-Existing Medical Conditions;</li> <li>losses arising from the death, serious injury or acute illness of any Close Relative or Travelling Companion who is eighty (80) years or older at the Issue Date on Your Certificate of Insurance;</li> <li>Close Relative who is not a Resident of Australia;</li> <li>circumstances where Cancellation, Curtailment or Trip Change was foreseeable, avoidable, unnecessary or within Your control prior to the Issue Date on Your Certificate of Insurance (for Cancellation) or prior to starting a Trip (for Curtailment or Trip Change);</li> <li>additional costs incurred due to Your failure to notify the carrier or travel agent as soon as reasonably practicable that Your Trip is to be Cancelled or Curtailed;</li> <li>loss arising from epidemic, pandemic or outbreak of an infectious disease or virus (except for loss arising from COVID-19 which is covered under specified Event 1 and 2);</li> <li>costs incurred from having to Cancel, Curtail or change Your Trip due to any border closure or government issued "Do Not Travel" warning (including where the border closure or travel warning occurs after the Issue Date).</li> </ul>



Section B	<p><b>Overseas Medical Emergency Expenses Cover</b> Provides cover for Repatriation/ Evacuation, cost of overseas emergency medical Treatment, emergency dental Treatment and reasonable extra accommodation costs in the event of a Medical Emergency while You are on Your Overseas Return Trip and transportation of Your remains or burial expenses following Your death while on a Trip.</p>	<ul style="list-style-type: none"> <li>• Your Pre-Existing Medical Conditions;</li> <li>• any expenses if You are sixty-six (66) years of age or older at the Issue Date on Your Certificate of Insurance;</li> <li>• costs arising from Your participation in Excluded Sports and Activities;</li> <li>• medical costs if You do not make reasonable attempts to contact Chubb Assistance where You were reasonably able to do so;</li> <li>• costs arising from or related to Trips where the following advice has been provided prior to starting Your Trip, <ul style="list-style-type: none"> <li>○ an Australian State or Territory or the Australian Federal Government or an Australian government agency (such as DFAT) has issued a travel advisory warning, advising You to ‘Do Not Travel’ or that borders are closed, for the destination You planned to travel to; or</li> <li>○ a Doctor advised You not to travel.</li> </ul> </li> <li>• loss arising from epidemic, pandemic or outbreak of an infectious disease or virus (except for loss arising from COVID-19 which is first diagnosed by a Doctor while on Your Trip).</li> </ul>
Section C	<p><b>Accidental Death Cover</b></p> <ul style="list-style-type: none"> <li>• Cover in the event an Injury results in Your Accidental Death whilst on a Trip, or</li> <li>• Accidental Death due to disappearance while travelling on Public Transport.</li> </ul>	<ul style="list-style-type: none"> <li>• death caused by Illness, a Pre-Existing Medical Condition or natural causes.</li> </ul>
Section D	<p><b>Resumption of Long Overseas Trip Cover</b> Provides cover for costs to resume Your Long Overseas Trip (when more than fourteen (14) days are remaining until the End Date) after it has been interrupted following the death, Injury or unforeseen Illness of a Close Relative.</p>	<ul style="list-style-type: none"> <li>• costs if You do not resume Your Trip within thirty (30) days of returning to Australia or if You have fourteen (14) days or less remaining until your End Date;</li> <li>• Close Relative who is eighty (80) years of age or older at the Issue Date on Your Certificate of Insurance;</li> <li>• Close Relative who is not a Resident of Australia;</li> <li>• costs that You were reasonably aware, before the Issue Date on Your Certificate of Insurance that would lead or may cause You to return from Your Long Overseas Trip.</li> </ul>
Section E	<p><b>Trip Delay Cover</b> Provides cover on a Trip for:</p>	<ul style="list-style-type: none"> <li>• Personal Baggage delay or extended Personal Baggage delay when checked-in on the Scheduled Flight that returns You Home;</li> </ul>

	<ul style="list-style-type: none"> <li>• Delayed flight departure of six (6) hours or more, flight cancellation, denied flight boarding, missed flight connection</li> <li>• twelve (12) hour delay of Personal Baggage checked-in on Scheduled Flight.</li> </ul> <p>The amount of cover varies for each benefit.</p>	<ul style="list-style-type: none"> <li>• the purchase of clothing and toiletries which are not necessary for your Trip, and <ul style="list-style-type: none"> <li>a) not essential for emergency use within 24 hours of the Personal Baggage delay, and</li> <li>b) not reasonable for emergency use within 48 hours in the case of extended Personal Baggage delay;</li> </ul> </li> <li>• costs if You fail to notify the transport provider or carrier about delayed or missing luggage or You do not obtain a luggage incident report from them or show You have taken reasonable steps to obtain one;</li> <li>• any delay or cancellation of a Scheduled Flight as a result of COVID-19.</li> </ul>
Section F	<p><b>Personal Baggage, Valuables, Money and Travel Documents Cover</b> Provides cover for damaged, destroyed, lost, stolen Personal Baggage, Valuables, Money and Travel Documents during Your Trip.</p>	<ul style="list-style-type: none"> <li>• Valuables or Money within Your Personal Baggage checked-in or stowed in the luggage hold of an airplane, ship, bus or train;</li> <li>• Valuables and/or Money that are left Unattended in a motor vehicle;</li> <li>• items left Unattended in a Public Place (unless You have no option other than to leave the items Unattended due to an emergency medical, security or evacuation situation);</li> <li>• claims where You do not obtain a report from local police, the carrier, tour or transport operator or accommodation provider and You have not taken reasonable steps to obtain one either;</li> <li>• deductions will be applied for depreciation (wear and tear), as explained in Section F.</li> </ul>
Section G	<p><b>Personal Liability Cover</b> Covers Your liability if You damage someone's property or cause them Injury</p>	<ul style="list-style-type: none"> <li>• You intentionally incurring any liability;</li> <li>• Injury to any person who is a member of Your family, a Close Relative, a Travelling Companion or any person under a contract of service or apprenticeship with You;</li> <li>• any damage or Injury involving: <ul style="list-style-type: none"> <li>a) mechanically propelled vehicles (including scooters), aircraft (including drones), hovercraft or watercraft (other than non-mechanically propelled watercraft less than ten (10) metres in length);</li> <li>b) firearms</li> <li>c) animals (other than horses and domestic pets).</li> </ul> </li> </ul>

Section H

**Rental Vehicle Excess Cover**

Provides cover for the excess for which You would be liable to pay when You hire a Rental Vehicle for less than thirty (30) days and Your Rental Vehicle is:

- a) damaged in a motor vehicle collision; or
  - b) damaged by fire; or
  - c) maliciously damaged; or
  - d) stolen;
- whilst in Your control or custody.

- the rental of trucks, mini buses, buses, trailers, caravans, campervans, motorcycles, mopeds, motorbikes, motor homes, scooters or bicycles;
- the operation of the Rental Vehicle which violates the terms of the Rental Agreement;
- costs where You are not a nominated driver or specified driver under the Rental Agreement;
- costs where You do not have an appropriate and a valid driving licence giving You legal rights to drive;
- anyone who is not a Covered Person;
- costs where You have not paid for the comprehensive vehicle insurance option on the Rental Vehicle.

## Schedule of Benefits

Please note that amounts quoted are in Australian dollars, unless otherwise noted.

Section	Cover	Overseas One-Way Trip	Overseas Return Trip	Excess applies
Section A	<b>Trip Cancellation and Amendment Cover (section limit)</b>	Up to \$5,000	Up to \$10,000	
	b. Travel agent commission (sub-limit)	Up to 15% or \$500 whichever is the lesser	Up to 15% or \$500 whichever is the lesser	\$250
	c. Additional travel and accommodation expenses (sub-limit)	Up to \$300	Up to \$300	
<b>Section B</b>	<b>Overseas Medical Emergency Expenses Cover</b>			
	<b>1. In The Event Of A Medical Emergency (section limit)</b>		Up to \$500,000	
	2. Emergency Dental (sub-limit)		Up to \$2,000	
	3. Repatriation/Evacuation (sub-limit)		Up to \$250,000	\$250
	4. Incidental expenses each 24 hours (sub-limit)	Not Covered	Up to \$50 per 24-hour period to a maximum of \$2,000	
	5. Extra accommodation (room only) (sub-limit)		Up to \$250 per 24-hour period to a maximum of \$2,500	
	6. a. Return economy airfare (sub-limit)		Up to \$1,000	
	6. b. Extra accommodation (room-only) (sub-limit)		Up to \$100 per night to a maximum of \$1,000	
	<b>2. In The Event Of Your death (Repatriation/Funeral/Burial Costs)</b>	Up to \$15,000	Up to \$15,000	NIL

	In the event of Your death in a Schengen member state	Not Covered		Up to 30,000 EUR		
Section C	<b>Accidental Death Cover</b>	Adult	Child	Adult	Child	NIL
	1. Accidental Death due to Injury	\$20,000	\$10,000	\$20,000	\$10,000	
	2. Accidental Death due to disappearance while travelling as a passenger on Public Transport					
Section D	<b>Resumption of Long Overseas Trip Cover</b>	Not Covered		Up to \$2,000		\$250
	1. Returning to Australia for a Close Relative			Up to \$1,000		
	2. Returning to Australia for a Close Relative with a Pre-Existing Medical Condition					
Section E	<b>Trip Delay Cover</b>					NIL
	1. Delayed, cancelled, overbooked or missed onward flight	Up to \$200, after 6 hours		Up to \$200, after 6 hours		
	2. Extended delayed, cancelled, overbooked or missed onward flight	Up to \$200 per 24-hour period (first payable after 30 hours) to a maximum of \$1,000		Up to \$200 per 24-hour period (first payable after 30 hours) to a maximum of \$1,000		
	3. Delay of Personal Baggage checked-in on Scheduled Flight	Up to \$200, after 12 hours		Up to \$300, after 12 hours		
	4. Extended delay of Personal Baggage checked-in on Scheduled Flight	Up to \$200 per 24-hour period (first payable after 36 hours) to a maximum of \$400		Up to \$200 per 24-hour period (first payable after 36 hours) to a maximum of \$600		
Section F	<b>Personal Baggage, Valuables, Money and Travel Documents Cover (section limit)</b>	Up to \$3,000		Up to \$5,000		\$250
	a. Money and Travel Documents (sub-limit)	Up to \$400		Up to \$400		
	b. Maximum total of all Valuables (including sub limits i. to iii.);	Up to \$2,000		Up to \$4,000		

	i. One (1) Smartphone (sub-limit);	Up to \$750	Up to \$750	
	ii. One (1) laptop (sub-limit);	Up to \$2,000	Up to \$2,500	
	iii. One (1) camera (including lenses and accessories) (sub-limit);	Up to \$2,000	Up to \$2,500	
	c. any other single item or Pair or Set of items (sub-limit).	Up to \$750	Up to \$750	
Section G	<b>Personal Liability cover (section limit)</b>	Up to \$1,000,000	Up to \$1,000,000	\$250
Section H	<b>Rental Vehicle Excess Cover (section limit)</b>	Not Covered	Up to \$5,000	\$250

## Section A - Trip Cancellation and Amendment Cover

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Not all benefits listed within this cover section are available for all plans. Please refer to the Schedule of Benefits within this Policy to confirm the cover and limits for the plan provided.

### What We Cover

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If during the Period of Insurance, You have a necessary and unavoidable Cancellation, Curtailment or Trip Change due to one of the following unforeseen specified Events:

1. You or Your Travelling Companion, as confirmed in writing by a treating Doctor, being unfit to begin or continue Your Trip due an Injury, suffering an unforeseen Illness or dying before or during Your Trip provided Your Travelling Companion is seventy-nine (79) years of age or younger at the Issue Date on Your Certificate of Insurance;
2. Your Close Relative, or a Close Relative of a Travelling Companion, where the Close Relative:
  - a. is seventy-nine (79) years of age or younger at the Issue Date on Your Certificate of Insurance; and
  - b. is a Resident of Australia;having an Injury, suffering an unforeseen Illness (as confirmed in writing by a treating Doctor) or their death (as confirmed by a death certificate) before or during Your Trip;
3. Your redundancy which qualifies for redundancy payments under current legislation;
4. You being in the Australian armed services (military, naval or air service) or emergency services (police, fire, ambulance) and Your leave is revoked;
5. You being called for jury service or being subpoenaed as a witness other than in a professional or advisory capacity;
6. Your paid transport has been cancelled by your transport provider as a result of:
  - a. riot, strike, civil commotion;
  - b. adverse weather (including a Natural Disaster);
  - c. mechanical breakdown of the transport You planned to travel on;provided that there had been no reporting in the media or notice displayed on Our website, prior to the Issue Date on Your Certificate of Insurance, that any such Event had occurred or was likely to occur;
7. there is a Natural Disaster, or a Natural Disaster has recently occurred or is reasonably expected to occur at Your Trip destination, and no official warning was published before the Issue Date on Your Certificate of Insurance;
8. there is a Natural Disaster or an imminent risk of one at Your Home in Australia, which requires You to Cancel or Curtail Your Trip, provided the Australian State, Territory, or the Australian Federal Government or an Australian government agency (such as National Emergency Management Agency or state-based equivalent) issues an official warning of the Natural Disaster or the imminent risk of one;

We will pay up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits for:

- a. the non-refundable and unused:
  - i. deposits that You have paid in advance;
  - ii. excursion costs that You have paid in advance;
  - iii. travel and accommodation costs that You have paid in advance;
- b. the non-refundable travel agents' commission;



- c. any other reasonable additional travel or accommodation expenses for a Trip Change or Curtailment.

However, where You have incurred both additional travel or accommodation expenses as well as forfeited expenses, only the greater of each expense is payable under this Policy.

For example, if You forfeit accommodation for a particular night, but also incur expense of accommodation for the same night, only the highest amount will be payable.

### **Terms and Conditions applicable to Trip Cancellation and Amendment Cover**

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1. Claims for Injury or Illness will require confirmation in writing by a treating Doctor confirming You or Your Traveling Companion are unfit to begin or continue Your Trip as a result of Injury or Illness. If a written confirmation is not provided, You must provide evidence that You have taken reasonable steps to obtain the written confirmation, such as emails, call logs or other reasonable evidence.
2. Claims for death will require death certificate confirming death. If a death certificate is not provided, You must provide evidence that You have taken reasonable steps to obtain the death certificate, such as emails, call logs or other reasonable evidence.
3. Where the purchase of an airplane, ship, bus or train ticket (or part thereof) was done so using membership rewards points or similar points and the loss of such points cannot be recovered from any other source (within a reasonable timeframe and after reasonable efforts have been made to seek recovery), We will calculate the loss by using the retail price associated with the travel provider of the issued ticket at the time the ticket was purchased.
4. You must take reasonable steps to recover any refund, credit note or voucher You are entitled to. Where You have received or been offered a refund, credit note or voucher for the cost of a booking, whether partially or in full, the amount offered or received is to be considered refundable. You are only eligible for cover under this cover section for non-refundable and unused costs.

### **Exclusions applicable to Trip Cancellation and Amendment Cover**

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**Please also refer to the General Exclusions applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. You or any other person having a change in mind and deciding not to start a Trip, continue with the Trip or any other disinclination to travel;
2. Pre-Existing Medical Conditions (whether Yours, Your Travelling Companion's or a Close Relative's) except when You make a Cancellation, Curtailment or Trip Change due to the death of a Travelling Companion or Close Relative and provided the death was not as a result of a Terminal Illness;
3. the death, Injury, unforeseen Illness of any Close Relative or Travelling Companion who is eighty (80) years of age or older at the Issue Date on Your Certificate of Insurance;
4. Close Relatives who are not Resident(s) of Australia;
5. costs where a refund, credit-note or voucher has been received or offered for the cost of the booking;
6. additional costs incurred due to Your failure to notify the carrier or travel agent as soon as reasonably possible that Your Trip is to be Cancelled or Curtailed;
7. any government regulation, conditions, prohibition or restriction, including but not limited to:
  - a. Your failure to hold or obtain a valid passport, visa, or other required documentation prior to commencing Your Trip;

- b. mandatory quarantine (except where You have a valid Trip Change or Curtailment claim under specified Event 1 of Section A and incur reasonable additional travel or accommodation expenses resulting from the quarantine);
  - c. border closures and/or government travel advisories;
- 8. where You do not meet the vaccination protocols required by a transport provider, or an Australian State or Territory, or the Australian Federal Government, or the government of any destination You had planned to travel to, before they allow You to board the Public Transport;
- 9. Your failure to check-in at the required time for any flight, sea crossing, train or bus journey which is within of Your control;
- 10. Cancellation caused by Your work commitments, or amendment of Your entitlement by Your employer, unless You are a member of the Australian armed services (military, naval or air service) or emergency services (police, fire, ambulance) and the expense or cost was incurred as a result of Your leave being revoked;
- 11. travel or accommodation costs for anyone that is not a Covered Person;
- 12. Your financial circumstances or any contractual or business obligation;
- 13. the failure of Your travel agent to pass on monies to operators or to deliver promised services;
- 14. a Cancellation due to a lack in the number of persons required to commence any tour, conference, accommodation or travel arrangements or due to the negligence (such as failed booking) of a wholesaler or operator;
- 15. the refusal, failure or inability of any person, company or organisation, including but not limited to a travel agent, tour operator, accommodation provider, airline or other carrier, vehicle rental agency or any other travel or tourism services provider to provide services or accommodation due to their Insolvency or the Insolvency of any person, company or organisation they deal with;
- 16. additional transportation or accommodation expenses which are payable under another section or benefit of this Policy;
- 17. any circumstances that were foreseeable, avoidable, unnecessary or within Your control:
  - a. before the Issue Date on Your Certificate of Insurance in the case of a claim for Cancellation, or
  - b. before the Start Date on Your Certificate of Insurance in the case of a claim for Curtailment or Trip Change.

### **Excess applicable to Trip Cancellation and Amendment Cover**

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As noted in the Schedule of Benefits.

## Section B - Overseas Medical Emergency Expenses Cover

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Not all benefits listed within this cover section are available for all plans. Please refer to the Schedule of Benefits within this Policy to confirm the cover and limits for the plan You have chosen.

### What We Cover

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#### 1. In The Event Of A Medical Emergency

If during the Period of Insurance, You are on an Overseas Return Trip (except when You are in Australia) and You have a Medical Emergency resulting from an Injury or Illness, which is not a Pre-Existing Medical Condition, We will pay or reimburse the reasonable expenses for:

1. Your emergency medical Treatment and hospital costs;
2. Your emergency dental Treatment to natural teeth;
3. Your Repatriation/Evacuation costs if approved by Chubb Assistance (such approval not to be unreasonably withheld or delayed) following consultation with the treating Doctor;
4. Your incidental expenses, such as food and toiletries expenses, which You may incur as a result of being hospitalised as an in-patient for each complete twenty-four (24) hour period;
5. reasonable extra accommodation costs (room-only) for You and any person who stays or travels with You to provide support or care, as reasonably agreed by Chubb Assistance;
6. if You are travelling alone, We will pay the reasonable costs for:
  - a) a return economy airfare; and
  - b) extra accommodation (room-only);

for Your friend or Close Relative to stay with You as reasonably agreed by Chubb Assistance.

The maximum We will pay or reimburse under the Overseas Medical Emergency Expenses Cover is the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits. However, We will stop paying costs and expenses prior to that limit being reached if one of the following first occurs:

- (i) twelve (12) months have elapsed from the date of the Injury or Illness; or
- (ii) You return to Australia; or
- (iii) You have been declared fit to travel by a treating Doctor, or when recommended by Chubb Assistance's medical officer to return to Australia, but You decide to remain overseas.

#### 2. In The Event Of Your Death

If You die during Your Trip, Chubb Assistance will organise, arrange and pay for the reasonable costs up the maximum relevant cover section inclusive of sub-limits as shown in the Schedule of Benefits for:

- a) transportation of Your remains to an airport of Your Home's State or Territory in Australia; or
- b) cremation and subsequent transportation of Your remains to an airport of Your Home's State or Territory in Australia; or
- c) local (in the country of Your death) burial.

If You hold a valid Schengen Visa and in the event of Your death in a Schengen member state during Your Overseas Return Trip, the maximum amount We will pay in total will not exceed 30,000 EUR for expenses incurred in that Schengen member state for Your burial or cremation.

### Terms and Conditions applicable to Overseas Medical Emergency Expenses Cover

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1. You must be sixty-five (65) years of age or younger at the Issue Date on Your Certificate of Insurance.

2. We will not be liable to pay or reimburse You for any medical Treatment, hospital costs, dental Treatment or any other ancillary Treatment (i.e. physiotherapy) that are incurred in Australia.
3. You must take all reasonable measures to avoid or minimise any claim, to follow all applicable care and safety procedures notified to You by a treating Doctor or Chubb Assistance's medical officer, to obtain help or assistance as soon as reasonably possible and avoid danger, except in an attempt to save human life.
4. You must make all reasonable attempts to call (demonstrated in call logs) Chubb Assistance before seeking Treatment for a Medical Emergency. If Your medical condition prevents You from calling, if possible, someone else should call on Your behalf, such as a relative, Travelling Companion, nurse or Doctor. If You did not make reasonable attempts to call Chubb Assistance before seeking emergency medical Treatment, or You chose to seek Treatment from a medical service provider not approved by Chubb Assistance, You may be responsible for Your medical expense costs to the extent that those medical expenses could otherwise have been reduced through preferred medical providers arranged by Chubb Assistance.
5. In the event of an overseas Medical Emergency, We will arrange Your transportation to the nearest hospital or evacuate You to the nearest adequately equipped hospital in the event that local medical facilities are inadequate (in the opinion of staff at the local medical facility or Chubb Assistance's medical officer).
6. If Your original means of transportation cannot be used, We will repatriate You directly to Australia when You are deemed medically fit to travel by the local treating Doctor or by Chubb Assistance's medical officer.
7. To understand the extent of Your Injury or Illness and what Treatment or Repatriation/Evacuation, if any, is required, we may seek a second independent Doctor or Dentist to review and confirm what medical Treatment, expenses or Repatriation/Evacuation is appropriate.
8. We will repatriate or evacuate You to Australia by the quickest and most direct route as determined by the treating Doctor or as recommended by Chubb Assistance's medical officer. However, if You chose to be repatriated or evacuated without first discussing this with Chubb Assistance, You may be responsible for any costs to the extent that those Repatriation/Evacuation costs could otherwise have been reduced through preferred medical providers arranged by Chubb.
9. If You do not hold a return airline ticket, an amount equal to the cost of an economy class one (1) way ticket to Australia from the location of the incident will be deducted from Your claim for Repatriation/Evacuation expenses.
10. Claims for death will require a death certificate confirming the cause of death. If it is not reasonably practical to obtain a death certificate, You or Your legal representative must provide reasonable evidence in support of why a death certificate cannot be obtained, such as emails, call logs demonstrating Your or Your legal representative's attempt to obtain the death certificate.
11. Benefits will be paid in Australian dollars to Your estate following death.

### **Exclusions applicable to Overseas Medical Emergency Expenses Cover**

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**Please also refer to the General Exclusions Applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. Your Pre-Existing Medical Condition(s);
2. any medical Treatment, hospital costs, Repatriation/Evacuation costs, dental Treatment or any other ancillary Treatment (i.e. physiotherapy) that are incurred in Australia (including where such costs are incurred within the territorial waters of Australia);
3. costs that are incurred twelve (12) months after the date of the Injury or Illness first occurs;

4. Your failure to make any reasonable attempt to contact Chubb Assistance where You were reasonably able to do so;
5. Your participation in Excluded Sports and Activities;
6. participation in a sporting event where You receive, or are eligible to receive, an appearance fee, wage, salary or prize money in excess of \$1,000. Participation includes training for, coaching or otherwise competing in that sporting event;
7. dental Treatment caused by or related to the deterioration and/or decay of teeth or associated tissue;
8. dentures, crowns and orthodontics;
9. routine medical or dental Treatment or prenatal visits;
10. Treatment or prescription medication (including medication and ongoing immunisations) started prior to Your Overseas Return Trip;
11. Treatment performed by Close Relatives, except in a life-threatening emergency;
12. You remaining overseas after Chubb Assistance confirms, based on medical evidence from the treating Doctor, that You are fit to travel and can return to Australia;
13. any expenses incurred in relation to Treatment that can reasonably be delayed until You return to Australia;
14. an Overseas Return Trip involving pre-planned Treatment, or for the purpose of obtaining Treatment, and Treatment for cosmetic reasons. Unless Chubb Assistance's medical officer agrees that such Treatment is necessary as a result of any covered accident;
15. You engaging in Manual Work;
16. Diagnostic or routine screening tests, unless recommended by a Doctor as part of your emergency medical Treatment;
17. any costs incurred in a destination where an Australian State, Territory, or the Australian Federal Government or an Australian government agency (such as DFAT) have issued or upgraded a travel advisory warning, advising You to 'Do Not Travel' or that borders are closed, for the destination You planned to travel to and this occurred prior to the Start Date on Your Certificate of Insurance. This exclusion applies even if You have been granted a travel exemption by an Australian State or Territory, the Australian Federal Government or an Australian government agency (such as DFAT) to travel.

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#### **Excess applicable to Overseas Medical Emergency Expenses Cover**

As noted in the Schedule of Benefits.

## Section C - Accidental Death Cover

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Not all benefits listed within this cover section are available for all plans. Please refer to the Schedule of Benefits within this Policy to confirm the cover and limits for the plan provided.

### What We Cover

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#### 1. Accidental Death due to Injury

If during the Period of Insurance and whilst You are on a Trip, You suffer an Injury that results in Your Accidental Death within twelve (12) months of the date of the Injury, We will pay Your estate the applicable benefit amount for an Adult or Dependent Child up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

#### 2. Accidental Death due to disappearance while travelling as a passenger on Public Transport

If during the Period of Insurance and whilst You are on a Trip, You disappear due to the disappearance, sinking or wrecking of the Public Transport on which You were travelling, and Your body has not been found within twelve (12) months, You will be deemed to have died at the time of Your disappearance and We will pay the applicable benefit amount for an Accidental Death for an Adult or Dependent Child up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

### Terms and Conditions applicable to Accidental Death Cover

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1. We will only pay benefits under this Section to Covered Persons.
2. Benefits will be paid in Australian dollars to Your estate.
3. Claims for Accidental Death will require a death certificate confirming the cause of death.

### Exclusions applicable to Accidental Death Cover

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**Please also refer to the General Exclusions Applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. the Accidental Death or disappearance of a person that is not a Covered Person;
2. death caused by Illness, a Pre-Existing Medical Condition or natural causes.

### Excess applicable to Accidental Death Cover

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As noted in the Schedule of Benefits.

## Section D - Resumption of Long Overseas Trip Cover

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Not all benefits listed within this cover section are available for all plans. Please refer to the Schedule of Benefits within this Policy to confirm the cover and limits for the plan You have chosen.

### What We Cover

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#### 1. Returning to Australia for a Close Relative

If during the Period of Insurance and while on a Long Overseas Trip, You need to immediately return to Australia due to a Close Relative's:

1. death;
2. Injury;
3. unforeseen illness;

which was not as a result of a Pre-Existing Medical Condition and where the Close Relative is:

- a) seventy-nine (79) years of age or younger at the Issue Date on Your Certificate of Insurance; and
- b) a Resident of Australia;

We will pay or reimburse the costs of a Scheduled Flight of equal class, seat or cost for You to resume Your Long Overseas Trip if:

- i. You resume Your Long Overseas Trip within thirty (30) days of returning to Australia; and
- ii. You have more than fourteen (14) days remaining until Your End Date on Your Certificate of Insurance;

up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

#### 2. Returning to Australia for a Close Relative with a Pre-Existing Medical Condition

If during the Period of Insurance and while on a Long Overseas Trip, You need to immediately return to Australia due to a Close Relative's:

1. death;

which was as a result of a Pre-Existing Medical Condition and where the Close Relative is:

- a) seventy-nine (79) years of age or younger at the Issue Date on Your Certificate of Insurance; and
- b) a Resident of Australia;

We will pay or reimburse the costs of a Scheduled Flight of equal class, seat or cost for You to resume Your Long Overseas Trip if:

- i. You resume Your Long Overseas Trip within thirty (30) days of returning to Australia; and
- ii. You have more than fourteen (14) days remaining until Your End Date on Your Certificate of Insurance;

up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

### Terms and Conditions applicable to Resumption of Long Overseas Return Trip Cover

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1. We will deduct any airline refunds or travel credits You receive from the amount we pay or reimburse.
2. We will deduct any airfares reimbursed under Section A - Trip Cancellation and Amendment Cover.



3. We will only pay or reimburse for airfares that are of equal class, seat or cost to that of the original booking.
4. The resumption of Your Long Overseas Trip must be in the country You left to return Home or the country you would be in had Your return Home not occurred based on the original travel schedule.
5. The Period of Insurance will not extend by the duration of Your stay in Australia when You resume Your Long Overseas Trip.
6. You must resume Your Trip within thirty (30) days of returning to Australia.
7. You must have more than fourteen (14) days remaining from the End Date on Your Certificate of Insurance.

### **Exclusions applicable to Resumption of Long Overseas Trip Cover**

**Please also refer to the General Exclusions Applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. the death, Injury or Illness of any Close Relative who is eighty (80) years of age or older at the Issue Date on Your Certificate of Insurance;
2. any Terminal Illness of a Close Relative which was diagnosed before the Issue Date on Your Certificate of Insurance;
3. Close Relatives who are not Resident(s) of Australia;
4. any transportation costs within Australia;
5. airfare costs to resume Your Long Overseas Trip where You have made a Claim under Section A - Trip Cancellation and Amendment Cover;
6. circumstances where there was a reasonable likelihood that a return Home may be necessary or a reasonable person under the circumstances would have foreseen prior to the Issue Date on Your Certificate of Insurance, may lead to Your return Home from Your Long Overseas Trip;
7. the death, Injury or Illness of a Close Relative which occurred before the Issue Date on Your Certificate of Insurance;
8. any airfares for which have not been booked and paid for before You started Your Long Overseas Trip;
9. where a claim has been paid under any other section within this Policy for the same Event.

### **Excess applicable to Resumption of Long Overseas Trip Cover**

As noted in the Schedule of Benefits.

## Section E - Trip Delay Cover

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Not all benefits listed within this cover section are available for all plans. Please refer to the Schedule of Benefits within this Policy to confirm the cover and limits for the plan provided.

### What We Cover

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#### 1) Delayed, cancelled, overbooked or missed onward flight

If during the Period of Insurance and while on Your Trip, Your Scheduled Flight is:

- a) delayed or cancelled for six (6) hours or more; or
- b) You are denied boarding of the aircraft due to over-booking, and no alternative flight is made available to You within six (6) hours of the scheduled departure time of such flight; or
- c) Your onward connecting Scheduled Flight is missed at the transfer point due to the late arrival of Your incoming connecting Scheduled Flight, and no alternative onward flight is made available to You within six (6) hours of the actual arrival time of the incoming flight;

We will reimburse You for additional hotel accommodation (room only) up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

#### 2) Extended Delayed, cancelled, overbooked or missed onward flight

If You have a claim under 1) Delayed, cancelled, overbooked or missed onward flight, We will also reimburse You for additional accommodation expenses (room only) for each full 24-hour period that the delay continues beyond the initial six (6) hour delay up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

#### 3) Delay of Personal Baggage delay checked-in on Scheduled Flight

If during the Period of Insurance and while on Your Trip, Your accompanying Personal Baggage which is checked in on the Scheduled Flight is not delivered to You by the airline provider within twelve (12) hours of Your arrival at the scheduled destination point, We will reimburse You for the purchase of essential emergency clothing and toiletries which are required for use within the first twenty-four (24) hours of the Personal Baggage delay up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

There is no cover under this section for loss arising from Personal Baggage delay when checked-in on the Scheduled Flight that returns You Home.

#### 4) Extended Delay of Personal Baggage checked-in on Scheduled Flight

If during the Period of Insurance and while on Your Trip, Your accompanying Personal Baggage which is checked in on the Scheduled Flight is not delivered to You by the airline provider upon Your arrival at the scheduled destination point, We will reimburse You for the reasonable emergency purchase of essential clothing and toiletries for each additional twenty-four (24) hours after the initial (12) hours baggage delay, up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

There is no cover under this section for loss arising from extended Personal Baggage delay when checked-in on the Scheduled Flight that returns You Home.

### Terms and Conditions applicable to Trip Delay Cover

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1. In the event of a claim, You must provide Us with invoices and/or receipts.
2. Claims for lost or delayed Personal Baggage must be reported to the transport provider or carrier and a property irregularity report (such as a luggage incident report) obtained where reasonably possible. If a property irregularity report or incident report is not provided, You must provide evidence that You have taken reasonable steps to obtain a report, such as emails, call logs or other reasonable evidence. A copy of

any property irregularity report obtained from the airline must be supplied to Us together with the following information:

- a. full details of the flight (airline, flight numbers, departure airport, destination, scheduled flight times and arrival airport);
  - b. details of the delay or loss incurred; and
  - c. full details of expenses for which reimbursement is claimed.
3. We will deduct all credits, refunds and allowances provided or offered to You by the transport provider or carrier from the amount we pay or reimburse.

### **Exclusions applicable to Trip Delay Cover**

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**Please also refer to the General Exclusions Applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. the confiscation or requisition by any customs agency or other government authorities;
2. the purchase of clothing and toiletries which are not required for use within 24 hours of the Personal Baggage delay and are not necessary for Your Trip;
3. any lost or delayed Personal Baggage where a property irregularity report (such as a luggage incident report) is not provided and where You are unable to provide evidence that You have taken reasonable steps to obtain one. Such evidence includes emails and call logs to the transport provider or other reasonable evidence;
4. Personal Baggage delay or extended Personal Baggage delay when checked-in on the Scheduled Flight that returns You Home;
5. any costs that relates to any other person for which You have paid for that is not a Covered Person;
6. where a claim has been paid under any other section of this Policy for the same Event;
7. any delay or cancellation of a Scheduled Flight as a result of COVID-19.

### **Excess applicable to Trip Delay Cover**

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As noted in the Schedule of Benefits.

## Section F - Personal Baggage, Valuables, Money and Travel Documents Cover

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Not all benefits listed within this cover section are available for all plans. Please refer to the Schedule of Benefits within this Policy to confirm the cover and limits for the plan provided.

### What We Cover

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If during the Period of Insurance and whilst on Your Trip You:

1. Personal Baggage, Valuables or Travel Documents are accidentally damaged or destroyed; or
2. Personal Baggage or Travel Documents are lost or stolen when they have been checked in or stowed in the luggage hold of an airplane, ship, bus or train, where You had no access to that Personal Baggage until the end of the transport; or
3. Personal Baggage, Valuables, Money or Travel Documents are lost or stolen when they have been stowed in a specially designated area (such as overhead compartment, luggage rack or hotel storage room) on an airplane, ship, bus or train transport or with an accommodation provider; or
4. Personal Baggage, Valuables, Money or Travel Documents are stolen from Your locked accommodation (excluding motor vehicle accommodation) where the accommodation was reasonably able to be locked; or
5. Personal Baggage (excluding Valuables or Money) or Travel Documents left Unattended are stolen from a motor vehicle, where:
  - a. items were locked out of sight in a Secure Area and
  - b. Forcible Entry has been used by an unauthorised person to gain entry to the vehicle and
  - c. evidence of such Forcible Entry is available; or
6. Personal Baggage, Valuables, Money or Travel Documents which are:
  - a. carried by You; or
  - b. under Your observation and within three (3) metres of You;are lost or stolen;

We will, after We deduct the Excess from Your claim, do one of the following:

- pay You the reasonable costs for the item to be repaired if it is practical and economic for the item to be repaired;
- if it is not practical and economic to repair the item, We will pay You the lesser of:
  - i. the original purchase price of the item minus depreciation (wear and tear); or
  - ii. the current replacement cost of the item with the same or nearest type if the item is available (i.e. make and model);

up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

### Terms and Conditions applicable to Personal Baggage, Valuables, Money and Travel Documents Cover

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1. Any payment will be based on the item's depreciated value, repair cost (to the condition before the loss) or current replacement cost, as outlined directly above.
2. You must take all reasonable precautions for the safety and supervision of Your Personal Baggage, Valuables, Money and Travel Documents.
3. Any claims to a Pair or Set, if You agree to surrender the undamaged item(s) of the Pair or Set to Us and We agree to accept them, We will pay You the current replacement cost of the entire Pair or Set. If You do not agree to surrender the undamaged items, We will only be liable for the value of that part of a Pair

or Set which has been lost, stolen, damaged or destroyed. For example, if one earring is stolen We will only pay 50% of the cost of replacement earrings.

4. If We ask, You must send to Us any damaged or undamaged items and pay for postage.
5. Theft of Personal Baggage (excluding Valuables or Money) or Travel Documents left Unattended in a motor vehicle is subject to the following:
  - a. items must be locked out of sight in a Secure Area, and
  - b. Forcible Entry must have been used by an unauthorised person to gain entry to the vehicle, and
  - c. evidence of such entry is available.
6. To support all claims, You must supply a copy of the item's original purchase receipt or invoice or an alternative written or printed proof of the purchase price or value.
7. You must report loss, theft or criminal damage to the:
  - a. local police; or
  - b. appropriate issuing authority (in the case of Travel Documents),

and a written report obtained where reasonably possible. If a written report is not provided, You must provide evidence that You have taken reasonable steps to report the loss, theft or criminal damage including details of the time and place You made the report, and the name and contact details of who You reported the loss, theft or criminal damage to (to the extent such details are within Your power to provide).

8. Claims for damaged items in transit must be reported to the carrier, tour, transport or accommodation provider and a written report obtained where reasonably possible. If a written report is not provided, You must provide evidence that You have taken reasonable steps to obtain a report, such as emails, call logs or other reasonable evidence to the travel or accommodation provider.
9. Benefits will not be payable under more than one section or benefit of this Policy as a result of one Event. We will, however, pay the benefit type with the highest benefit amount.

### **Depreciation applicable to Personal Baggage, Valuables, Money and Travel Documents Cover**

We will apply depreciation (and wear and tear) in determining the value of Your Personal Baggage and Valuables as specified in the table below.

Depreciation considers an item's age, damage or change that is caused to an item when its being used normally. Depreciation will be calculated from the date of purchase of the item until the date of the claimable Event, based on the original purchase price.

For example: If You purchased a Smartphone for \$1,000, went on a Trip and the Smartphone was stolen, We will calculate the number of months between the date You purchased Your Smartphone and the claimable Event date. Suppose the number of months is 6, We will calculate the depreciation as follows:

- $\text{-Excess} + \text{purchase price} - \text{depreciation} = \text{amount payable}$
- Number of months = 6
- 6 multiplied by depreciation for Smartphone of 2.5% = 15%
- Depreciation: \$1,000 multiplied by 15% = \$150
- Amount payable for Your stolen Smartphone:  $(-\$250) + \$1,000 - \$150 = \$600$

## Depreciation Table

Items	Deduction for each month of age of the item at the time of Event	Maximum Applicable Depreciation
Electronic equipment	2.5%	65%
Camera (including lenses and accessories)	2.5%	65%
Sunglasses	1.5%	65%
Smartphone	2.5%	65%
Laptop	2.5%	65%
Jewellery	0%	0%
Sports equipment	2.0%	65%
Cosmetics	2.5%	65%
Clothing	1.9%	65%
Other personal items	1.5%	65%

### **Exclusions applicable to Personal Baggage, Valuables, Money and Travel Documents Cover**

**Please also refer to the General Exclusions Applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. any items loaned, hired or entrusted to You;
2. loss, theft, criminal damage where there is insufficient evidence that You have taken reasonable steps to report the incident to the local police or appropriate issuing authority (in the case of Travel Documents). Such evidence includes details of the time and place You made the report, and the name and contact details of who You reported the loss, theft or criminal damage to (to the extent such details are within Your power to provide);
3. damaged items in transit where a written report from the carrier, tour, transport or accommodation provider is not provided and where You are unable to evidence that You have taken reasonable steps to obtain a written report from the carrier, tour, transport or accommodation provider. Such evidence includes emails and call logs to the carrier, tour, transport or accommodation provider or other reasonable evidence;
4. theft from a Travelling Companion, Close Relative or any person you have given consent to visit You, stay or travel with You;
5. furniture, furnishings or household appliances;
6. electrical or mechanical breakdown of items;
7. items left Unattended in a Public Place (unless You have no option other than to leave the items Unattended due to an emergency medical, security or evacuation situation);
8. Valuables and Money left Unattended in a motor vehicle;
9. Personal Baggage or Travel Documents left Unattended and which are stolen from a motor vehicle if the items have not been locked in the Secure Area (unless You have no option other than to leave the

Personal Baggage or Travel Documents Unattended and not locked in a Secure Area due to an emergency medical, security or evacuation situation);

10. Valuables or Money within Your Personal Baggage checked in or stowed in the luggage hold of an airplane, ship, bus or train;
11. atmospheric or climatic conditions, wear and tear (damage that naturally and inevitably occurs as a result of normal wear or ageing), vermin, insects, rodents or any process of cleaning, repairing, restoring or alteration;
12. any business goods or specialised equipment relating to a trade or profession;
13. the confiscation or destruction by order of any government or public authority;
14. any items sent under the provisions of any freight contract, postal, courier or similar service;
15. damage to fragile or brittle items unless caused by fire or resulting from an accident to an aircraft, sea vessel or motor vehicle;
16. any sporting equipment, bicycles, surfboards or waterborne craft (including their ancillary equipment) of any description. This exclusion does not apply where such items are lost, stolen, accidentally damaged or destroyed while in the custody of a transport provider;
17. any drones;
18. any motor vehicle, motor vehicle accessories or parts, motorised or propelled vehicles such as scooters, electric bicycles or golf buggies;
19. shortages, errors, omissions, depreciation in value in respect of Money and Travel Documents;
20. any bonds, coupons, gift cards, stamps, vouchers, warranties, pre-loaded or rechargeable cards including but not limited to phone, debit or stored value cards;
21. loss of Money or Valuables from Your accommodation unless evidence is available of unauthorised entry to Your accommodation; for example: evidence of Forcible Entry, key entry recording or CCTV footage;
22. any of the following: animals or plant life, antiques and historical artefacts, securities or documents of any kind other than those within the definition of Money and Travel Documents, china, consumable or perishable items, contact or corneal lenses, dentures, glass, hearing aids, keys, musical instruments, pictures, photos;
23. costs where a claim has been paid under any other section within this Policy for the same Event;
24. lost or stolen cryptocurrency;
25. loss of any electronic data or software.

### **Excess applicable to Personal Baggage, Valuables, Money and Travel Documents Cover**

As noted in the Schedule of Benefits.



## Section G - Personal Liability Cover

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Not all benefits listed within this cover section are available for all plans. Please refer to the Schedule of Benefits within this Policy to confirm the cover and limits for the plan provided.

### What We Cover

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If during the Period of Insurance and while on a Trip, You become unintentionally legally liable to pay compensation to someone (other than a member of Your family, a Close Relative or a Travelling Companion) as a result of:

- a) an Injury or death to that person; or
- b) accidental physical damage or loss to someone else's tangible property;

We will pay or reimburse costs up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits for:

- a) Your legal costs;
- b) damages that are recoverable from You;
- c) costs that are incurred with Our consent (which will not be unreasonably withheld or delayed);
- d) costs for legal representation at any coroner's inquest or fatal accident inquiry or in a court of summary jurisdiction.

### Terms and Conditions applicable to Personal Liability Cover

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1. You must not admit liability, negotiate, make any promise, payment or settlement without Our prior written consent (which will not be unreasonably withheld, delayed or conditioned).
2. You must as soon as You receive them, send Us every letter, claim, writ, summons, process, notice of any prosecution or inquest that relates to, or may give rise to, liability.
3. We may at any time make full and final settlement of any claim at Our cost up to the maximum limit as shown in the Schedule of Benefits pursuant of this Personal Liability Cover. If We do so, We will have no further liability in respect of such Event or Events except for the payment of costs and expenses incurred prior to the date of settlement.
4. We may make any investigation We deem reasonably necessary.

### Exclusions applicable to Personal Liability Cover

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**Please also refer to the General Exclusions Applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. You intentionally incurring any liability;
2. Injury to any person who is a member of Your family, a Close Relative or Your Travelling Companion or under a contract of service or apprenticeship with You;
3. loss of or damage to any material property belonging to You or in Your care, custody or control or belonging to a member of Your family, a Close Relative or Your Travelling Companion or anyone under a contract of service or apprenticeship with You. This does not apply to loss of or damage to buildings and their contents temporarily occupied by You during a Trip;
4. liability You incur under a contract or agreement which you would not have in the absence of such contract or agreement;
5. any unlawful, wilful or malicious act by You and including any assault and/or battery committed by You;



6. aggravated, exemplary or punitive damages or the payment of any fine or penalty;
7. liability arising out of the transmission of a sexually transmittable disease or passing on an illness, virus or disease to another person;
8. liability arising directly or indirectly out of the ownership, possession, control or use by You or on Your behalf of:
  - a. mechanically propelled vehicles (including scooters), aircraft (including drones), hovercraft or watercraft (other than non-mechanically propelled watercraft less than ten (10) metres in length);
  - b. firearms;
  - c. animals (other than horses and domestic pets);
9. injury or loss of or damage to material property arising directly or indirectly from:
  - a. the ownership possession or occupation of land, immobile property or caravans other than as temporary accommodation in the course of a Trip;
  - b. the carrying on of any trade, business or profession;
10. liability arising directly or indirectly from Excluded Sports and Activities;
11. liability arising from Snow Sports;
12. liability arising from the negligent supervision or vicarious liability for the acts of a minor;
13. any criminal charges or proceedings taken against You whether You are actually convicted or not.

#### **Excess applicable to Personal Liability Cover**

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As noted in the Schedule of Benefits.

## Section H - Rental Vehicle Excess Cover

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Not all benefits listed within this cover section are available for all plans. Please refer to the Schedule of Benefits within this Policy to confirm the cover and limits for the plan provided.

### What We Cover

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If during the Period of Insurance and while on an Overseas Return Trip, You hire a Rental Vehicle:

- a) for less than thirty (30) days; and
- b) pay for the comprehensive vehicle insurance option on the Rental Vehicle for the duration of the rental period; and

Your Rental Vehicle is:

- a) damaged in a motor vehicle collision; or
- b) damaged by fire; or
- c) maliciously damaged; or
- d) stolen;

whilst in Your control or custody, We will pay or reimburse You the lesser of:

- i. the Rental Vehicle Deductible You would be required to pay as part of the Rental Agreement; or
- ii. the Rental Vehicle damage;

that You become liable to pay under the Rental Agreement, up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

### Terms and Conditions applicable to Rental Vehicle Excess Cover

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1. You must be the nominated driver or specified driver under the Rental Agreement.
2. You must have a valid international driving licence or a driver's licence that permits You to legally drive the Rental Vehicle.
3. You have paid for comprehensive vehicle insurance on the Rental Vehicle for the duration of the rental period that is within the Period of Insurance.
4. Cover will take effect from the time You take legal control of the Rental Vehicle and will cease at the time the Rental Company assumes control of the Rental Vehicle whether at its business location or elsewhere.
5. Claims will not be paid in respect of expenses to the extent that they are assumed, waived or paid by the Rental Company or its insurers.
6. In the event You have a claim, You must provide a copy of:
  - a. Your Rental Agreement;
  - b. any incident report that was completed.
7. Losses will not be paid in respect of any property or expenses insured under another policy or any claim, which should be recoverable under any other insurance.

### Exclusions applicable to Rental Vehicle Excess Cover

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**Please also refer to the General Exclusions Applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. damages or injuries to a third-party vehicle or person.

2. the rental of trucks, mini buses, buses, trailers, caravans, campervans, motorcycles, mopeds, motorbikes, motor homes, scooters or bicycles;
3. use of the Rental Vehicle in, or in training for, racing competitions, trials, rallies or speed testing;
4. loss or damage arising from operating the Rental Vehicle in violation of the terms of the Rental Agreement;
5. where You are not a nominated driver or specified driver under the Rental Agreement;
6. where You do not have an appropriate and a valid driving licence giving You legal rights to drive;
7. anyone who is not a Covered Person;
8. damage sustained whilst driving on an un-sealed or private road (except private roads associated with a Public Place, such as shopping centres, car parks, hotels and entertainment venues);
9. any administration costs, petrol, loss of use penalties or fines;
10. atmospheric or climatic conditions, wear and tear (damage that occurs naturally and inevitably as a result of normal wear and ageing), vermin, insects, rodents or any process of cleaning, repairing, restoring or alteration;
11. any damage that results in You filling the vehicle with inappropriate petrol or diesel that is not specified by the manufacturer;
12. any pre-existing damage.

#### **Excess applicable to Rental Vehicle Excess Cover**

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As noted in the Schedule of Benefits.

## General Exclusions Applicable to All Sections

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We will not cover losses, pay or reimburse any costs, under any section of this Policy which are recoverable from any other source, or arising from:

1. You or any other person having a change in mind and deciding not to start a Trip, continue with the Trip or any other disinclination to travel;
2. circumstances when after the Issue Date on Your Certificate of Insurance, You start a Trip against the following advice:
  - i. when an Australian State or Territory or the Australian Federal Government or an Australian government agency (such as DFAT) have issued a travel advisory warning, advising You to 'Do Not Travel' or that borders are closed, for the destination You planned to travel to. Please refer to who.int, smartraveller.gov.au, dfat.gov.au or other government sites for further information. This exclusion applies even if You have been granted a travel exemption by an Australian State or Territory, the Australian Federal Government or an Australian government agency (such as DFAT) to travel; or
  - ii. when a Doctor has deemed You unfit to travel;
3. any Pre-existing Medical Conditions (except under Section D - Resumption of Long Overseas Trip Cover, 2 - Returning to Australia for a Close Relative with a Pre-Existing Medical Condition);
4. You, a Travelling Companion's or Close Relative's Terminal Illness which was diagnosed before the Issue Date on Your Certificate of Insurance;
5. where You:
  - a) are sixty-six (66) years of age or older at the Issue Date on Your Certificate of Insurance; and/or
  - b) have not started Your Trip in Australia; and/or
  - c) have not purchased Your Policy prior to Your Trip commencing; and/or
  - d) are not a Resident of Australia;
6. circumstances where You are unfit to travel if You knew, or a reasonable person in Your circumstances would have known, that You were unfit to travel whether or not You had sought medical advice;
7. being under the influence of alcohol, where You have a recorded blood alcohol concentration (BAC) greater than the limit prescribed by the applicable governing authority whilst operating a motor vehicle, or at all other times having recorded a blood alcohol concentration (BAC) greater than 0.10%;
8. taking of any drug, medication, narcotic or hallucinogen, unless as prescribed by a Doctor and taken in accordance with the prescription and Doctors' advice but is not for the treatment of addiction to illegal drugs;
9. the consumption of alcohol in combination with any drug or medication;
10. Your intentionally self-inflicted injury, suicide, self-destruction or any attempt thereof;
11. Your participation, involvement or taking part in Excluded Sports and Activities while on a Trip;
12. any reckless misconduct or wilful or malicious act committed by You;
13. participation in a sporting event where any participant receives, or is eligible to receive, an appearance fee, wage, salary or prize money in excess of \$1,000. Participation includes training for, coaching or otherwise competing in that sporting event;
14. travel into hazardous work sites (e.g. underwater, mines, construction sites, oilrigs, etc.);
15. any costs with respect to Cuba;

16. declared or undeclared war, civil war, rebellion, revolution, insurrection, military or usurped power or any act thereof; however, any act committed by an agent of any government, party or faction engaged in war, hostilities or other warlike operations provided such agent is acting secretly and not in connection with any operation of armed forces (whether military, naval or air forces) in the country where the injury occurs shall not be deemed an act of war;
17. service in the military, naval or air service of any country except Australia where cover applies for Cancellation, Curtailment or Trip Change under Section A – Trip Cancellation and Amendment Cover (specified Event number 4);
18. participation in any military, police or fire-fighting activity;
19. activities undertaken as an operator or crew member of any transport provider;
20. flying in military aircraft or any aircraft which requires special permits or waivers;
21. air travel for a business purpose on a Non-Scheduled Flight;
22. commission of or attempt to commit an illegal act by or on behalf of You or Your beneficiaries or Your beneficiaries. This exclusion does not apply to any Covered Person who is not the perpetrator of any such illegal act, or who did not know of or condone any such act;
23. direct or indirect, actual, alleged or threatened discharge, dispersal, seepage, migration, escape, release of or exposure to any hazardous biological, chemical, nuclear or radioactive material, gas, matter or contamination;
24. the refusal, failure or inability of any person, company or organisation, including but not limited to a travel agent, tour operator, accommodation provider, airline or other carrier, vehicle rental agency or any other travel or tourism services provider to provide services or accommodation due to their Insolvency or the Insolvency of any person, company or organisation they deal with;
25. an act of Terrorism except for when such event occurs under Section B - Overseas Medical Emergency Expenses Cover of this Policy;
26. any loss of enjoyment or any financial loss not specifically covered within this Policy;
27. any loss which is recoverable by compensation under any other workers compensation act, transport accident laws or any other similar legislation or by Government sponsored fund, plan, medical benefit scheme required to be affected by or under a law;
28. an epidemic, pandemic or outbreak of an infectious disease or virus or any derivative or mutation of such viruses (or arising directly or indirectly from these) or the threat, or perceived threat, of any of these. However this exclusion does not apply to COVID-19;
29. any costs in relation to You being required to be quarantined except where You have a valid Trip Change or Curtailment claim under Section A - Trip Cancellation and Amendment Cover and incur reasonable additional travel or accommodation expenses resulting from the quarantine;
30. You are riding a motorcycle:
  - a) without wearing a helmet (either as a driver or a passenger);
  - b) as a driver without being licensed in both Australia and in the country of travel to drive such a motorcycle;
  - c) whilst racing or participating in a professional capacity or motocross;
31. pregnancy in the following circumstances:
  - a) for any past medical condition(s) relating to a previous pregnancy or if You have experienced pregnancy complications prior to the Issue Date on Your Certificate of Insurance;

- b) for any costs arising from or relating to Your pregnancy after the end of the 23rd week of Your pregnancy, which is calculated from the last known date of Your menstrual period or calculated from staging ultrasound and is not otherwise excluded within this Policy;
- c) for any costs under Section B – Overseas Medical Emergency Expenses Cover arising from childbirth or the health of a newborn child. This exclusion applies irrespective of the stage of pregnancy at which the child is born. Meaning a newborn (whether premature or otherwise) is not considered a Covered Person under the policy if the child was born on the Trip;
- d) for any costs under Section B – Overseas Medical Emergency Expenses Cover arising from or relating to an abortion, unless this is to save life of the mother following an Injury or Illness;
- e) for any costs under Section B – Overseas Medical Emergency Expenses Cover arising from fertility treatment or treatment associated with an assisted reproduction program including but not limited to, in vitro fertilisation (IVF);

32. any costs in respect to;

- a) Your participation, involvement or taking part in Snow Sports,
- b) You travelling on a Cruise.

## How do I make a claim?

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**Overseas emergency** – Call Chubb Assistance on +61 2 8907 5666.

**Non-emergency** – Making a claim is quick and easy: in 4 steps You can submit Your claim online by visiting the Chubb Claims Centre [www.chubbclaims.com.au](http://www.chubbclaims.com.au)

### What will I need to submit a claim online?

You (or Your representative) will need to provide:

1. Your Policy number as shown on Your Certificate of Insurance, which enables Us to verify Your Policy details. If You cannot locate Your Policy number, please call **1800 803 548**.
2. Your email address.
3. Your contact information, which allows Us to give You real-time updates on Your claim status or contact You for additional information.
4. Supporting documents. The documents reasonably required vary based on claim type, but may include any relevant:
  - medical or doctors' reports;
  - receipts or other proof of expenses;
  - reports that have been obtained from the police, accommodation provider or transport provider (including an airline) about the loss, theft or damage;
  - photographs or quotes. Please attach these to Your online submission to expedite assessment;
  - additional evidence that We may reasonably request and which is in Your control to enable Us to assess Your claim; and
  - intended payee information, which allows Us to quickly make approved payments.

### What should I do before I submit a claim?

1. Take all reasonable steps to mitigate any further losses or unnecessary expenses, including notifying Chubb Assistance as soon as practically possible, if You are admitted to hospital or You anticipate medical or additional accommodation or travel expenses;
2. Claims for loss, theft or criminal damage must, unless not reasonably possible, be reported to the local police and a written report obtained of the incident occurring. If it is not reasonably practical to obtain a written report, You must provide reasonable evidence in support of why a report cannot be obtained, such as emails, call logs to the local police demonstrating Your attempt to obtain the report.

### When should I notify Chubb of my claim?

You should notify Us as soon as reasonably practicable of an Event which is likely to give rise to a claim under this Policy.

### **Will I need to undertake a medical examination?**

If required and to enable Us to confirm if some of the benefits sections within the Policy respond or continue to respond to an Event, We may need to arrange for You to undertake a medical examination at Our expense when and as often as We may reasonably require.

### **Can I claim under this Policy if I can claim for the same expense under another insurance Policy e.g. my private health insurance?**

If You wish to submit Your claim under this Policy, please advise Us if You have already made a claim under any other insurance policies or tell Us if You have any insurance policies in place which might respond to Your loss. As a general rule, the amount You can recover for Your expenses under this Policy or any other policies cannot exceed Your expenses.

### **Can I claim expenses that I have incurred in obtaining evidence to submit with my claim?**

No, expenses incurred by You in obtaining evidence for Us to assess Your claim cannot be claimed as an expense under this Policy. These expenses are payable by You.

### **Can I admit liability if an Event occurs which may give rise to a claim?**

No, You (or Your legal representative) should not make any offer, promise of payment or admit any liability without written consent from Us. You should request the claim against You be put in writing.

### **Do I need to help Chubb make recoveries for any amounts paid under the Policy?**

Yes, You may need to help Us to make recoveries of any amounts that We pay You under Your Policy. We have the right to sue under any other party in Your name to recover money payable or paid under the Policy, or to choose to defend any action brought against You. You must provide reasonable assistance to Us in this regard.

### **How long will it take for my claim to be assessed?**

Once all evidence to support Your claim has been submitted, if We approve Your claim, We will settle Your claim within five (5) business days.

### **If my claim is approved, how long will it take for me to receive payment?**

Once We have approved Your claim, if there is an associated payment due to You, We will issue the payment within five (5) business days.

### **If I die, will my estate be able to claim under the Policy?**

Yes, if Your Policy provides cover in the event of Your death, Your estate will be able to make a claim under the Policy.

### **I don't have internet access / an email address to submit my claim online; can I still submit a claim?**

Yes, however this may increase the time taken to assess Your claim. You can call Us on 1800 803 548 to request a claim form to be mailed out to You which can then be mailed back to Us. Hours of operation: 8:30am to 5pm Monday to Friday.



## Duty of Disclosure

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### Your Duty of Disclosure

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Before You enter into this contract of insurance, You have a duty of disclosure under the *Insurance Contracts Act 1984*.

The duty applies until We first agree to insure You, and where relevant, until We agree to any subsequent variation, extension, reinstatement or renewal (as applicable).

### A consumer insurance contract

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This policy is a 'consumer insurance contract' as it is, wholly or predominantly, for personal, domestic or household purposes.

### Answering Our questions

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In all cases, if We ask You questions that are relevant to Our decision to insure You and on what terms, You have a duty to take reasonable care not to make a misrepresentation when answering the questions.

It is important that You understand You are answering Our questions in this way for Yourself and anyone else that You want to be covered by the contract.

### Variations, extensions and reinstatements

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For variations, extensions and reinstatements, You have a duty to take reasonable care not to make a misrepresentation when answering the questions.

### Renewal

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Where We offer renewal, We may, in addition to or instead of asking specific questions, give You a copy of anything You have previously told Us and ask You to tell Us if it has changed. If We do this, You must tell Us about any change or tell Us that there is no change.

If You do not tell Us about a change to something You have previously told Us, You will be taken to have told Us that there is no change.

### What You do not need to tell Us

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You do not need to tell Us anything that:

- reduces the risk We insure You for; or
- is common knowledge; or
- We know or should know as an insurer; or
- We waive Your duty to tell Us about.

### If You do not tell Us something

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If You do not tell Us anything You are required to tell Us, We may cancel Your contract or reduce the amount We will pay You if You make a claim, or both.

If Your failure to tell Us is fraudulent, We may refuse to pay a claim and treat the contract as if it never existed.

## Privacy Statement

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In this Statement, **We**, **Our** and **Us** means Chubb Insurance Australia Limited (**Chubb**).

**You** and **Your** refers to Our customers and prospective customers as well as those who use Our Website.

This Statement is a summary of Our Privacy Policy and provides an overview of how We collect, disclose and handle Your Personal Information. Our Privacy Policy may change from time-to-time and where this occurs, the updated Privacy Policy will be posted to Our [website](#).

Chubb is committed to protecting Your privacy. Chubb collects, uses and retains Your Personal Information in accordance with the requirement of the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (**APPs**), as amended or replaced from time-to-time.

### Why We collect Your Personal Information

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The primary purpose for Our collection and use of Your Personal Information is to enable Us to provide insurance services to You.

Sometimes, We may use Your Personal Information for Our marketing campaigns and research, in relation to new products, services or information that may be of interest to You.

### How We obtain Your Personal Information

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We collect Your Personal Information (which may include sensitive information) at various points including, but not limited to, when You are applying for, changing or renewing an insurance policy with Us or when We are processing a claim. Personal Information is usually obtained directly from You, but sometimes via a third party such as an insurance intermediary or Your employer (e.g., in the case of a group insurance policy). Please refer to Our Privacy Policy for further details.

When information is provided to Us via a third party We use that information on the basis that You have consented or would reasonably expect Us to collect Your Personal Information in this way. We take reasonable steps to ensure that You have been made aware of how We handle Your Personal Information.

### When do We disclose Your Personal Information?

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We may disclose the information We collect to third parties, including:

- the policyholder (where the insured person is not the policyholder, i.e. group policies);
- service providers engaged by Us to carry out certain business activities on Our behalf (such as claims assessors, call centres in Australia, online marketing agency, etc);
- intermediaries and service providers engaged by You (such as current or previous brokers, travel agencies and airlines);
- government agencies (where We are required to by law);
- other entities within the Chubb group of companies such as the regional head offices of Chubb located in Singapore, UK or USA (Chubb Group of Companies); and
- third parties with whom We (or the Chubb Group of Companies) have sub-contracted to provide a specific service for Us, which may be located outside of Australia (such as in the Philippines or USA). These entities and their locations may change from time-to-time. Please contact Us, if You would like a full list of the countries in which these third parties are located.

In the circumstances where We disclose Your Personal Information to the Chubb Group of Companies, third parties or third parties outside Australia We take steps to protect Personal Information against unauthorised disclosure, misuse or loss.

### Your decision to provide Your Personal Information

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In dealing with Us, You agree to provide Us with Your Personal Information, which will be stored, used and disclosed by Us as set out in this Privacy Statement and Our Privacy Policy.

### Access to and correction of Your Personal Information

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Please contact Our customer relations team on 1800 815 675 or email [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com) if You would like:

- a copy of Our Privacy Policy, or
- to cease to receive marketing offers from Us or persons with whom We have an association.

To request access to, update or correct Your Personal Information held by Chubb, please complete this [Personal Information request form](#) and return it to:

Email: [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com)

Fax: + 61 2 9335 3467

Address: GPO Box 4907  
Sydney NSW 2001

### **Further information request**

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If You would like more information about how We manage Your Personal Information, please review Our Privacy Policy for more details, or contact:

Privacy Officer  
Chubb Insurance Australia Limited  
GPO Box 4907  
Sydney NSW 2001  
+61 2 9335 3200  
[Privacy.AU@chubb.com](mailto:Privacy.AU@chubb.com)

### **How to make a complaint**

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If You are not satisfied with Our organisation, services, Our response to Your enquiry, or You have any concerns about Our treatment of Your Personal Information or You believe there has been a breach of Our Privacy Policy, or You are not satisfied with any aspect of Your relationship with Chubb and wish to make a complaint, please contact Our Complaints and Customer Resolution Service (**CCR Service**) by post, phone, fax, or email, (as below):

Complaints and Customer Resolution Service  
Chubb Insurance Australia Limited  
GPO Box 4065  
Sydney NSW 2001  
P +61 2 9335 3200  
F +61 2 9335 3411  
E [complaints.AU@chubb.com](mailto:complaints.AU@chubb.com)

For more information, please read Our [Complaints and Customer Resolution](#) policy.

## Complaints and Dispute Resolution Process

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We understand that You could be dissatisfied with Our organisation, Our products and services, or the complaints handling process itself. We take all Our customer's concerns seriously and have detailed below the complaints process that You can access.

### Complaints and Customer Resolution Service

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#### **Contact Details**

If You are dissatisfied with any aspect of Your relationship with Chubb including Our products or services and wish to make a complaint, please contact Our Complaints and Customer Resolution Service (**CCR Service**) by post, phone, fax, or email, (as below):

Complaints and Customer Resolution Service  
Chubb Insurance Australia Limited  
GPO Box 4065  
Sydney NSW 2001  
P +61 2 9335 3200  
F +61 2 9335 3411  
E [complaints.AU@chubb.com](mailto:complaints.AU@chubb.com)

Our CCR Service is committed to reviewing complaints objectively, fairly and efficiently.

#### **Process**

Please provide Us with Your claim or policy number (if applicable) and as much information as You can about the reason for Your complaint.

#### **Our response**

We will acknowledge receipt of Your complaint within one (1) business day of receiving it from You, or as soon as practicable. Following acknowledgement, within two (2) business days We will provide You with the name and relevant contact details of the CCR Service team member who will be assigned to liaise with You regarding Your complaint.

We will investigate Your complaint and keep You informed of the progress of Our investigation at least every ten (10) business days and will make a decision in relation to Your complaint in writing within thirty (30) calendar days. If We are unable to make this decision within this timeframe, We will provide You with a reason for the delay and advise of Your right to take Your complaint to the Australian Financial Complaints Authority (**AFCA**) as detailed below, subject to its Rules. If Your complaint falls outside the AFCA Rules, You can seek independent legal advice or access any other external dispute resolution options that may be available to You.

To the extent allowable at law, if You request copies of the information We relied on to make a decision about Your complaint, We must provide it within ten (10) business days of Your request. Please see the General Insurance Code of Practice 2020 ([codeofpractice.com.au](http://codeofpractice.com.au)) or contact Us for further details.

Please note that if We have resolved Your complaint to Your satisfaction by the end of the fifth (5th) business day after We have received it, and You have not requested that We provide You a response in writing, We are not required to provide a written response. However, this exemption does not apply to complaints regarding a declined claim, the value of a claim, or about financial hardship.

### External Dispute Resolution

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If You are dissatisfied with Our complaint determination, or We are unable to resolve Your complaint to Your satisfaction within thirty (30) days, You may refer Your complaint to AFCA, subject to its Rules.

AFCA is an independent external dispute resolution scheme approved by the Australian Securities and Investments Commission (**ASIC**). We are a member of this scheme and We agree to be bound by its

determinations about a dispute. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

You may contact AFCA at any time at:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
P 1800 931 678 (free call)  
F +61 3 9613 6399  
E [info@afca.org.au](mailto:info@afca.org.au)  
W [www.afca.org.au](http://www.afca.org.au)

Time limits may apply to complain to AFCA and so You should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to Your circumstances expires.

## Financial Claims Scheme

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We are an insurance company authorised under the *Insurance Act 1973* (Cth) (**Insurance Act**) to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (**APRA**) and are subject to the prudential requirements of the Insurance Act.

The Insurance Act is designed to ensure that, under all reasonable circumstances, financial promises made by Us are met within a stable, efficient and competitive financial system.

Because of this We are exempted from the requirement to meet the compensation arrangements Australian financial services licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of the *Corporations Act 2001* (Cth). We have compensation arrangements in place that are in accordance with the Insurance Act.

In the unlikely event that We were to become insolvent and were unable to meet Our obligations under the Policy, a person entitled to claim may be entitled to payment under the Financial Claims Scheme. Access to the Scheme is subject to eligibility criteria. Please refer to [www.fcs.gov.au](http://www.fcs.gov.au) for more information.

## General Insurance Code of Practice

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We are a signatory to the General Insurance Code of Practice (**Code**). The objectives of the Code are to further raise standards of service and promote consumer confidence in the general insurance industry. Further information about the Code and Your rights under it is available at [codeofpractice.com.au](http://codeofpractice.com.au) and on request. As a signatory to the Code, We are bound to comply with its terms. As part of Our obligations under Parts 9 and 10 of the Code, Chubb has a [Customers Experiencing Vulnerability & Family Violence Policy](#) (Part 9) and a [Financial Hardship Policy](#) (Part 10). The Code is monitored and enforced by the Code Governance Committee.

## Sanctions

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This insurance does not apply to the extent that trade or economic sanctions or other laws or regulations prohibit us from providing insurance, including, but not limited to, the payment of claims. All other terms and conditions of the policy remain unchanged.

Chubb is a subsidiary of a US company and Chubb Limited, a NYSE listed company. Consequently, Chubb is subject to certain US laws and regulations [in addition to EU, UN and national sanctions restrictions] which may prohibit it from providing cover or paying claims to certain individuals or entities or insuring certain types of activities related to certain countries such as but not limited to Iran, Syria, North Korea, North Sudan, Crimea and Cuba.

## Financial Services Guide (FSG)

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A guide to Our relationship with You.

### About this Financial Services Guide (FSG)

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This is a combined FSG issued by Chubb Insurance Limited ('We', 'Us', 'Our') and Royal Brunei Airlines Sdn. Bhd. (Company Registration Number RC00000274) Authorised Representative Number 001303529 (Royal Brunei Airlines).

The purpose of this FSG is to help You to make an informed decision about whether to use the financial services Chubb and Royal Brunei Airlines can provide to You. It contains information on:

- a) who Chubb and Royal Brunei Airlines are and how We can be contacted or given instructions;
- b) the services Chubb and Royal Brunei Airlines offer to You and how they are provided;
- c) how Chubb and Royal Brunei Airlines and other relevant persons are remunerated;
- d) the Financial Claims Scheme;
- e) Our commitment to protecting Your privacy;
- f) how complaints are dealt with; and
- g) other disclosure documents You may also receive.

### Other disclosure documents You may also receive

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A Product Disclosure Statement (PDS) is included in this document which contains information on the relevant risks, benefits and significant characteristics of the product and is designed to assist You in making an informed decision about whether to buy the product or not.

### About Chubb

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Our contact details are:

ABN: 23 001 642 020

AFS Licence Number: 239687

Head Office: Grosvenor Place, Level 38, 225 George Street, Sydney NSW 2000

Postal address: GPO Box 4907 Sydney NSW 2001

O 1800 803 548

F +61 2 9335 3467

E travel.au@chubb.com

### About Royal Brunei Airlines

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Royal Brunei Airlines has been appointed by Chubb as its authorised representative to provide general advice in relation to Our Royal Brunei Airlines Travel Insurance which is issued by Us.

Royal Brunei Airlines contact details are as follows:

Address: Jalan Kustin, Terunjing Lama, Berakas BB2114, Negara Brunei Darussalam  
For the attention of: Director, Ancillaries

Chubb has authorised Royal Brunei Airlines to distribute this combined PDS and FSG and to provide the services listed under the heading "How Royal Brunei Airlines provides its services," on Chubb's behalf. In providing the relevant services, Royal Brunei Airlines does not act on Your behalf. Chubb the issuer of the relevant insurance product that Royal Brunei Airlines promotes, unless Chubb or Royal Brunei Airlines tells You otherwise.

Royal Brunei Airlines may act for other licensees. If Royal Brunei Airlines offers You financial services on behalf of another licensee, it will provide You with a copy of the relevant FSG in relation to those services.



## **How Chubb Provides Its Services**

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Chubb may provide a dealing service, with or without general advice, in relation to the general insurance products that We distribute.

When Chubb issues its own general insurance products, Chubb acts on its own behalf, not Yours. In dealing in the relevant insurance products, We will collect information from You to be able to issue it and manage Your and Chubb's rights and obligations under it. We will also give You factual information about the product to help You decide whether to buy the product.

In some cases We may also make a general recommendation or give an opinion about the insurance product which is not based on Our consideration of Your individual objectives, financial situation or needs. In providing a general advice service, We cannot tell You whether the insurance product, or an option within it, is appropriate for You specifically. As a result, You need to consider the appropriateness of any information or general advice We give You, having regard to Your objectives, financial situation and needs, before acting on it. You need to read the relevant Policy documentation (including the PDS included in this document) to determine if it is suitable for You.

## **How Royal Brunei Airlines Provides Its Services**

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Royal Brunei Airlines is authorised by Chubb to provide You with written financial product advice (general only), which Chubb prepare and approve. This advice is provided by way of marketing documents. Royal Brunei Airlines and its employees and travel consultants do not have authority to provide You with a recommendation or opinion about Our travel insurance products. Royal Brunei Airlines can provide You with factual information on the Chubb travel insurance products. Royal Brunei Airlines has been given a binding authority by Chubb which authorises it to enter into and cancel (during the 14 day statutory cooling off period) certain Chubb travel insurance products on behalf of Chubb as if it were Chubb, subject to the limits of authority agreed with Chubb. Royal Brunei Airlines does not act for You.

Royal Brunei Airlines is also authorised to distribute and promote those travel insurance products but is not involved in the assessment or payment of claims. Royal Brunei Airlines is not authorised to provide You with any other financial services under Chubb's AFS licence. In particular, Royal Brunei Airlines is not authorised to provide You with personal advice. This means that Royal Brunei Airlines will not take into account Your objectives, financial situation or needs before providing general advice to You.

You will need to consider the appropriateness of any general advice provided by Chubb and Royal Brunei Airlines in light of Your objectives, financial situation and needs. You need to read the relevant Insurance Policy documentation (including the PDS included in this document) to determine if it is suitable for You.

If You think You have received 'personal advice', that is, advice that takes into account Your personal situation or needs, please call Us on 1800 803 548 and ask to speak to the Compliance Manager, as this is not permitted.

Royal Brunei Airlines may send You promotional material advertising its travel insurance products. Chubb does not receive Your contact details from Royal Brunei Airlines unless You purchase travel insurance or contact Chubb and provide Your details directly to Chubb.

## **How Chubb is Paid For Its Services**

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### **Payment for the services Chubb provides**

As the issuer of any Insurance policy, We will charge You an agreed premium for that product based on a number of factors including Your risk profile and circumstances (plus relevant taxes and charges) which We will calculate and provide You with before You buy the product.

### **Remuneration of Our staff**

All permanent Chubb employees are paid an annual salary. An annual bonus may be paid in some circumstances, which can be based on performance against sales targets and other performance criteria.



All temporary Chubb employees receive hourly wages or such wages otherwise agreed for a fixed term or contract. Performance-based payments may also be paid in some circumstances.

Chubb employees may also receive other non-monetary benefits such as attendance at business related conferences, study trips, other functions or gift vouchers.

### **Referral to Chubb by third parties**

In certain cases, We may have a relationship with a third party who We may pay for referring You to Us. We may pay them a referral fee which is a percentage of the net premium of an Insurance Policy (which is the total premium payable less GST and Stamp Duty).

This referral fee is already incorporated into the premium payable by You and the amount can vary, depending on the type of arrangement We have with the third party and the type of insurance product You purchase. The amount We pay them includes a reimbursement of expenses they incur in performing their role, for example marketing, postage, telephone, printing and call centre costs.

The referral fee is normally payable to third parties on a monthly or quarterly basis, in arrears.

### **Further information**

You can ask Us to give You more particulars of the remuneration or other benefits referred to above within a reasonable period after receiving this FSG and before We provide You with the financial service to which this FSG relates, unless We agree otherwise.

### **How Royal Brunei Airlines is Paid For Its Services**

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In referring You to Chubb, Royal Brunei Airlines is paid commission by Chubb which is between 20% - 40% of the net premium of an insurance Policy (being a percentage of Your total premium payable, less GST, stamp duty and other charges). Royal Brunei Airlines employees and travel consultants are paid an annual salary.

All remuneration and commission is already incorporated into the total premium payable by You and can vary, depending on the type of insurance Policy You purchase. All remuneration and commission are normally payable on a monthly basis, in arrears.

You can ask Us to give You more particulars of the remuneration (including commission) or other benefits referred to above within a reasonable period after receiving this FSG and before You are provided with the financial service to which this FSG relates, unless We agree otherwise.

### **Financial Claims Scheme**

Please refer to the Financial Claims Scheme section contained this document.

### **Privacy Statement**

We are committed to protecting Your privacy. This combined PDS and FSG provides You with an overview of how We handle Your personal information. Our Privacy Policy can be accessed on Our Website at [www.chubb.com/au](http://www.chubb.com/au).

### **Complaints and Dispute Resolution**

Please refer to the Complaints and Dispute Resolution section contained within this document.

### **How to contact Chubb**

If You would like to obtain further information, provide Us with instructions, or if You have any queries about the financial products and services We are authorised to provide, please contact Us on 1800 803 548 or by e-mail at [travel.au@chubb.com](mailto:travel.au@chubb.com).

Please retain this document along with Your current Policy documentation in a safe place for Your future reference.

This FSG was prepared by Chubb and Royal Brunei Airlines on 07 May 2024.

Version: 24FSGRBA01

## About Chubb in Australia

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Chubb is a world leader in insurance. With operations in 54 countries and territories, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. As an underwriting company, we assess, assume and manage risk with insight and discipline. We service and pay our claims fairly and promptly. The company is also defined by its extensive product and service offerings, broad distribution capabilities, exceptional financial strength and local operations globally. Parent company Chubb Limited is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb maintains executive offices in Zurich, New York, London, Paris and other locations, and employs approximately 40,000 people worldwide. Additional information can be found at: [www.chubb.com](http://www.chubb.com).

## Contact Us

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Chubb Insurance Australia Limited  
ABN: 23 001 642 020 AFSL: 239687

Grosvenor Place  
Level 38, 225 George Street  
Sydney NSW 2000  
O +61 2 9335 3200  
[www.chubb.com/au](http://www.chubb.com/au)

**Chubb. Insured.<sup>SM</sup>**

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