

A smiling couple, a man and a woman, are in the foreground, looking towards the camera. The background is a blurred city street at night with various lights and buildings.

**online  
travel  
insurance**

# **Combined Product Disclosure Statement (including Policy Wording) and Financial Services Guide**

**Global Assistance**

**Allianz** 

# CONTENTS

<b>PART 1: PRODUCT DISCLOSURE STATEMENT</b>	<b>1</b>
OUR DEFINITIONS	2
PURCHASING THIS PRODUCT	4
TABLE OF BENEFITS	7
ADDITIONAL OPTIONS	9
PRE-EXISTING MEDICAL CONDITIONS	11
IMPORTANT MATTERS	11
GENERAL EXCLUSIONS	14
YOUR POLICY COVER	17
CLAIMS	27
<b>PART 2: FINANCIAL SERVICES GUIDE</b>	<b>29</b>



# PART 1: PRODUCT DISCLOSURE STATEMENT

## About this Product Disclosure Statement

A Product Disclosure Statement (**PDS**) is a document required by the Corporations Act 2001 (Cth) and contains information designed to help **you** decide whether to buy this product and to compare it with other products **you** may be considering.

This **PDS** sets out the cover available and the terms and conditions which apply. Please note that any recommendations or opinions in this document are of a general nature only and do not take into account **your** objectives, financial situation or needs. Before **you** make any decision about the product, **you** should read this **PDS** carefully to ensure that it is suitable for **you**.

This **PDS**, together with the **Certificate of Insurance** and any written document **we** tell **you** forms part of **your policy**, make up **your** contract with **Allianz**. Please retain these documents in a safe place.

### Understanding this product and its important terms and conditions

To properly understand this product's significant features, benefits, limits, conditions and exclusions **you** need to carefully read:

- **Purchasing this product** – this contains important information on who can purchase this product, age limits and cover types available to **you**, the period of cover and when cover may be amended or extended, automatically included activities, and applicable **excesses**;
- About the cover, and limits on the amount **we** will pay, that applies to each plan in the **Table of benefits**, when **we** will pay a claim under each section (**Your policy cover**) (where applicable to any cover **you** take out), any options purchased by **you** under **Additional options** and **Pre-existing medical conditions** (remember, certain words have defined meanings – see **Our definitions**);
- **Important matters** - this contains important information on your Duty of Disclosure (including how the duty applies to **you** and what happens if **you** breach the duty), **our** privacy notice and dispute resolution process, the Financial Claims Scheme, when **you** can choose **your** own doctor, when **you** should contact **Allianz Global Assistance** concerning 24 hour medical assistance, **overseas** hospitalisation or medical evacuation, and more;
- When **we** will not pay a claim under each section applicable to the cover **you** choose (**Your policy cover**) and **General exclusions applicable to all sections**; and
- **Claims** - this sets out important information about how **we** will pay claims. It also sets out certain obligations that **you** and **we** have. If **you** do not meet them **we** may refuse to pay, or reduce the amount **we** will pay in relation to, a claim.

### Applying for cover

When **you** apply for **your policy**, **we** will confirm with **you** things such as the period of cover, **your** premium, what cover options and **excess** will apply, and whether any standard terms are to be varied. These details will be recorded on the **Certificate of Insurance** issued to **you**.

If **we** are unable to offer **you** the cover **you** seek, it will be because the particular product offered is not designed to cover a particular risk or risks including, but not limited to, some geographical regions, some **pre-existing medical conditions** or some ages. In such a case, if **you** would like to discuss **your** options please use the contact details on the back cover of this **PDS**.

This **PDS** sets out the cover which is available. **You** need to decide if the benefit limits, type and level of cover are appropriate for **you** and will cover **your** potential loss.

If **you** have any queries, want further information about this product or want to confirm a transaction, please use the contact details on the back cover of this **PDS**.

### About your premium

**You** will be told the premium payable for **your policy** when **you** apply. In calculating the premium, **we** take into account a number of risk factors including **your** destination(s), length of **journey**, the number of persons and age of persons to be covered under the **policy** and the plan type **you** select. The amount of any **excess** payable, cover for additional options and cover for agreed **pre-existing medical conditions** is also included in the calculation of **your** premium.

**Your** total premium reflects the amount **we** calculate to cover these risks as well as any relevant government charges, taxes or levies (such as stamp duty or GST) in relation to **your policy**. These amounts are included in the total amount payable by **you** as shown in **your Certificate of Insurance**.

### Cooling-off period

Even after **you** have purchased **your policy**, **you** have cooling-off rights.

If **you** decide that **you** do not want **your policy**, **you** may cancel it within 14 days after **you** are issued **your Certificate of Insurance**. **You** will be given a full refund of the premium **you** paid, provided **you** have not started **your journey** and **you** do not want to make a claim or to exercise any other right under **your policy**.

After this period **you** can still cancel **your policy** but **we** will not refund any part of **your** premium if **you** do.

### Who is the insurer?

This product is underwritten by Allianz Australia Insurance Limited (**Allianz**) ABN 15 000 122 850 AFS Licence No. 234708, of 2 Market Street, Sydney, New South Wales 2000, telephone 132 664.

### Who is Allianz Global Assistance?

**Allianz Global Assistance** is a trading name of AWP Australia Pty Ltd ABN 52 097 227 177 AFS Licence No. 245631, of Level 16, 310 Ann Street, Brisbane, Queensland 4000, telephone (07) 3305 7000. **Allianz Global Assistance** has been authorised by **Allianz** to enter into the **policy** and deal with and settle any claims under it, as the agent of **Allianz**, not as **your** agent. **Allianz Global Assistance** acts under a binder which means that it can do these things as if it were the insurer. It administers all emergency assistance services and benefits of this insurance. **You** may contact **Allianz Global Assistance** in an emergency 24 hours a day, 7 days a week.

### Updating the PDS

**We** may need to update this **PDS** from time to time if certain changes occur where required and permitted by law. **We** will issue **you** with a new **PDS** or a supplementary **PDS** to update the relevant information except in limited cases. Where the information is not to correct a misleading or deceptive statement or an omission that is materially adverse, from the point of view of a reasonable person considering whether to buy this product, **Allianz Global Assistance** may issue provide the updated information on their website. **You** can also get a paper copy of the updated information free of charge by calling the contact number shown on the back cover of this **PDS**.

### Preparation date

The preparation date of this **PDS** is 9 April 2019.

## Our definitions

Headings, where appearing, are for reference only and do not affect interpretation.

When the following words and phrases appear in bold black type in this **PDS**, **your Certificate of Insurance** or any other document **we** tell **you** forms part of **your policy**, they have the meanings given below. The use of the singular shall also include the use of the plural and vice versa.

### **accident, accidental, accidentally**

means an unexpected event caused by something external and visible.

### **accompanying**

means travelling with the **insured person** for 100% of the **journey**.

### **AICD/ICD**

means an implantable cardioverter-defibrillator (ICD), also known as an automated implantable cardioverter-defibrillator (AICD).

### **Allianz**

means Allianz Australia Insurance Limited ABN 15 000 122 850, AFSL 234708.

### **Allianz Global Assistance**

means AWP Australia Pty Ltd ABN 52 097 227 177, AFSL 245631.

### **appropriate supervision**

means under the supervision of a person who possesses the necessary skills, qualifications and licensing appropriate for the supervision of the activity being undertaken.

### **bicycle**

means any bicycle, tricycle, tandem, trailer cycle or push scooter that is powered by human pedalling and/or a battery.

### **business samples**

means demonstration goods or examples of goods sold by **you** or **your** company.

### **carrier**

means an aircraft, vehicle, train, tram, vessel or other scheduled transport operated under a licence for the purpose of transporting passengers. However, it does not mean a taxi, limousine or similar service.

### **Certificate of Insurance**

is the document **we** give **you** which confirms that **we** have issued a **policy** to **you** and sets out details of **your** cover.

### **chronic**

means a persistent and lasting condition. It may have a pattern of relapse and remission.

### **concealed storage compartment**

means a boot, trunk, glove box, enclosed centre console, or concealed cargo area of a motor vehicle.

### **cruise vessel**

means a boat or ship on which travel is taken for pleasure or as a holiday as a paying passenger, for a minimum of 3 nights in duration.

### **date of issue**

means the date and time of issue on **your Certificate of Insurance**.

### **dependant**

means **your** children or grandchildren, not in full-time employment, **accompanying you** on the **journey** and who are aged 24 years or under at the time of issue of **your Certificate of Insurance**.

### **depreciation**

means the deduction from the original purchase price of an amount calculated to be the reduction in value because of wear and tear and/or the passing of time.

### **duo**

means **you** and **your travelling companion** as named on the **Certificate of Insurance** but does not include **dependants**.

### **epidemic**

means a sudden development and rapid spreading of a contagious disease in a region where it developed in an endemic state or within a previously unscathed community.

### **excess**

means the deduction **we** will make from the amount otherwise payable under **your policy** for each claimable incident or event.

### **family**

means **you**, **your** spouse or partner and **your dependants**.

### **formal wear**

means dinner suit, dress shirt, bowtie, evening gown, cocktail dress or other items of clothing which are required attire for formal dining/functions. This includes wedding attire but does not include **jewellery**.

### **funeral expenses**

means the costs charged by a funeral director for arranging **your** funeral service and by a cemetery for **your** burial or a crematorium for **your** cremation. It does not include the cost of memorialisation.

### **home**

means the place where **you** normally live in Australia.

### **hospital**

means an established hospital registered under any legislation that applies to it, that provides in-patient medical care. It does not include any institution used primarily as a nursing or convalescent home, a place of rest, a geriatric ward, a mental institution, a rehabilitation or external care facility or a place for the treatment of alcoholism, drug addiction or substance addiction.

### **income**

means the amount of money **you** earn from **your** employment in a trade, business, profession or occupation after the deduction of income tax.

### **individual**

means **you** only.

### **injure or injured or injury**

means bodily injury caused solely and directly by violent, **accidental**, visible and external means, which happens at a definite time and place during **your** period of cover and does not result from any illness, **sickness** or disease.

### **insolvency or insolvent**

means bankruptcy, provisional liquidation, liquidation, appointment of a receiver, manager or administrator, entry into any official or unofficial scheme of arrangement, statutory protection, restructuring or composition with creditors, or the happening of anything of a similar nature under the laws of any jurisdiction.

### **insured person**

means each person named on the **Certificate of Insurance**.

### **jewellery**

means a form of personal adornment, such as brooches, rings, necklaces, earrings, and bracelets. It does not include watches or items of clothing.

### **journey**

means travel which begins when **you** leave **home** or **your** place of business to commence **your** travel and ends when **you** arrive back **home** or at a **hospital** or nursing home in Australia (if **you** are evacuated or repatriated), whichever is earlier.

### **legal costs**

means fees, costs and expenses (including any applicable taxes and charges) in connection with a legal action. It also means any costs which **you** are ordered to pay by a court or arbitrator (other than any fine or penalty, or aggravated, punitive, exemplary or liquidated damages) or any other costs **we** agree to pay.

**luggage and personal effects**

means **your** suitcases, trunks and similar containers including their contents and articles worn or carried by **you**. It does not mean or include any **bicycle**, **business samples** or items that **you** intend to trade, **valuables**, **snow sport equipment**, passport or travel documents, cash, bank notes, currency notes, cheques, negotiable instruments, electronic data, software, intangible asset, watercraft of any type (other than surfboards), furniture, furnishings, household appliances, hired items or any other item listed as excluded on **your**

**Certificate of Insurance.****maximum journey period**

means the maximum period for any one **journey** under the Multi-Trip Plan as shown on **your Certificate of Insurance**.

**medical adviser**

means a doctor (including a clinical psychologist) or dentist qualified to diagnose the condition or disorder, holding the necessary current certification in the country in which they are currently practising, and who is not **you** or **your travelling companion**, or a **relative** or employee of **you** or **your travelling companion**.

**mental illness**

means any illness, condition or disorder listed in the current edition of the Diagnostic and Statistical Manual of Mental Disorders.

**moped or scooter**

means any two-wheeled or three-wheeled motor vehicle with an engine displacement of not greater than 50cc.

**motorcycle**

means any two-wheeled or three-wheeled motor vehicle with an engine displacement greater than 50cc.

**overseas**

means outside of Australia and its territories or while travelling on a foreign registered vessel in Australian territorial waters.

**pandemic**

means a form of an **epidemic** that extends throughout an entire continent.

**PDS**

means Product Disclosure Statement.

**permanent disability**

means permanent loss of all the sight in one or both eyes, or the use of a hand at or above the wrist or a foot at or above the ankle.

**policy**

means this **PDS**, **Certificate of Insurance** and any written document we tell **you** forms part of **your policy**.

**pre-existing medical condition**

means a condition of which **you** were, or a reasonable person in **your** circumstances should have been, aware:

1. prior to the time of the **policy** being issued that is:
  - a **chronic** or ongoing:
    - medical condition;
    - dental condition; or
    - **mental illness**, or
  - a current pregnancy; or
  - a medical condition connected with **your** current or past pregnancy; or
  - related to in vitro fertilisation or another form of assisted reproductive treatment or procedure, or
2. in the ten (10) years prior to the time of the **policy** being issued that involves:
  - **your** heart, brain, circulatory system or blood vessels; or
  - **your** respiratory system; or
  - **your** kidneys, liver or pancreas; or
  - cancer; or

- back pain requiring prescribed pain relief medication; or
- surgery involving any joints, the neck, back, spine, brain, skull, abdomen or pelvis requiring at least an overnight stay in **hospital**; or
- diabetes mellitus (type 1 or type 2); or
- **mental illness**; or
- signs or symptoms for which **you**:
  - have not yet sought a professional opinion regarding the cause; or
  - are currently under investigation to define a diagnosis; or
  - are awaiting specialist opinion, or

3. in the two (2) years prior to the time of the **policy** being issued for which **you**:
  - have been in **hospital**, required an emergency department visit or had day surgery; or
  - have been prescribed a new medication or had a change to **your** medication regime; or
  - had or required regular review or check-ups; or
  - have required prescription pain relief medication.

- have been in **hospital**, required an emergency department visit or had day surgery; or
- have been prescribed a new medication or had a change to **your** medication regime; or
- had or required regular review or check-ups; or
- have required prescription pain relief medication.

**professional sport**

means training for, coaching or competing in any sporting event where **you** are entitled to receive, or are eligible to receive, an appearance fee, wage, salary or prize money in excess of \$1,000.

**public place**

means any place that the public has access to, including but not limited to planes, trains, cruise ships, taxis, buses, air or bus terminals, stations, wharves, streets, shops, museums, galleries, hotels, hotel foyers and grounds, beaches, restaurants, private car parks, public toilets and general access areas.

**quad bike**

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

**reasonable**

means:

- for medical, **hospital** or dental expenses, the standard level of care given in the country **you** are in not exceeding the level **you** would normally receive in Australia; or
- for other covered expenses, a level comparable to those **you** have booked for the rest of **your journey**; or
- as determined by **Allianz Global Assistance** having regard to the circumstances.

**Reciprocal Health Care Agreement**

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

**redundant or redundancy**

means loss of permanent paid full time employment (except voluntary redundancy), after a continuous working period of two years with the same employer.

**relative**

means grandparent, parent, parent in law, sister, step sister, sister in law, brother, step brother, brother in law, spouse, partner, fiancé(e), son, son in law, daughter, daughter in law, step child, foster child, grandchild, ward or guardian.

**rental vehicle**

means a campervan/motorhome that does not exceed 4.5 tonnes, a sedan, coupe, hatchback, station-wagon, SUV, four wheel drive or mini bus/people mover rented from a licensed motor vehicle rental company or agency.



**resident of Australia**

means someone who usually resides in Australia and is eligible for an Australian Medicare Card.

**sick or sickness**

means a medical condition (including a **mental illness**), not being an **injury**, the symptoms of which first occur or manifest after the **date of issue**.

**single**

means **you** and **your dependants** who are **accompanying you** on the **journey**.

**snow sport activities**

means amateur skiing, snowboarding, sledding, tobogganing, or tubing conducted on groomed terrain, marked slopes or trails that are open, maintained and monitored within ski resort boundaries but does not include any form of racing, acrobatics, jumping, stunting, aerial or freestyle activities.

**snow sport equipment**

means skis, poles, boots, bindings or snowboards.

**sporting equipment**

means equipment needed and used to participate in a particular sport and which can be carried about with **you**.

**transaction card**

means a debit card, credit card or travel money card.

**travelling companion**

means a person with whom **you** have made arrangements before **your policy** was issued, to travel with **you** for at least 75% of **your journey**.

**unsupervised**

means leaving any items:

- with a person who is not named on **your Certificate of Insurance** or who is not a **travelling companion** or who is not a **relative**;
- with a person who is named on **your Certificate of Insurance** or who is a **travelling companion** or who is a **relative** but who fails to keep the items under close supervision; or
- where they can be taken without **your** knowledge; or
- at such a distance from **you** that **you** are unable to prevent them being taken; and

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

**valuables**

means **jewellery**, antiques, curios or works of art, watches, semi precious metals/precious metals or semi precious stones/precious stones and items made of or containing semi precious metals/precious metals or semi precious stones/precious stones, furs, binoculars, telescopes, any kind of photographic, audio, video, computer, television, fax and phone equipment (including mobile phones), tablets, MP3/4 players and PDAs.

**we, our, us**

means Allianz Australia Insurance Limited ABN 15 000 122 850, AFSL 234708.

**you, your and yourself**

means each person named on the **Certificate of Insurance** except in the definition of **pre-existing medical condition** where you and your mean you, any **relative**, **travelling companion** or any other person.

## Purchasing this product

### Who can purchase this product?

#### All Plans

Cover is only available if:

- **you** are a **resident of Australia**; and
- **you** purchase **your policy** before **you** commence **your journey**; and
- **your journey** commences and ends in Australia.

### Age limits

Age limits are as at the **date of issue**.

#### Comprehensive, Essentials, Basic and Domestic Plans

Available to travellers aged 74 years and under.

#### Multi-Trip Plan

Available to travellers aged 74 years and under. **Accompanying** spouse or partner and **dependants** are covered under this plan provided they are aged 74 years and under. Additional premium will apply.

#### Non-Medical Plan

Where this plan is offered, it is available to travellers aged 74 years and under.

### Cover types

The following cover types apply:

**single** - The benefit limits for **single** cover apply to the total of all claims combined regardless of the number of persons the claims relate to and are shown in the **Table of benefits** for the plan **you** have selected.

**duo** - The benefits limits for **duo** cover that apply to each **insured person** are shown in the **Table of benefits** for the plan **you** have selected.

**family** - The benefit limits for **family** cover apply to the total of all claims combined, regardless of the number of persons the claims relate to and are shown in the **Table of benefits** for the plan **you** have selected.

**individual** - The benefit limits for **individual** cover apply to the total of all claims combined and are shown in the **Table of benefits** for the plan applicable.

### Your choices

Based on **your** travel arrangements, **you** can choose:

- a Multi-Trip Plan;

or

- **single**, **duo** or **family** cover; for
- a Comprehensive, Essentials, Basic or Domestic Plan.

**Please note:** Depending upon **your pre-existing medical condition** **we** may be unable to offer **you** a **policy** which provides cover for any medical or **hospital** expenses, or for any other expenses arising from, related to or associated with any **injury** or **sickness** suffered by **you**. If that is the case **you** may be able to purchase a Non-Medical Plan. Non-Medical Plan is only available as an **individual** cover type, and **individual** cover type is only available with the Non-Medical Plan.

## Period of cover

We will confirm the issue of **your policy** by providing you with a **Certificate of Insurance**. The period you are insured for is set out in the **Certificate of Insurance**.

- **Comprehensive, Essentials, Domestic and Non-Medical Plans**

Cover for **Section 2.1 Cancellation** only applies to those services scheduled to be used between the start and end dates shown on **your Certificate of Insurance** and begins from the **date of issue** shown on **your Certificate of Insurance** and finishes at the end of **your journey** or on the end date shown on **your Certificate of Insurance** whichever occurs earlier. The cover for all other sections starts at the beginning of **your journey** or the start date shown on **your Certificate of Insurance**, whichever occurs later, and finishes at the end of **your journey** or on the end date shown on **your Certificate of Insurance** whichever occurs earlier.

- **Basic Plan**

Cover for all sections starts at the beginning of **your journey** or the start date shown on **your Certificate of Insurance**, whichever occurs later, and finishes at the end of **your journey** or on the end date shown on **your Certificate of Insurance** whichever occurs earlier.

- **Multi-Trip Plan**

Cover for **Section 2.1 Cancellation** begins on the start date shown on **your Certificate of Insurance** or the date you booked **your journey**, whichever is the later and finishes at the end of **your journey**, at the expiry of the **maximum journey period**, or on the end date shown on **your Certificate of Insurance** whichever occurs earlier. The cover for all other sections starts at the beginning of **your journey** or the start date shown on **your Certificate of Insurance**, whichever occurs later, and finishes at the end of **your journey**, at the expiry of the **maximum journey period**, or on the end date shown on **your Certificate of Insurance** whichever occurs earlier.

**Please note:** The maximum period for any one **journey** under the Multi-Trip Plan is shown on **your Certificate of Insurance (maximum journey period)**. You are not covered for any incident or event that arises outside of the **maximum journey period** you nominated.

## Amendment of cover

In certain circumstances with **our** agreement, **we** will allow you to amend the cover provided by this **policy**.

Where **we** have agreed to amend cover, **we** will issue you with an amended **Certificate of Insurance** which will list the amendments and will note the date and time when the amendment(s) were made and will apply. The period of cover provided by the **policy** cannot exceed 12 months from the **date of issue** of **your** original **Certificate of Insurance**.

## Extension of cover

**Your** cover may be extended at no additional charge if you find that **your** return to **your home** has been delayed because of one or more of the following:

- a bus line, airline, shipping line or rail authority you are travelling on, or that has accepted **your** fare or **luggage and personal effects**, is delayed; or
- the delay is due to a reason for which you can claim under **your policy** (subject to **our** written approval).

If the delay is for any other reason other than as stated above, **we** must receive **your** request to extend **your** cover at least 7 days before **your** original **policy** expires if you send **your** request by post.

All other requests to extend **your** cover must be received prior to **your** original **policy** expiry date. Cover will be extended subject to **our** written approval, and **your** payment of the additional premium.

Where **we** have agreed to extend cover, **we** will issue you with a new **Certificate of Insurance**. The period of cover on **your** new Certificate cannot exceed 12 months from the **date of issue** of **your** original **Certificate of Insurance**.

Cover cannot be extended:

- under **Section 1.3 Accidental Death** for any period in excess of 12 months from the start date shown on **your Certificate of Insurance**, in any circumstances;
- for any **pre-existing medical condition**, unless it is listed under the heading **Pre-existing medical conditions which we may cover with no additional premium payable** in the **Pre-existing medical conditions** section, and you have not been hospitalised (including day surgery or emergency department attendance) for that condition in the past 24 months prior to application for the extension. This applies regardless of whether **your pre-existing medical condition** was covered under **your** original **policy**; or
- for any medical conditions you suffered during the term of **your** original **policy**; or
- where you have not advised **us** of any circumstances that have given (or may give) rise to a claim under **your** original **policy**; or
- where at the time of application for the extension you are aged 75 years or over under the Comprehensive, Essentials, Basic or Domestic Plans; or
- under the Multi Trip or Non-Medical Plans.

## Automatically included activities

**Your policy** provides cover for claims arising directly from **your** participation in the following activities, subject to the terms, conditions limits and exclusions that apply to the section under which **your** claim is made and the **General exclusions applicable to all sections**:

- aqua zorbing;
- archery;
- bar and restaurant work (except security and crowd control);
- bicycling (but not **bicycle** motorcross (BMX) or downhill mountain biking);
- bungee jumping or canyon swinging;
- camel, donkey or elephant riding (under **appropriate supervision**);
- dancing;
- dog sledding;
- diving underwater at a depth no greater than 10 metres;
- diving underwater using an artificial breathing apparatus at a depth no greater than 10 metres (you must hold an open water diving licence recognised in Australia or dive with an instructor licensed for these activities);
- fishing (on land or within 2 nautical miles of a land mass);
- fruit picking that does not involve the use of machinery;
- go-karting;
- golf;
- gym activities (but not powerlifting);
- gymnastics (but not competitions);
- horse riding (but not competitions, equestrian events, steeple chasing, jumping, or polo);
- ice skating on a rink (but not including competitive skating, racing, speed skating and tour skating);

- leisure activities (meaning any activities involving minimal physical exertion that is undertaken for relaxation or pleasure. For example, sight-seeing, picnics, photography and museum or art gallery visits);
- **motorcycle, scooter or moped** riding (restrictions apply - refer to General Exclusion A.10);
- music and singing;
- orienteering;
- paintball (with eye protection);
- racing on foot for distances up to and including full marathon (42.2 kilometres or 26.2 miles) and note that restrictions apply - refer to General Exclusions **C.2** and **C.8**);
- racquet and ball sports not involving physical contact;
- regulated or licensed ballooning;
- river cruising;
- rock wall climbing (under **appropriate supervision**);
- safari (under **appropriate supervision**, but not hunting);
- sailing up to 10 nautical miles off any land mass;
- shark cage diving (subject to diving restrictions listed above);
- shooting (fixed target only)
- skateboarding, roller skating, inline skating (but not including vert skating or acrobatics)
- snorkelling at a depth no greater than 10 metres;
- soccer;
- surface water activities in rivers or rapids graded I, II or III under the International Scale of River Difficulty, or lakes or canals;
- surface water activities (other than sailing) up to 2 nautical miles off any land mass;
- track and field athletics; and
- walking, hiking, trekking or tramping, peaking at altitudes up to 3,000 metres where specialist climbing equipment is not required (but not expeditions to or on the Kokoda Track/Trail).

All other activities are excluded from cover under **your policy**, subject to any additional options that have been purchased and are listed on **your Certificate of Insurance**.

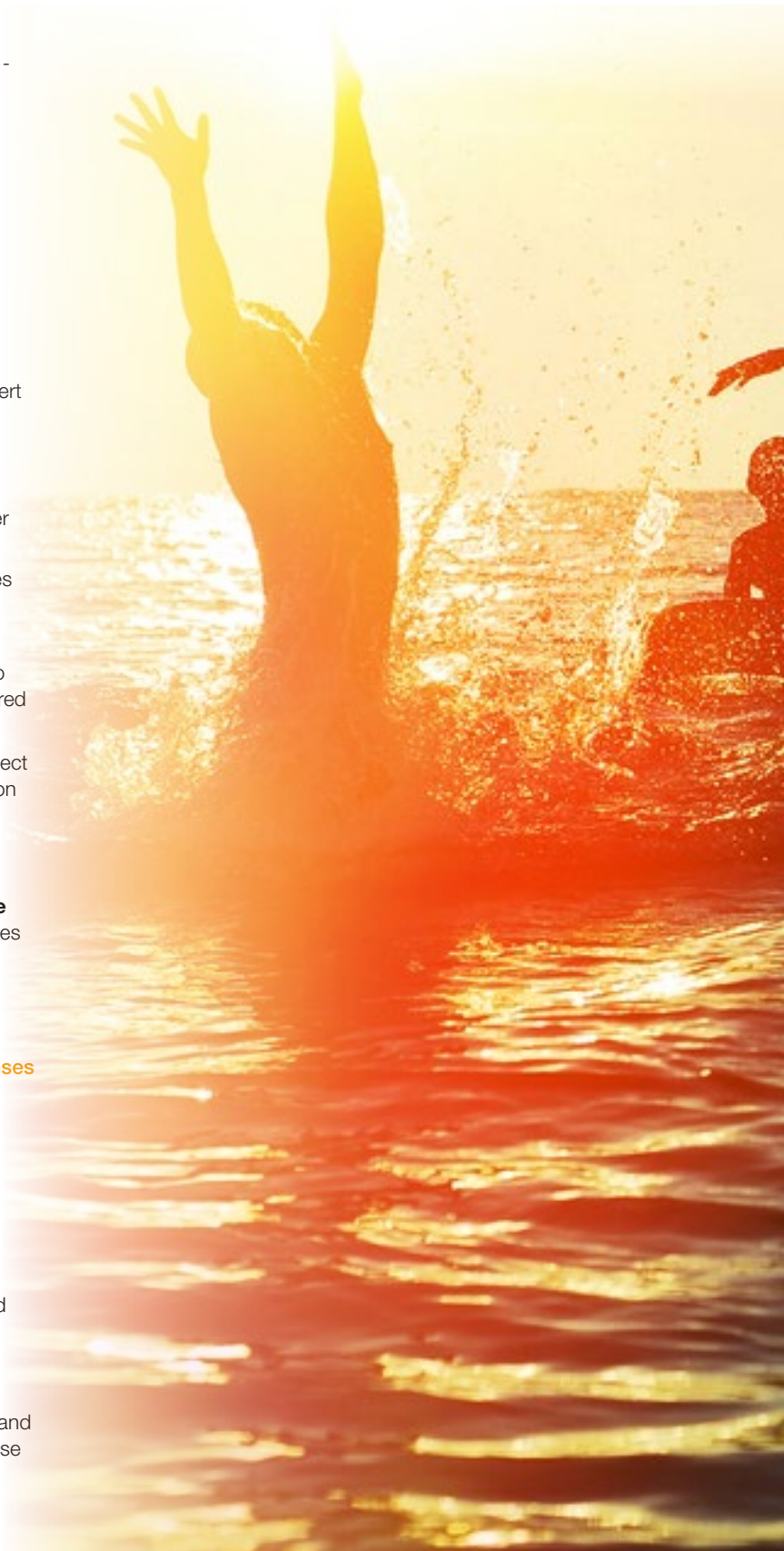
## Excess

**Your** standard **excess** is shown on **your Certificate of Insurance** and applies to all events causing a claim however, no **excess** applies to a benefit that is payable under any of the following sections:

<b>Section 1.1</b>	<b>Overseas Emergency Assistance</b>
<b>Section 1.5</b>	<b>Hospital Cash Allowance</b>
<b>Section 4.2</b>	<b>Luggage &amp; Personal Effects Delay Expenses</b>
<b>Section 4.4</b>	<b>Theft of Cash</b>
<b>Section 7.9</b>	<b>Cabin Confinement</b>
<b>Section 7.12</b>	<b>Formal Cruise Attire Delayed</b>
<b>Section 7.13</b>	<b>Marine Rescue Diversion</b>

In addition to **your** standard **excess**, a non-removable **excess** of \$500 applies to all claims under **Sections 1.2 Overseas Medical & Hospital Expenses** and **2.1 Cancellation** if **you** have purchased **Adventure Pack** or **Snow Pack** and **your** claim arises from **your** participation in the activities listed under **Adventure Pack** or **your** participation in **snow sport activities**.

If **you** apply for cover for **your pre-existing medical conditions** (and **Allianz Global Assistance** agrees to provide cover) **we** may impose an additional **excess** for claims arising from some **pre-existing medical conditions**. **We** will inform **you** in writing if any additional **excess** applies.





## Table of benefits

The table below sets out the benefits and **policy** sections that apply to each of the plans listed and the maximum amount **we** will pay for all claims combined under each **policy** section. Please carefully read the **PDS** in full to ensure **you** understand the extent of cover provided and limitations that apply.

Policy Section & Benefit		Comprehensive Plan			Multi-Trip Plan	Domestic Plan		
		single	duo [per person]	family	policy limit	single	duo [per person]	family
*1.1	Overseas Emergency Assistance	Unlimited~	Unlimited~	Unlimited~	Unlimited~	---	---	---
*1.2	Overseas Medical & Hospital Expenses^	Unlimited~	Unlimited~	Unlimited~	Unlimited~	---	---	---
	Emergency Dental Expenses [per person]	\$1,000	\$1,000	\$1,000	\$1,000	---	---	---
*1.3	Accidental Death	\$15,000	\$15,000	\$30,000	\$15,000	\$15,000	\$15,000	\$30,000
*1.4	Permanent Disability^#	\$15,000	\$15,000	\$30,000	\$15,000	---	---	---
*1.5	Hospital Cash Allowance^	\$5,000	\$5,000	\$10,000	\$5,000	---	---	---
*1.6	Loss of Income^	\$10,400	\$10,400	\$20,800	\$10,400	---	---	---
*2.1	Cancellation**	As selected	As selected	As selected	As selected	As selected	As selected	As selected
*3.1	Additional Expenses	\$50,000	\$50,000	\$100,000	\$50,000	\$10,000	\$10,000	\$20,000
*3.2	Travel Delay Expenses	\$2,000	\$2,000	\$4,000	\$2,000	\$1,000	\$1,000	\$2,000
3.3	Alternative Transport Expenses^	\$5,000	\$5,000	\$10,000	\$5,000	---	---	---
*4.1	Luggage & Personal Effects	\$10,000	\$10,000	\$20,000	\$10,000	\$10,000	\$10,000	\$20,000
*4.2	Luggage & Personal Effects Delay Expenses	\$500	\$500	\$1,000	\$500	\$500	\$500	\$1,000
4.3	Travel Documents, Transaction Cards & Travellers Cheques^	\$5,000	\$5,000	\$10,000	\$5,000	---	---	---
4.4	Theft of Cash	\$250	\$250	\$500	\$250	\$250	\$250	\$500
*5.1	Rental Vehicle Excess	Optional cover	Optional cover	Optional cover	Optional cover	Optional cover	Optional cover	Optional cover
6.1	Personal Liability#	\$1 million	\$1 million	\$1 million	\$1 million	\$1 million	\$1 million	\$1 million

\* sub-limits apply - refer to **Your policy cover** section of the **PDS** for details.

^ **you** do not have cover under these sections while travelling in Australia.

\*\* **you** must nominate the benefit limit for **Section 2.1 Cancellation** from the optional amounts made available to **you** when **you** purchase **your policy**. The benefit limits selected by **you** will be shown on **your Certificate of Insurance**.

~ where used, the term 'Unlimited' only means there is no capped dollar sum insured. Terms, conditions, limits and exclusions apply as set out in the **PDS**. All costs and expenses claimed must be **reasonable**. **We** will only pay for treatment received and/or **hospital** accommodation during the 12 month period after the **sickness** first showed itself or the **injury** happened.

# **you** do not have cover under **Sections 1.4 Permanent Disability** and **6.1 Personal Liability** for any claims arising from **your** participation in the activities listed under **Adventure Pack** or **your** participation in **snow sport activities**, regardless of whether or not you purchase the **Adventure Pack** or **Snow Pack**.

### Multi-Trip Plan

- 12 month policy.
- Unlimited number of **journeys**.
- A **journey** limited to travel within Australia must include a destination at least 250 kilometres from **your home**.
- Maximum period for any one **journey** is shown on **your Certificate of Insurance**. This is known as **your maximum journey period**.  
**IMPORTANT:** When applying for this policy, **you** must choose the **maximum journey period** that will be sufficient to cover **your** longest **journey**. **You** can choose from one of these **maximum journey periods**: 15 days, 30 days or 45 days.
- Benefits limits and sub-limits reinstated on the completion of each **journey** except for **Section 6.1 - Personal Liability** - the amount shown in the **Table of benefits** is the most **we** will pay for all claims combined under **Section 6.1** for the 12 month **policy** period.
- Not available to travellers aged 75 years or over.
- **Accompanying** spouse or partner and **dependants** may be covered under this plan provided they are aged 74 years and under. Additional premium will apply.

## Table of benefits (cont.)

The table below sets out the benefits and **policy** sections that apply to each of the plans listed and the maximum amount **we** will pay for all claims combined under each **policy** section. Please carefully read the **PDS** in full to ensure **you** understand the extent of cover provided and limitations that apply.

Policy Section & Benefit		Essentials Plan			Basic Plan			Non-Medical Plan
		single	duo [per person]	family	single	duo [per person]	family	individual
*1.1	Overseas Emergency Assistance	Unlimited~	Unlimited~	Unlimited~	Unlimited~	Unlimited~	Unlimited~	---
*1.2	Overseas Medical & Hospital Expenses^	Unlimited~	Unlimited~	Unlimited~	Unlimited~	Unlimited~	Unlimited~	---
	Emergency Dental Expenses [per person]	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	---
*1.3	Accidental Death	---	---	---	---	---	---	\$15,000
*1.4	Permanent Disability^	---	---	---	---	---	---	\$15,000
*1.5	Hospital Cash Allowance^	---	---	---	---	---	---	---
*1.6	Loss of Income^	---	---	---	---	---	---	---
*2.1	Cancellation**	\$20,000	\$20,000	\$40,000	---	---	---	As selected
*3.1	Additional Expenses	\$25,000	\$25,000	\$50,000	---	---	---	\$50,000
*3.2	Travel Delay Expenses	\$2,000	\$2,000	\$4,000	---	---	---	\$2,000
3.3	Alternative Transport Expenses^	---	---	---	---	---	---	\$5,000
*4.1	Luggage & Personal Effects	\$5,000	\$5,000	\$10,000	---	---	---	\$10,000
*4.2	Luggage & Personal Effects Delay Expenses	\$250	\$250	\$500	---	---	---	\$500
4.3	Travel Documents, Transaction Cards & Travellers Cheques^	---	---	---	---	---	---	\$5,000
4.4	Theft of Cash	---	---	---	---	---	---	\$250
*5.1	Rental Vehicle Excess	Optional cover	Optional cover	Optional cover	---	---	---	Optional cover
6.1	Personal Liability	\$1 million	\$1 million	\$1 million	\$1 million	\$1 million	\$1 million	\$1 million

\* sub-limits apply - refer to **Your policy cover** section of the **PDS** for details.

^ **you** do not have cover under these sections while travelling in Australia.

\*\* **you** must nominate the benefit limit for **Section 2.1 Cancellation** from the optional amounts made available to **you** when **you** purchase **your policy**. The benefit limits selected by **you** will be shown on **your Certificate of Insurance**.

~ where used, the term 'Unlimited' only means there is no capped dollar sum insured. Terms, conditions, limits and exclusions apply as set out in the **PDS**. All costs and expenses claimed must be **reasonable**. **We** will only pay for treatment received and/or **hospital** accommodation during the 12 month period after the **sickness** first showed itself or the **injury** happened.

### Non-Medical Plan

It is also important to note that under a Non-Medical Plan, there is no provision for **you** to claim under the following sections of **your policy** if the claim arises from, is related to or associated with any **injury** or **sickness** suffered by **you**:

- Section 2.1**      **Cancellation**
- Section 3.1**      **Additional Expenses**

## Additional options

### Table of benefits

The table below sets out the benefits and **policy** sections that apply to each of the optional packs of cover listed and the maximum amount **we** will pay for all claims combined under each option. Please carefully read the **PDS** in full to ensure **you** understand the extent of cover provided and limitations that apply.

Policy Section & Benefit		Comprehensive Plan			Domestic Plan			Multi-Trip Plan
		single	duo [per person]	family	single	duo [per person]	family	policy limit
<b>SNOW PACK</b>								
*7.1	Emergency Rescue <sup>^</sup> <sup>^^</sup>	\$100,000	\$100,000	\$200,000#	-	-	-	\$100,000
*7.2	Own Snow Sport Equipment <sup>^^</sup>	\$2,000	\$2,000	\$4,000#	\$2,000	\$2,000	\$4,000#	\$2,000
7.3	Snow Sport Equipment Hire <sup>^^</sup>	\$2,000	\$2,000	\$4,000#	\$2,000	\$2,000	\$4,000#	\$2,000
7.4	Snow Sport Pack <sup>^^</sup>	\$1,000	\$1,000	\$2,000#	\$1,000	\$1,000	\$2,000#	\$1,000
*7.5	Piste Closure <sup>^^</sup>	\$1,000	\$1,000	\$2,000#	\$1,000	\$1,000	\$2,000#	\$1,000
7.6	Bad Weather & Avalanche Closure <sup>^^</sup>	\$1,000	\$1,000	\$2,000#	\$1,000	\$1,000	\$2,000#	\$1,000
<b>CRUISE PACK</b>								
*7.7	Medical Cover while Cruising <sup>^^</sup>	Unlimited~	Unlimited~	Unlimited~	Unlimited~	Unlimited~	Unlimited~	Unlimited~
*7.8	Evacuation Cover (Ship to Shore) <sup>^^</sup>	Unlimited~	Unlimited~	Unlimited~	Unlimited~	Unlimited~	Unlimited~	Unlimited~
*7.9	Cabin Confinement <sup>^^</sup>	\$500	\$500	\$1,000	\$500	\$500	\$1,000	\$500
7.10	Pre-paid Shore Excursion Cancellation <sup>^^</sup>	\$1,000	\$1,000	\$2,000	\$1,000	\$1,000	\$2,000	\$1,000
7.11	Formal Cruise Attire Lost or Damaged <sup>^^</sup>	\$1,000	\$1,000	\$2,000	\$1,000	\$1,000	\$2,000	\$1,000
7.12	Formal Cruise Attire Delayed <sup>^^</sup>	\$250	\$250	\$500	\$250	\$250	\$500	\$250
*7.13	Marine Rescue Diversion <sup>^^</sup>	\$500	\$500	\$1,000	\$500	\$500	\$1,000	\$500

\* sub-limits apply - refer to **Your policy cover** section of the **PDS** for details.

<sup>^</sup> **you** do not have cover under this section while travelling in Australia.

<sup>^^</sup> **you** only have cover for these sections if the relevant pack has been purchased.

# please note that where only one adult is shown as covered on the **Certificate of Insurance**, as covered under this additional option pack, the benefit limit which will apply for this section will be the benefit limit for **single** cover for the plan selected.

~ where used, the term 'Unlimited' only means there is no capped dollar sum insured. Terms, conditions, limits and exclusions apply as set out in the **PDS**. All costs and expenses claimed must be **reasonable**. **We** will only pay for treatment received and/or **hospital** accommodation during the 12 month period after the **sickness** first showed itself or the **injury** happened.

#### Snow Pack

**You** can purchase the **Snow Pack** with the Comprehensive, Domestic or Multi-Trip Plans by paying an additional premium. **You** will only have the cover provided under the sections included in the **Snow Pack** if **you** select this option at the time of purchase. Please refer to the **Table of benefits** appearing in the **Additional options** section and the applicable section in **Your policy cover** for details. **You** cannot purchase sections individually.

**You must be aged 74 years or under at the date of issue.**

This option does not provide cover for claims under **Section 1.4 Permanent Disability** or **Section 6.1 Personal Liability** that arise from **you** participating in **snow sport activities**.

In addition to any standard **excess** shown on **your Certificate of Insurance**, a non-removable **excess** of \$500 applies to all claims under **Sections 1.2 Overseas Medical & Hospital Expenses** and **2.1 Cancellation** if **you** purchase this option and **your** claim arises directly from **you** participating in **snow sport activities**.

#### Cruise Pack

**You** can purchase the **Cruise Pack** with the Comprehensive, Domestic or Multi-Trip Plans by paying an additional premium. **You** will only have the cover provided under the sections included in the **Cruise Pack** if **you** select this option at the time of purchase. Please refer to the **Table of benefits** appearing in the **Additional options** section and the applicable section in **Your policy cover** for details. **You** cannot purchase sections individually.

## Adventure Pack

**You** can purchase the **Adventure Pack** with the Comprehensive, Domestic or Multi-Trip Plans by paying an additional premium.

In addition to the **Automatically included activities** listed in the section headed **Purchasing this product**, the activities listed below are covered if **you** select this option at the time of purchase and **you** have paid the required additional premium:

- abseiling;
- animal conservation and handling (under **appropriate supervision**);
- battle re-enactment (but not with firearms);
- cave/river tubing;
- caving/potholing;
- contact sports (including any form of rugby, Australian Rules football or American football);
- deep sea fishing;
- diving underwater using an artificial breathing apparatus at a depth no greater than 30 metres (**you** must hold an open water diving licence recognised in Australia or dive under licensed instruction);
- expeditions to or on the Kokoda Track/Trail;
- flying fox/zip lining;
- hiking, trekking or tramping, peaking at altitudes from 3,000 metres up to 6,000 metres, where specialist climbing equipment is not required;
- martial arts;
- outdoor rock climbing (with ropes and appropriate safety gear);
- **quad bike** riding (but only single rider);
- sailing from 11 to 15 nautical miles off any land mass;
- shooting (but only moving target, e.g. clay pigeon);
- surface water activities in rivers or rapids graded IV or V under the International Scale of River Difficulty;
- tandem parachuting, tandem sky diving, tandem hang gliding, tandem gliding and tandem paragliding (but **you** must be with a licensed instructor for all these activities); and
- use of **motorcycles** with engine capacities greater than 250 cc.

**You must be aged 74 years or under at the date of issue.**

This option does not provide cover for claims under **Section 1.4 Permanent Disability** or **Section 6.1 Personal Liability** that arise from **you** participating in the listed activities available under this option.

In addition to any standard **excess** shown on **your Certificate of Insurance**, a non-removable **excess** of \$500 applies to all claims under **Sections 1.2 Overseas Medical & Hospital Expenses** and **2.1 Cancellation** if **you** purchase this option and **your** claim arises directly from **you** participating in any of the activities listed above

Activities are not covered by this **policy** unless listed here or listed in the **Automatically included activities** list in the section headed **Purchasing this product**.

## Increased Item Limits

Cover is provided under sub-section **4.1.1 a]** for loss, theft of or **accidental** damage to **luggage and personal effects** and **valuables** up to the item limits shown in sub-section **4.1.1 a]** and the benefit limits shown in the **Table of benefits** for the plan **you** have selected.

**You** can purchase increased item limit cover under sub-section **4.1.1 b]** for item type(s) **we** give **you** the option to select, by paying an additional premium at the time **you** purchase **your policy**. Details of the item type(s) and the increased item limits selected and purchased are shown on **your Certificate of Insurance**. Increased Item Limit cover is only available for the particular item types that **we** give **you** the option to nominate when **you** purchase **your policy**.

No cover is provided under sub-section **4.1.1 a]** for any item(s) of a particular item type for which **you** have purchased an increased item limit under sub-section **4.1.1 b]**.

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*(For example: Sub-section **4.1.1 a]** provides cover for mobile phones subject to an item limit of \$1,000 which is included in the benefit limit for **luggage and personal effects** shown in the **Table of benefits** for the plan **you** have selected. If **you** have one or more mobile phones, purchased for more than \$1,000 each, **you** can purchase cover under sub-section **4.1.1 b]** increasing the limit for mobile phones to either \$2,000 or \$3,000.)*

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If **you** purchase an increased item limit for a nominated item type, and during **your journey** any items of that particular item type are stolen or **accidentally** damaged or permanently lost, **we** will pay up to the selected increased limit shown on **your Certificate of Insurance** for any one item of the nominated item type or for all items of the nominated item type combined.

**We** will not pay more than the original purchase price of any item. **We** have the option to repair or replace the item instead of paying **you** or the option of paying **you** the amount it would cost **us** to repair or replace the item after allowing for any trade discounts **we** are entitled to.

Receipts and/or valuations must be provided proving **your** ownership of and the value of any item for which **you** make a claim.

## Rental Vehicle Excess Cover - Section 5.1

**Your policy** does not automatically provide cover under **Section 5.1 Rental Vehicle Excess**.

If **you** require cover under **Section 5.1** **you** must select, from the options **we** make available to **you**, the level of cover required and pay an additional premium at the time **you** purchase **your policy**.

The benefit limit purchased by **you** will be shown on **your Certificate of Insurance**.

## Increase of Standard Excess

**You** may reduce **your policy** premium under all plans by increasing the standard **excess**. **Your** selected **excess** will be listed on **your Certificate of Insurance**.



## Pre-existing medical conditions

Please read this section carefully.

**You** cannot apply for cover of any **pre-existing medical condition** under an Essentials or Basic Plan.

It is important that **you** read and understand the meaning of **pre-existing medical condition** which is defined in the section **Our definitions**.

There is no cover under this product for any claims arising directly or indirectly from, or in any way connected with, any **pre-existing medical condition** unless:

1. the **pre-existing medical condition** is a single, uncomplicated non-IVF pregnancy of less than 24 weeks; or
2. **you** applied for cover of **your pre-existing medical condition** and **Allianz Global Assistance** had agreed in writing to provide cover for **your pre-existing medical condition**; or
3. **Allianz Global Assistance** had agreed in writing to provide cover to any other **insured person** for the **pre-existing medical condition** causing **your** claim; or
4. as provided under sub-sections **2.1.1 dj** and **3.1.1 gj**.

To apply for cover of a **pre-existing medical condition** (other than a pregnancy which is described in point 1 above), please apply online or call the contact number shown on the back cover of this **PDS**.

Depending on **your pre-existing medical condition**, **Allianz Global Assistance** may be unable to offer **you** a **policy** which provides cover for any medical or **hospital** expenses, or for any other expenses arising directly or indirectly from, or in any way connected with any **injury** or **sickness** suffered by **you**.

If that is the case, **you** may be eligible to purchase a Non-Medical Plan. Please refer to the **Table of benefits** for details of the benefits which are available under this type of plan.

If **you** have any questions about **pre-existing medical conditions**, please call the contact number shown on the back cover of this **PDS**.

## Important matters

Under **your policy** there are rights and responsibilities which **you** and **we** have. **You** must read this **PDS** in full for all details, but here are some **you** should be aware of.

### Limitation of cover

Notwithstanding anything contained in this **PDS** **we** will not provide cover, make any payment or provide any service or benefit to any person or party where providing such cover, payment, service or benefit would contravene or violate any applicable trade or economic sanction or any law or regulation.

### Confirmation of cover

To confirm any **policy** transaction, (if the **Certificate of Insurance** does not have all the information **you** require), call **Allianz Global Assistance** using the contact number shown on the back cover of this **PDS**.

### Jurisdiction and choice of law

**Your policy** is governed by and construed in accordance with the law of Queensland, Australia and **you** agree to submit to the exclusive jurisdiction of the courts of Queensland. **You** agree that it is **your** intention that this Jurisdiction and Choice of Law clause applies.

### Your Duty of Disclosure

Before **you** enter into this insurance with **us**, **you** have a duty of disclosure under the Insurance Contracts Act 1984.

The Act imposes a different duty the first time **you** enter into a contract of insurance with **us** to that which applies when **you** vary, extend or reinstate the contract.

This duty of disclosure applies until the contract is entered into (or varied, extended or reinstated as applicable).

#### Your Duty of Disclosure when you enter into the contract with us for the first time

When answering **our** specific questions that are relevant to **our** decision whether to accept the risk of the insurance and, if so, on what terms, **you** must be honest and disclose to **us** anything that **you** know and that a reasonable person in the circumstances would include in answer to 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.

#### Your Duty of Disclosure when you vary, extend, or reinstate the contract

When **you** vary, extend or reinstate the contract with **us**, **your** duty is to disclose to **us** every matter that **you** know, or could reasonably be expected to know, is relevant to **our** decision whether to accept the risk of the insurance and, if so, on what terms.

#### What you do not need to tell us

**Your** duty however does not require disclosure of any matter:

- that diminishes the risk to be undertaken by **us**; or
- that is of common knowledge; or
- that **we** know or, in the ordinary course of business as an insurer, ought to know; or
- as to which compliance with **your** duty is waived by **us**.



## Non-disclosure

If **you** fail to comply with **your** duty of disclosure, **we** may be entitled to reduce **our** liability under the contract in respect of a claim, cancel the contract or both.

If **your** non-disclosure is fraudulent, **we** may also have the option of avoiding the contract from its beginning.

## Financial Claims Scheme

In the unlikely event **Allianz** were to become **insolvent** and could not meet its obligations under **your 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. More information can be obtained from <http://www.fcs.gov.au>.

## General Insurance Code of Practice

**Allianz** and **Allianz Global Assistance** proudly support the General Insurance Code of Practice.

The Code sets out the minimum standards of practice in the general insurance industry. For more information on the Code please call the contact number on the back cover of this **PDS**.

## Dispute resolution process

In this section “**we**”, “**our**” and “**us**” means **Allianz** and **Allianz Global Assistance**.

If **you** have a complaint or dispute in relation to this insurance, or **our** services or **our** representatives, please call **us** using the contact details on the back cover of this **PDS**, or put the complaint in writing and send it to The Dispute Resolution Department, Locked Bag 3014, Toowong DC, Queensland 4066. **We** will attempt to resolve the matter in accordance with **our** Internal Dispute Resolution process. To obtain a copy of **our** procedures, please contact **us**.

**We** are a member of an external dispute resolution scheme which is independent and free to **you**. **We** are bound by determinations made by it in accordance with its relevant terms and rules applicable to **us**. Any complaint or dispute can be lodged with the Australian Financial Complaints Authority (**AFCA**). The contact details for the **AFCA** are:

Australian Financial Complaints Authority

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

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

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne, Victoria 3001.

## Safeguarding your luggage & personal effects

**You** must take all **reasonable** precautions to safeguard **your luggage and personal effects** and **valuables**. If **you** leave **your luggage and personal effects** or **valuables unsupervised** in a **public place** **we** will not pay **your** claim.

## Claims

In the event of a claim, immediate notice should be given to **Allianz Global Assistance** using the contact details on the back cover of this **PDS**.

Claims can be lodged online 24 hours a day at [www.travelclaims.com.au](http://www.travelclaims.com.au).

**Please note:** Receipts and/or valuations must be provided proving **your** ownership of and the value of any item for which **you** make a claim. Receipts must be provided for any expense for which **you** make a claim.

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

## Privacy notice

To offer or provide **you** with **our** products and services (or those **we** may offer or provide to **you** on behalf of **our** business partners) **we**, namely AWP Australia Pty Ltd ABN 52 097 227 177 trading as **Allianz Global Assistance**, and **our** agents and representatives, collect, store, use, and disclose **your** personal information including sensitive information. **We** usually collect it directly from **you** but sometimes from others depending upon the circumstances and the product involved. For instance, **we** may collect **your** personal information from **our** business partners who may have provided **you** with a product or service including but not limited to travel insurance, roadside assistance with a vehicle purchase, Overseas Student or Visitor Health Cover, or other assistance services **we** arrange or provide. For example, **your** personal information may be collected from **your** family members and **travel companions**, doctors, and hospitals if **you** purchase **our** travel insurance and require medical assistance. Likewise, **we** collect personal information from universities and **your** agents if **you** inquire about or apply for **our** Overseas Student or Visitor Health Cover. **We** are the ‘data controller’ and responsible for ensuring **your** personal information is used and protected in accordance with applicable laws including the Privacy Act 1988 and sometimes European Law (the GDPR) where **our** activities are within its scope. Personal information **we** collect includes, for example, **your** name, address, date of birth, email address, and sometimes **your** medical information, passport details, bank account details, as well as other information **we** collect through devices like ‘cookies’ when **you** visit **our** website such as **your** IP address and online preferences.

**We** use **your** personal information to offer and provide **our** products and services and to manage **your** and **our** rights and obligations in connection with any products and services **you** have acquired. For instance, **we** use it to assess, process, and investigate any travel or health insurance claims, and to liaise with Government Departments when necessary. **We** may also use it for product development, marketing (where permitted by law or with **your** consent but not in connection with some products or services such as credit card insurances), customer data analytics, research, IT systems maintenance and development, recovery against third parties, fraud investigations, and for other purposes with **your** consent or where permitted by law. **We** do not use sensitive information for marketing purposes or provide that information to any third parties for marketing.

**Your** personal information may be disclosed to third parties (some of whom are data processors) who assist **us** to carry out the above activities both inside and outside of Australia, such as claims management providers, travel agents and intermediaries, insurers, investigators, cost containment providers, medical and health service providers, universities and other education institutions, roadside assistance and towing providers, vehicle manufacturers, **overseas** data storage (including ‘cloud’ storage) and data handling providers, legal and other professional advisers, **your** agents and broker, **your** travel group leader if **you** travel in a group, **your** employer if **you** have a corporate travel policy, **your** bank if **you** are the beneficiary of the bank’s credit card insurances, insurance reference bureaux, and **our** related and group companies including Allianz. Some of these third parties may be located in other countries including in Europe, Asia, Canada, or the USA. **We** also, where necessary, disclose **your** personal information to Government Departments including for immigration and private health insurance purposes as well as to regulatory bodies.

With the exception of credit card insurances and some other products and services that **we** offer or provide on behalf of certain clients, **we** may, where permitted by law or with **your** consent, contact **you** by telephone, normal mail, email, electronic messages such as SMS, and via other means with promotional material and offers of products or services from **us**, **our** related companies, as well as offers from **our** business partners that **we** consider may be relevant and of interest to **you**. Where **we** contact **you** as a result of obtaining **your** consent, **you** can withdraw **your** consent at any time by calling **us** on 1800 023 767 or by contacting **us** – see below.



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

**You** may also (1) seek access to **your** personal data and ask about its origin, the purposes of the processing, and details of the data controller or data processor, and the parties to whom it may be disclosed; (2) ask **us** to correct and update **your** personal information, (3) ask for a copy of **your** personal data in an electronic format for **yourself** or for someone **you** nominate. **You** may in some circumstances restrict the processing of **your** personal data, and request that it be deleted. Where **your** personal information is used or processed with **your** specific consent as the sole basis for processing (rather than on a contractual basis or legitimate interest), **you** may withdraw **your** consent at any time. **You** may not access or correct personal information of others unless **you** have been authorised by their express consent, or unless they are **your** dependants under 16 years of age.

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

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

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

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

### Overseas hospitalisation or medical evacuation

For emergency assistance anywhere in the world at any time, **Allianz Global Assistance** is only a telephone call away. The team will help with medical problems, locating nearest medical facilities, **your** evacuation **home**, locating nearest embassies and consulates, as well as keeping **you** in touch with **your** family and work in an emergency.

If **you** are hospitalised, **you**, or a member of **your** travelling party, **MUST** contact **Allianz Global Assistance** as soon as possible. If **you** do not, then to the extent permitted by law, **we** will not pay for these expenses or for any evacuation or airfares that have not been approved or arranged by **Allianz Global Assistance**.

If **you** are not hospitalised but **you** are being treated as an outpatient and the total cost of such treatment is likely to exceed \$2,000, **you** **MUST** contact **Allianz Global Assistance**.

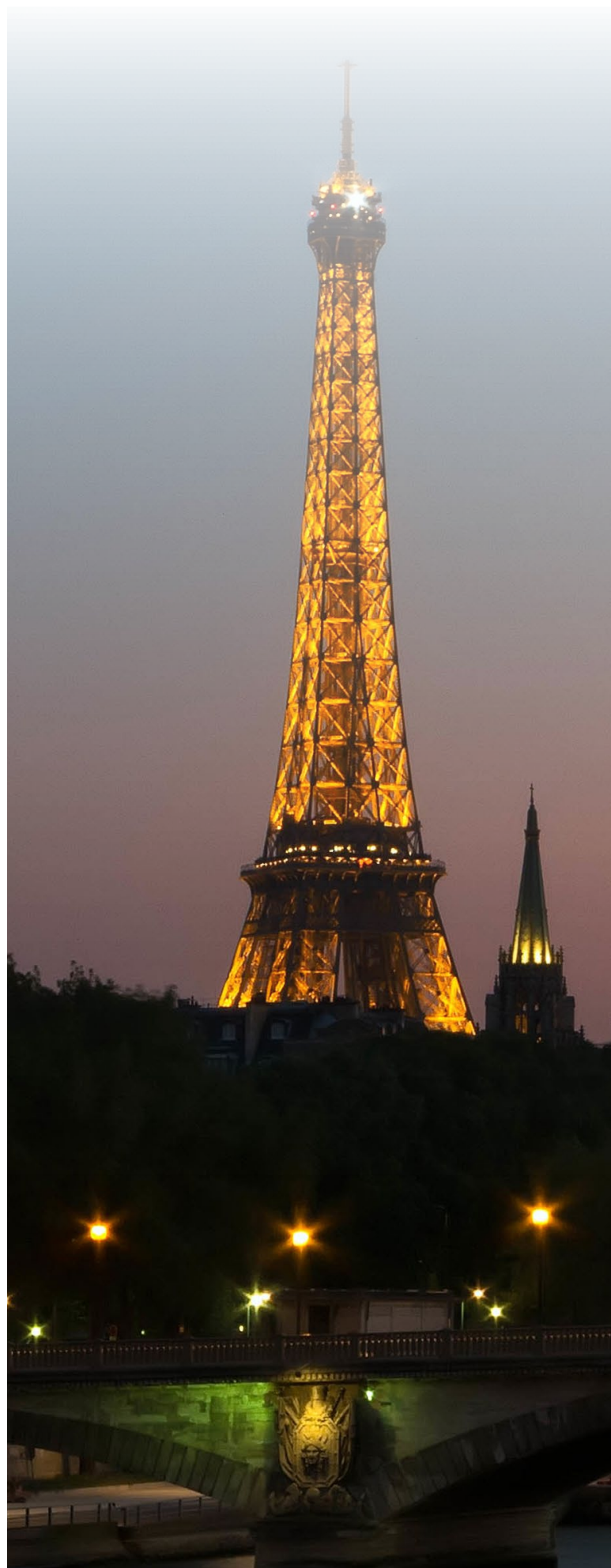
**Please note that we will not pay for any hospital or medical costs incurred in Australia.**

### You can choose your own doctor

Unless **you** are treated under a **Reciprocal Health Care Agreement** **you** are free to choose **your** own **medical adviser** or, if **you** ask them to, **Allianz Global Assistance** can appoint an approved **medical adviser** to see **you**.

**You** must, as soon as possible, advise **Allianz Global Assistance** of **your** admittance to **hospital** or **your** early return to **your** home based on written medical advice.

If **you** do not get the medical treatment **you** expect, **Allianz Global Assistance** can assist **you** but neither **Allianz** nor **Allianz Global Assistance** are liable for anything that results from that.



## General exclusions applicable to all sections

The Exclusion column is a summary for reference only and does not affect interpretation.

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

No.	Exclusion	Wording
A.1	Acting intentionally or recklessly	<b>you</b> intentionally or recklessly act in a way that would reasonably pose a risk to <b>your</b> safety or the safety of <b>your luggage and personal effects</b> or <b>valuables</b> , except in an attempt to protect the safety of a person or to protect property.
A.2	Loss mitigation	<b>you</b> do not do everything <b>you</b> can to reduce <b>your</b> loss as much as possible.
A.3	Consequential loss	<b>your</b> claim is for consequential loss of any kind including loss of enjoyment.
A.4	Aware of circumstances	at the time of purchasing this product <b>you</b> were aware, or a reasonable person in <b>your</b> circumstances would have been aware, of something that would give rise to <b>you</b> making a claim under <b>your policy</b> .
A.5	Workers compensation	<b>your</b> claim is for a loss which is recoverable by compensation under any workers compensation or transport accident laws or by any government sponsored fund, plan, or medical benefit scheme, or any other similar type legislation required to be effected by or under a law.
A.6	Errors or omissions	<b>your</b> claim arises from errors or omissions in any booking arrangements or failure to obtain relevant visa, passport or travel documents.
A.7	Illegal acts	<b>your</b> claim arises because <b>you</b> breach any government prohibition or regulation, including visa requirements, or intentionally act illegally. This exclusion does not apply to vehicle driver licensing, <b>motorcycle/ moped</b> rider licensing or traffic offences.
A.8	Invitees	<b>your</b> claim arises directly or indirectly from, or is in any way connected with, the conduct of someone who enters <b>your</b> accommodation with <b>your</b> consent, or whose accommodation <b>you</b> choose to enter.
A.9	Government confiscation	<b>your</b> claim arises from a government authority confiscating, detaining or destroying anything.

No.	Exclusion	Wording
A.10	Vehicles	<p><b>your</b> claim arises directly or indirectly from, or is in any way connected with:</p> <ul style="list-style-type: none"> <li><b>you</b> driving a motor vehicle or riding a <b>moped</b> or <b>scooter</b> without a current Australian drivers licence or drivers licence valid for the country <b>you</b> are driving or riding in. This applies even if <b>you</b> are not required by law to hold a licence in the country <b>you</b> are driving or riding in;</li> <li><b>you</b> riding a <b>motorcycle</b> without a current Australian <b>motorcycle</b> licence or <b>motorcycle</b> licence valid for the country <b>you</b> are riding in. This applies even if <b>you</b> are not required to hold a <b>motorcycle</b> licence because <b>you</b> hold a drivers licence, or a <b>motorcycle</b> licence is not required by law in the country <b>you</b> are riding in;</li> <li><b>you</b> travelling as a passenger on a <b>motorcycle, moped</b> or <b>scooter</b> that is in the control of a person who does not hold a current <b>motorcycle</b> or drivers licence valid for the vehicle being ridden and for the country <b>you</b> are riding in;</li> <li><b>you</b> riding, or travelling as a passenger, on a <b>motorcycle</b> with an engine capacity greater than 250cc or on a <b>quad bike</b> except as provided under the optional <b>Adventure Pack</b> (if <b>you</b> have purchased this option);</li> <li><b>you</b> riding, or travelling as a passenger, on a <b>motorcycle, moped, scooter</b> or <b>quad bike</b> without wearing a helmet.</li> </ul>
A.11	Epidemic/ pandemic	<p><b>your</b> claim arises from, is related to or associated with:</p> <ul style="list-style-type: none"> <li>an actual or likely <b>epidemic</b> or <b>pandemic</b>; or</li> <li>the threat of an <b>epidemic</b> or <b>pandemic</b>.</li> </ul> <p>Refer to <a href="http://www.who.int">www.who.int</a> and <a href="http://www.smartraveller.gov.au">www.smartraveller.gov.au</a> for further information on <b>epidemics</b> and <b>pandemics</b>.</p>
A.12	Government warning	<p><b>your</b> claim arises because <b>you</b> did not follow advice in the mass media or any government or other official body's warning and <b>you</b> did not take appropriate action to avoid or minimise any potential claim under <b>your policy</b> (including delay of travel to the country or part of a country referred to in the warning).</p> <p>Refer to <a href="http://www.who.int">www.who.int</a> and <a href="http://www.smartraveller.gov.au">www.smartraveller.gov.au</a> for further information.</p>



No.	Exclusion	Wording
A.13	War	<b>your</b> claim arises from any act of war, whether war is declared or not, or from any rebellion, revolution, insurrection or taking of power by the military.
A.14	Nuclear	<b>your</b> claim arises from a nuclear reaction or contamination from nuclear weapons or radioactivity.
A.15	Chemical/ biological	<b>your</b> claim arises from biological and/or chemical materials, substances, compounds or the like used directly or indirectly for the purpose of harming or to destroy human life and/or create public fear.
A.16	Violation of sanctions, laws or regulations	payment would violate any applicable trade or economic sanctions, law or regulation.
B.1	Pre-existing medical	<p><b>your</b> claim arises directly or indirectly from, or is in any way connected with, any <b>pre-existing medical condition</b> of any person including <b>you</b>, <b>your travelling companion</b> or a <b>relative</b> except:</p> <ul style="list-style-type: none"> <li>• where the <b>pre-existing medical condition</b> is a single, uncomplicated non-IVF pregnancy of less than 24 weeks; or</li> <li>• where <b>you</b> applied for cover of <b>your pre-existing medical condition</b> and <b>Allianz Global Assistance</b> had agreed in writing to provide cover for <b>your pre-existing medical condition</b> as shown on <b>your Certificate of Insurance</b>; or</li> <li>• where <b>your travelling companion</b> or <b>relative</b> is an <b>insured person</b> and <b>Allianz Global Assistance</b> had agreed in writing to provide them with cover for their <b>pre-existing medical condition</b> as shown on <b>your Certificate of Insurance</b>; or</li> <li>• as provided under sub-section 2.1.1 d] and sub-section 3.1.1 g].</li> </ul>
B.2	Signs and symptoms	<p><b>your</b> claim arises from, is related to or associated with any physical or mental signs or symptoms that <b>you</b> were aware of, or a reasonable person in <b>your</b> circumstances would have been aware of, before cover commenced, and:</p> <p><b>a]</b> <b>you</b> had not yet sought a medical opinion regarding the cause; or</p> <p><b>b]</b> <b>you</b> were currently under investigation to define a diagnosis; or</p> <p><b>c]</b> <b>you</b> were awaiting specialist opinion.</p>
B.3	Travel against medical advice	<b>your</b> claim is in respect of travel booked or undertaken by <b>you</b> against the advice of any <b>medical adviser</b> .

No.	Exclusion	Wording
B.4	Pregnancy	<p><b>your</b> claim arises directly or indirectly out of pregnancy, childbirth or related complications unless it is a single, uncomplicated non-IVF pregnancy of less than 24 weeks, or <b>Allianz Global Assistance</b> had agreed in writing to provide cover. In any event <b>we</b> will not pay medical expenses for:</p> <ul style="list-style-type: none"> <li>• regular antenatal care;</li> <li>• childbirth at any gestation; or</li> <li>• care of the newborn child.</li> </ul>
B.5	Addiction	<p><b>your</b> claim arises from or is in any way related to or connected with:</p> <ul style="list-style-type: none"> <li>• <b>you</b> or any other person being hospitalised or confined to a clinic, where <b>you</b> or that other person (as the case may be) is being treated for addiction to drugs, substances or alcohol, or is using the <b>hospital</b> or clinic as a nursing, convalescent or rehabilitation place; or</li> <li>• a therapeutic or illicit drug, substance or alcohol addiction suffered by <b>you</b> or any other person.</li> </ul>
B.6	Medication already in use	<b>your</b> claim involves the cost of medication <b>you</b> are using at the time the <b>journey</b> began or the cost for maintaining a course of treatment <b>you</b> were on prior to the start of the <b>journey</b> .
B.7	Suicide	<b>your</b> claim arises from <b>your</b> intentional self harm or <b>your</b> suicide or <b>your</b> attempted suicide.
B.8	STD	<b>your</b> claim arises directly or indirectly from, or is in any way connected with, a sexually transmitted disease or virus, suffered by <b>you</b> , unless <b>Allianz Global Assistance</b> had agreed in writing to provide cover as shown on <b>your Certificate of Insurance</b> and Medical Terms of Cover letter.
B.9	Under the influence	<b>your</b> claim arises directly or indirectly from, or is in any way connected with <b>you</b> being under the influence of any intoxicating liquor, substance or drug except a drug prescribed to <b>you</b> by a <b>medical adviser</b> , and taken in accordance with their instructions.
B.10	Private medical treatment	despite the advice given following <b>your</b> call to <b>Allianz Global Assistance</b> , <b>you</b> received private <b>hospital</b> or medical treatment where public funded services or care is available in Australia or under any <b>Reciprocal Health Care Agreement</b> between the Government of Australia and the government of any other country.

No.	Exclusion	Wording
B.11	AICD/ICD	<b>your</b> claim arises from any medical procedures in relation to <b>AICD/ICD</b> insertion required by <b>you</b> during <b>overseas</b> travel. If <b>you</b> require this procedure, due to sudden and acute onset which occurs for the first time during <b>your</b> period of cover and not directly or indirectly related to a <b>pre-existing medical condition</b> , we will exercise <b>our</b> right based on medical advice, to organise a repatriation to <b>your home</b> for this procedure to be completed.
B.12	Elective surgery	<b>your</b> claim arises from, is related to or associated with elective surgery or elective treatment received by <b>you</b> or <b>your travelling companion</b> during <b>your journey</b> .
B.13	Complications	<b>your</b> claim arises, or is a consequence of complications from medical, surgical or dental procedures or treatments received by <b>you</b> or <b>your travelling companion</b> during <b>your journey</b> that are not for an <b>injury</b> or <b>sickness</b> that would otherwise be covered by this <b>policy</b> .
B.14	Health insurance	<b>your</b> claim arises from, or is in any way related to or associated with any loss, damage, liability, event, occurrence, <b>injury</b> or <b>sickness</b> where providing <b>you</b> with such cover would result in <b>us</b> contravening the Health Insurance Act 1973 (Cth), the Private Health Insurance Act 2007 (Cth) or the National Health Act 1953 (Cth) or where <b>Allianz</b> does not have the necessary licenses or authority to provide such cover.
B.15	Blood thinning prescription medication	<b>your</b> claim arises from complications of any <b>injury</b> or <b>sickness</b> , or from side effects, caused by <b>you</b> taking any blood thinning prescription medication unless <b>Allianz Global Assistance</b> have agreed in writing to provide <b>you</b> with cover for the condition for which <b>you</b> take the medication.
C.1	Sports & activities	<b>your</b> claim arises from, or is in any way connected with <b>you</b> participating in any activities not listed in the <b>Automatically included activities</b> list in the <b>Purchasing this product</b> section, except as provided under the optional <b>Snow Pack</b> or under the optional <b>Adventure Pack</b> (if <b>you</b> have purchased either option). Also, <b>you</b> do not have cover under <b>Sections 1.4 Permanent Disability</b> and <b>6.1 Personal Liability</b> for any claims arising from <b>your</b> participation in the activities listed under <b>Adventure Pack</b> or <b>your</b> participation in <b>snow sport activities</b> .
C.2	Racing	<b>your</b> claim arises directly or indirectly from, or is in any way connected with, <b>you</b> participating in any race, speed or time trial, or endurance event except for amateur racing on foot in races for distances up to and including the full marathon (42.2 kilometres or 26.2 miles).

No.	Exclusion	Wording
C.3	Diving	<b>your</b> claim arises because <b>you</b> dive underwater, greater than 10 metres, except as provided under the optional <b>Adventure Pack</b> (if <b>you</b> have purchased this option). There is no cover under this <b>policy</b> if an incident or event occurs while <b>you</b> are diving alone. Also, <b>you</b> do not have cover under <b>Sections 1.4 Permanent Disability</b> and <b>6.1 Personal Liability</b> for any claims arising from <b>your</b> participation in the activities listed under <b>Adventure Pack</b> .
C.4	Air supported device	<b>your</b> claim arises from travel in any air supported device other than as a passenger in: <ul style="list-style-type: none"> <li>a fully licensed aircraft operated by an airline or charter company; or</li> <li>a regulated or licensed hot air balloon.</li> </ul>
C.5	Snow sport activities	<b>your</b> claim arises from, or is any way associated with <b>you</b> participating in <b>snow sport activities</b> except as provided under the optional <b>Snow Pack</b> (if <b>you</b> have purchased this option). Also, <b>you</b> do not have cover under <b>Sections 1.4 Permanent Disability</b> and <b>6.1 Personal Liability</b> for any claims arising from <b>your</b> participation in <b>snow sport activities</b> .
C.6	Protective gear	<b>your</b> claim arises directly or indirectly from, or is in any way connected with, <b>you</b> not wearing the appropriate protective clothing and head protection for the sport or activity <b>you</b> are participating in.
C.7	Ignoring safety warnings	<b>your</b> claim arises directly or indirectly from, or is in any way connected with, <b>you</b> not observing all safety warnings and advice about adverse weather and terrain conditions.
C.8	Professional sport	<b>your</b> claim arises from <b>you</b> or <b>your travelling companion</b> participating in <b>professional sport</b> of any kind (including professional racing on foot).
C.9	Cruise exclusion	<b>your</b> claim arises directly or indirectly from, or is any way connected with travel on a <b>cruise vessel</b> except as provided under the optional <b>Cruise Pack</b> (if <b>you</b> have purchased this option). This exclusion does not apply to river cruising.

# Your policy cover

The maximum amount **we** will pay for all claims combined under each section is shown in the **Table of benefits** for the plan **you** have selected. **Your Certificate of Insurance** will also show any **Additional options** **you** are covered for. **You** must also check **General exclusions applicable to all sections** for reasons why **we** will not pay. **You** should read this entire **PDS** carefully.

## Section 1.1 Overseas Emergency Assistance

**Allianz Global Assistance** will help **you** with any **overseas** emergency (also see **Overseas hospitalisation or medical evacuation** contained in the section **Important matters**). **You** may contact **Allianz Global Assistance** at any time 7 days a week.

### 1.1.1 ALLIANZ GLOBAL ASSISTANCE WILL ARRANGE

**Allianz Global Assistance** will arrange for the following assistance services if **you injure yourself**, or become **sick overseas** during **your journey** provided the relevant **injury** or **sickness** is covered by **your policy**:

- a] access to a **medical adviser** for emergency medical treatment while **overseas**;
- b] any messages which need to be passed on to **your** family or employer in the case of an emergency;
- c] provision of any written guarantees for payment of **reasonable** expenses for emergency hospitalisation while **overseas**;
- d] **your** medical transfer or evacuation if **you** must be transported to the nearest **hospital** for emergency medical treatment **overseas** or be brought back to **your home** with appropriate medical supervision; and
- e] the return to **your home** of **your dependants** if they are left without supervision following **your** hospitalisation or evacuation.

In addition:

- f] if **you** die as a result of an **injury** or a **sickness** during **your journey**, **we** will pay for **your reasonable funeral expenses** incurred **overseas** or the cost of bringing **your** remains back to **your home**. The maximum amount **we** will pay is \$15,000 per person.

*Please note that **we** will not pay for any costs incurred in Australia except the **reasonable** cost of transporting **your** remains from the inbound port or airport to **your home** or nominated funeral home.*

### 1.1.2 WHAT WE EXCLUDE

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

- a] for any expenses for medical evacuation, **funeral expenses** incurred **overseas** or bringing **your** remains back to **your home** unless it has been first approved by **Allianz Global Assistance**;
- b] if **you** decline to follow the medical advice **we** have obtained, and **we** will not be responsible for subsequent medical, **hospital** or evacuation expenses;
- c] any claims under this section arising from **your** participation in **snow sport activities**. However, **you** may have cover under **Section 7.1 Emergency Rescue** if **you** have purchased the **Snow Pack**; or

- d] any claims under this section arising during **your** travel on a **cruise vessel**. However, **you** may have cover under **Section 7.7 Medical Cover While Cruising** if **you** have purchased the **Cruise Pack**.

## Section 1.2 Overseas Medical & Hospital Expenses

### 1.2.1 WHAT WE COVER

- a] If **you injure yourself overseas**, or become **sick** while **overseas**, **we** will reimburse the **reasonable** medical or **hospital** expenses **you** incur until **you** get back to **your home** provided the relevant **injury** or **sickness** is covered by **your policy**.

The medical or **hospital** expenses must have been incurred on the written advice of a **medical adviser**. **You** must make every effort to keep **your** medical or **hospital** expenses to a minimum.

If **we** determine, on medical advice, that **you** should return **home** for treatment and **you** do not agree to do so, **we** will pay **you** an amount up to the limit shown in the **Table of benefits**, which **we** reasonably consider to be equivalent to:

- **your** medical expenses and/or related costs incurred **overseas** to the date **we** advise **you** to return to **your home**; plus
- the amount it would cost **us** to return **you** to **your home**; plus
- the non-refundable portion of unused travel and accommodation arrangements **you** would have incurred had **you** followed the advice of **Allianz Global Assistance**.

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

**We** will only pay for treatment received and/or **hospital** accommodation during the 12 month period after the **sickness** first showed itself or the **injury** happened.

- b] **We** will also pay the cost of emergency dental treatment up to the limit shown in the **Table of benefits** for the plan selected for dental costs incurred which the treating dentist certifies in writing is for the relief of sudden and acute pain to sound and natural teeth. This cover does not apply to dental costs arising from any **injury** that is covered under sub-section 1.2.1 a].

### 1.2.2 WHAT WE EXCLUDE

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

- a] when **you** have not notified **Allianz Global Assistance** as soon as practicable of **your** admittance to **hospital**;
- b] incurred after 2 weeks treatment by a chiropractor, physiotherapist or dentist, unless approved by **Allianz Global Assistance**;
- c] if **you** do not follow the advice of **Allianz Global Assistance**;
- d] if **you** have received medical care under a **Reciprocal Health Care Agreement**;
- e] for damage to dentures, dental prostheses, bridges or crowns;
- f] relating to dental treatment involving the use of precious metals or for cosmetic dentistry;
- g] for dental treatment caused by or related to the deterioration and/or decay of teeth; or
- h] for preventative dental treatment.

## Section 1.3 Accidental Death

### 1.3.1 WHAT WE COVER

If, during **your journey**:

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

**we** will pay the benefit payable under this section to **your** estate.

The amount **we** will pay for the death of each adult who is not an **accompanying dependant** is the benefit limit for **single** cover for the plan selected.

The amount **we** will pay for the death of an **accompanying dependant** (if cover is provided for **accompanying dependants** under the plan **you** have selected) is \$5,000.

## Section 1.4 Permanent Disability

### 1.4.1 WHAT WE COVER

If **you** are **injured** during **your journey**; and

- because of the **injury**, **you** suffer **permanent disability** within 12 months of the **injury**; and
- **your permanent disability** continues for at least 12 consecutive months and at the expiry of that period, in the opinion of an appropriate medical specialist, is beyond hope of improvement;

**we** will pay the benefit payable under this section to **you**.

The amount **we** will pay for the **permanent disability** of each adult who is not an **accompanying dependant** is the benefit limit for **single** cover under the plan **you** have selected.

The amount **we** will pay for the **permanent disability** of an **accompanying dependant** (if cover is provided for **accompanying dependants** under the plan **you** have selected) is \$5,000.

### 1.4.2 WHAT WE EXCLUDE

**We** will not pay if **your permanent disability** arises from, is related to or associated with **your** participation in **snow sport activities** or activities listed under **Adventure Pack** in the **Additional options** section.

## Section 1.5 Hospital Cash Allowance

### 1.5.1 WHAT WE COVER

If, as a result of an **injury** or **sickness** during **your journey**, **you** are hospitalised **overseas** for a continuous period of more than 48 hours then **we** will pay **you** \$50 for each day in excess of 48 hours that **you** continue to be hospitalised.

### 1.5.2 WHAT WE EXCLUDE

**We** will not pay if **you** cannot claim for **overseas** medical expenses connected with the hospitalisation under **Section 1.2 Overseas Medical & Hospital Expenses**.

## Section 1.6 Loss of Income

### 1.6.1 WHAT WE COVER

If during **your journey** **you** suffer an **injury** requiring medical treatment **overseas**, and:

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

then **we** will pay **you** up to \$400 per week for up to 26 continuous weeks, starting from the 31st day after **your** return to **your home**.

### 1.6.2 WHAT WE EXCLUDE

**We** will not pay for the loss of **income** of **dependants**.

## Section 2.1 Cancellation

If **you** think that **you** may have to cancel **your journey** or shorten **your journey** **you** must tell **us** as soon as possible - for more information see under the headings **Claims** or call the contact number (or if **overseas** the **24 hour emergency assistance** number) shown on the back cover of this **PDS**.

If **your** claim arises from or is related to **your** fitness to travel, written proof from a **medical adviser** must be provided.

### 2.1.1 WHAT WE COVER

If **your journey** is cancelled, rescheduled or shortened because of circumstances that are not expected or intended by **you** and are outside **your** control then **we** will pay:

- a] the non-refundable portion of unused travel and accommodation arrangements scheduled to be used during **your journey**, that **you** have paid in advance of cancellation and cannot recover in any other way, inclusive of:
  - **your** travel agent's cancellation fees and any commission or service fees retained by **your** travel agent up to the amount of commission or service fees that **your** travel agent would have earned had **your journey** not been cancelled, limited to:
    - \$1,500 for **single** and **individual** cover and under the Multi-Trip Plan;
    - \$1,500 per **insured person** for **duo** cover; or
    - \$3,000 for **family** cover.
- b] for the value of frequent flyer points, air miles, loyalty card points, redeemable vouchers or other similar schemes lost by **you** as a result of cancelling the services paid for with those points, air miles, vouchers or schemes, but only if **you** cannot recover **your** loss in any other way. **We** calculate the amount **we** pay **you** as follows:
  - i] for frequent flyer points, air miles or loyalty card points:
    - the cost of an equivalent booking based on the same advance booking period as **your** original booking less any payment **you** made toward the booking, multiplied by
    - the total number of points or air miles lost, divided by the total number of points or air miles used to make the booking.



- ii] for vouchers, the face value of the voucher or current market value of an equivalent booking whichever is the lesser.
- c] **your reasonable** costs of rescheduling **your journey**. The most **we** will pay for rescheduling **your journey** is the unrecoverable amount that would have been payable under sub-sections 2.1.1 a] and b] had **your journey** been cancelled. **We** will not pay a claim under sub-section 2.1.1 c] in addition to a claim under sub-sections 2.1.1 a] and b] for the same services/facilities.

- d] if, a **relative** of **yours** or **your travelling companion**:

- who resides in Australia or New Zealand; and
- who is aged 84 years or under;

dies or is hospitalised in Australia or New Zealand as a result of a **pre-existing medical condition** after the **policy** is issued, and at the time of **policy** issue **you** were, or a reasonable person in **your** circumstances would have been, unaware of the likelihood of such hospitalisation or death then the most **we** will pay for all claims under sub-sections 2.1.1 a], b] or sub-section 2.1.1 c] is:

- \$2,000 for **single** and **individual** cover and under the Multi-Trip Plan;
- \$2,000 per **insured person** for **duo** cover; or
- \$4,000 for **family** cover.

### 2.1.2 WHAT WE EXCLUDE

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

- a] **you** were aware, or a reasonable person in **your** circumstances would have been aware before **your policy** was issued, of any reason that may cause **your journey** to be cancelled, rescheduled or shortened;
- b] caused by the death, **injury** or illness of any person, including a **relative** of **yours** or a **relative** of **your travelling companion**, who resides outside of Australia or New Zealand or who is aged 85 years or over;
- c] caused by the death, **injury** or illness of **your relative** or **your travelling companion's relative** arising from a **pre-existing medical condition** except as specified under sub-section 2.1.1 d];
- d] caused by **you** or **your travelling companion** changing plans;
- e] caused by the breakdown or dissolution of any personal or family relationship;
- f] caused by any business, financial or contractual obligations which prevent **you** or **your travelling companion** from travelling. This exclusion does not apply to claims where **you** or **your travelling companion** are made **redundant** in Australia except where a reasonable person in a similar situation would have been aware before the **policy** was purchased that the **redundancy** was to occur;
- g] caused by a tour operator or wholesaler being unable to complete arrangements for any tour because there were not enough people to go on the tour. This exclusion does not apply to prepaid travel arrangements bought separately to reach the departure point for the tour or for other travel arrangements which do not form part of the tour;
- h] caused by delays or rescheduling by a bus line, airline, shipping line or rail authority;
- i] caused by any service provider misappropriating **your** funds or failing to arrange or provide services for which **you** have paid;
- j] caused by the financial collapse or **insolvency** of any service provider;
- k] caused by the mechanical breakdown of any means of transport;
- l] caused by an act or threat of terrorism; or

- m] **you** are a full-time permanent employee and **your** pre-arranged leave is cancelled by **your** employer unless **you** are a full-time member of the Australian Defence Force or of federal, state or territory emergency services.

## Section 3.1 Additional Expenses

### 3.1.1 WHAT WE COVER

- a] If **you** cannot continue **your journey** because of an **injury** or **sickness** which needs immediate treatment from a **medical adviser** who certifies in writing that **you** are unfit to travel, **we** will reimburse **your reasonable** additional accommodation and travel expenses.
- b] If **your travelling companion** cannot continue their **journey** because of an **injury** or **sickness** which needs immediate treatment from a **medical adviser** who certifies in writing that he or she is unfit to travel, **we** will reimburse **your reasonable** additional accommodation and travel expenses for **you** to be with **your travelling companion**.
- c] If **you** are in **hospital** suffering from a life threatening or other serious condition, or are evacuated for medical reasons **we** will reimburse the **reasonable** accommodation and travel expenses of **your travelling companion** or a **relative** to travel to **you**, stay near **you** or escort **you**. He or she must travel, stay with **you** or escort **you** on the written advice of a **medical adviser** and with the prior approval of **Allianz Global Assistance**.
- d] If **you** shorten **your journey** and return to **your home** on the written advice of a **medical adviser** approved by **Allianz Global Assistance**, **we** will reimburse the **reasonable** additional cost of **your** return to **your home**. **We** will only pay the cost of the fare class that **you** had planned to travel at and **you** must make use of any pre-arranged return travel to **your home**.

If **you** did not have a return ticket booked to Australia before the **injury** or **sickness** occurred, **we** will reduce the amount of **your** claim by the price of the fare to Australia from the place **you** planned to return to Australia from. The fare will be at the same fare class as the one **you** left Australia on.

- e] If, during **your journey**, **your travelling companion** or a **relative** of **yours** or **your travelling companion** who resides in Australia or New Zealand and is aged 84 years or under:
  - dies unexpectedly;
  - is **injured** and because of the **injury** requires hospitalisation; or
  - becomes seriously **sick** and requires hospitalisation
 (except where the relevant death, **injury** or **sickness** arises out of a **pre-existing medical condition**), **we** will reimburse the **reasonable** additional cost of **your** early return to **your home**. **We** will only pay the cost of the fare class **you** had planned to travel at.

Cover under 3.1.1 f] & g] only applies to the Comprehensive, Domestic, Multi-Trip and Non-Medical Plans

- f] If **you** return to **your home** because:
  - during **your journey**, a **relative** of **yours** who is aged 84 years or under and resides in Australia or New Zealand, dies unexpectedly or is hospitalised in Australia or New Zealand following a serious **injury** or a **sickness** (except arising from a **pre-existing medical condition**); and
  - it is possible for **your journey** to be resumed; and
  - there are more than 14 days remaining of the period of cover, as noted on **your Certificate of Insurance**; and
  - **you** resume **your journey** within 12 months of **your** return to **your home**,

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

The most **we** will pay under this benefit is as follows:

- \$3,000 for **single** and **individual** cover and under the Multi-Trip Plan;
- \$3,000 per **insured person** for **duo** cover; or
- \$6,000 for **family** cover.

- g]** If, during **your journey**, a **relative** of **yours** who is aged 84 years or under and resides in Australia or New Zealand, dies or is hospitalised in Australia or New Zealand as a result of a **pre-existing medical condition** after the **policy** is issued, and at the time of **policy** issue **you** were, or a reasonable person in **your** circumstances would have been, unaware of the likelihood of such hospitalisation or death, **we** will pay for the **reasonable** additional cost of **your** return to **your home** and/or the cost of airfares for **you** to return to the place **you** were when **your journey** was interrupted.

The most **we** will pay for all events under this benefit is as follows:

- \$2,000 for **single** and **individual** cover and under the Multi-Trip Plan;
- \$2,000 per **insured person** for **duo** cover; or
- \$4,000 for **family** cover.

- h]** In addition, if a disruption to **your journey** arises from any of the following reasons:

- **your** scheduled or connecting transport is cancelled, delayed, rescheduled or diverted because of a strike, riot, hijack, civil protest, weather, natural disaster or **accident** affecting **your** mode of transport.
- **you** unknowingly break any quarantine rule.
- **you** lose **your** passport, travel documents or **transaction cards** or they are stolen.
- **your home** is rendered uninhabitable by fire, explosion, earthquake or flood.

**we** will reimburse **your reasonable** additional travel and accommodation expenses.

If **you** did not have a return ticket booked to **your home** before the **injury** or **sickness** occurred, **we** will reduce the amount of **your** claim by the price of the fare to **your home** from the place **you** planned to return to **your home** from. The fare will be at the same fare class as the one **you** left **your home** on.

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

### 3.1.2 WHAT WE EXCLUDE

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

- a]** if **you** were, or a reasonable person in **your** circumstances would have been, aware of any reason before **your** period of cover commenced, that may cause **your journey** to be cancelled, disrupted or delayed;
- b]** if the death, **injury** or illness of **your relative** arises from a **pre-existing medical condition**, except as specified under sub-section **3.1.1 g]**;
- c]** if **you** can claim **your** additional travel and accommodation expenses from anyone else;
- d]** if **your** claim relates to the financial collapse or **insolvency** of any service provider;
- e]** if **your** claim is caused by any service provider misappropriating **your** funds or failing to arrange or provide services for which **you** have paid;

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

## Section 3.2 Travel Delay Expenses

### 3.2.1 WHAT WE COVER

If a delay to **your journey**, for at least 6 hours, arises from circumstances outside **your** control, **we** will reimburse the cost of **your reasonable** additional meals and accommodation expenses.

**We** will pay up to \$200 at the end of the initial 6 hour period. In addition **we** will pay up to \$200 for each full 24 hour period that the delay continues beyond the initial 6 hour delay.

### 3.2.2 WHAT WE EXCLUDE

**We** will not pay if:

- a]** a delay to **your journey** arises from an act or threat of terrorism; or
- b]** **your** claim is caused by the financial collapse or **insolvency** of any service provider.

## Section 3.3 Alternative Transport Expenses

### 3.3.1 WHAT WE COVER

If **your** scheduled transport is cancelled, delayed, shortened or diverted and that means **you** would not arrive at a wedding, funeral, conference, sporting event or prepaid travel/tour arrangements on time, **we** will pay **your reasonable** additional travel expenses to enable **you** to arrive on time.

### 3.3.2 WHAT WE EXCLUDE

**We** will not pay if **your** claim:

- a]** arises from an act or threat of terrorism; or
- b]** is caused by the financial collapse or **insolvency** of any service provider.

## Section 4.1 Luggage & Personal Effects

### 4.1.1 WHAT WE COVER

- a]** If, during **your journey**, **your luggage and personal effects** or **valuables** are stolen, **accidentally** damaged or are permanently lost (except when: left in a motor vehicle; is **sporting equipment** in use; or are **valuables** checked in to be transported in the cargo hold of any aircraft, ship, train, tram or bus) **we** will pay the lesser of:

- the repair cost;
- the replacement cost;
- the amount it would cost **us** to repair or replace the item(s) allowing for any trade discounts **we** are entitled to;
- the original purchase price; or
- the depreciated value after allowing for age, wear and tear.

**We** have the option to repair or replace the **luggage and personal effects** or **valuables** instead of paying **you**.

The maximum amount **we** will pay for any item (i.e. the item limit) is:

- \$3,000 for personal computers, video recorders or cameras;
- \$1,000 for mobile phones (including PDAs and any items with phone capabilities); or
- \$750 for all other items.

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

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

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

No cover is provided under this sub-section for any item(s) covered under sub-section 4.1.1 b].

- b] If **you** purchase optional cover for increased item limits and any item(s) of the particular item type are, during **the journey**, stolen or **accidentally** damaged or are permanently lost (except when: left in a motor vehicle; is **sporting equipment** in use; or are **valuables** checked in to be transported in the cargo hold of any aircraft, ship, train, tram or bus), **we** will pay up to the increased limit selected by **you** and shown on **your Certificate of Insurance** for any one item or for all items of the nominated item type combined.
- c] **Luggage and personal effects** left in a motor vehicle are only covered during daylight hours and must have been left in a **concealed storage compartment** of a locked motor vehicle, and, in the event of theft, forced entry must have been made. The most **we** will pay is \$200 for each item, and \$2,000 in total for all stolen items.
- d] No cover is provided for **valuables** left in a motor vehicle at any time or **valuables** checked in to be transported in the cargo hold of any aircraft, ship, train, tram or bus including any loss from the point of check in until collection by **you** from the baggage carousel or collection area at the end of **your** flight, voyage or trip.
- e] No cover is provided for the loss or damage to, or of, **sporting equipment** while in use (including surfboards).

Please note that sub-sections 4.1.1 c], 4.1.1 d] and 4.1.1 e] apply to all **luggage and personal effects** or **valuables** even if **you** have purchased the optional **Increased item limits**.

The maximum amount **we** will pay for all claims combined under sub-section 4.1.1 a] is shown under the **Table of benefits** for the plan **you** have selected. The maximum amount **we** will pay for all claims combined under sub-section 4.1.1 b] is shown on **your Certificate of Insurance**.

#### 4.1.2 WHAT WE EXCLUDE

To the extent permitted by law, **we** will not pay a claim in relation to **your luggage and personal effects** or **valuables** if:

- a] **you** do not report the loss, theft or misplacement within 24 hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft or misplacement occurred. **You** must prove that **you** made such report by providing **us** with a written statement from whoever **you** reported it to;
- b] the loss, theft or damage is to, or of, items left behind in any hotel or motel room after **you** have checked out, or items left behind in any aircraft, ship, train, tram, taxi or bus;
- c] the **luggage and personal effects** or **valuables** were being sent unaccompanied by **you** or under a freight contract;
- d] the loss or damage arises from any process of cleaning, repair or alteration;

- e] the loss or damage arises from ordinary wear and tear, deterioration, atmospheric or weather conditions, insects, rodents or vermin;
- f] the **luggage and personal effects** or **valuables** were left **unsupervised** in a **public place**;
- g] the **luggage and personal effects** or **valuables** have an electrical or mechanical breakdown;
- h] the **luggage and personal effects** or **valuables** are fragile, brittle or an electronic component is broken or scratched - unless either:
- it is the lens of spectacles, binoculars or photographic or video equipment; or
  - the breakage or scratch was caused by a crash involving a vehicle in which **you** were travelling;
- i] **you** are entitled to be reimbursed by the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft, misplacement or damage occurred. However, if **you** are not reimbursed the full amount of **your** claim, **we** will pay the difference between the amount of **your** loss and what **you** were reimbursed, up to the limit of **your** cover (allowing for **depreciation** due to age, wear and tear).

### Section 4.2 Luggage & Personal Effects Delay Expenses

#### 4.2.1 WHAT WE COVER

If any items of **your luggage and personal effects** are delayed, misdirected or misplaced by the **carrier** for more than 12 hours, and in **our** opinion it was necessary for **you** to purchase essential items of clothing or other personal items, **we** will reimburse **you** for the **reasonable** costs **you** incur.

**You** must provide written proof from the **carrier** who was responsible for **your luggage and personal effects** that they were delayed, misdirected or misplaced.

**We** will deduct any amount **we** pay **you** under this section from any subsequent claim **you** make for lost **luggage and personal effects** payable under **Section 4.1 Luggage & Personal Effects**.

#### 4.2.2 WHAT WE EXCLUDE

To the extent permitted by law, **we** will not pay if **you** are entitled to compensation from the bus line, air line, shipping line or rail authority **you** were travelling on for the relevant amount claimed. However, if **you** are not reimbursed the full amount, **we** will pay the difference between the amount of **your** expenses and what **you** were reimbursed, up to the limit of **your** cover.

### Section 4.3 Travel Documents, Transaction Cards & Travellers Cheques

#### 4.3.1 WHAT WE COVER

- a] If any essential travel documents (including passports), **transaction cards** or travellers cheques are lost by **you**, stolen from **you** or destroyed during **your journey**, then **we** will pay the issuer's fees for the replacement costs (including communication costs) of the items lost, stolen or destroyed.
- b] If during **your journey**, **your transaction cards** or travellers cheques are lost or stolen, then **we** will pay for any loss resulting from the fraudulent use of the **transaction cards** or travellers cheques.

#### 4.3.2 WHAT WE EXCLUDE

- a] To the extent permitted by law, **we** will not pay if **you** do not report the loss or theft within 24 hours to the police and, in the case of **transaction cards** or travellers cheques, to the issuing bank or company in accordance with the conditions under which the **transaction cards** or travellers cheques were issued. **You** must prove that **you** made such report by providing **us** with a written statement from whosoever **you** reported it to.
- b] **We** will not pay for any amounts covered by any guarantee given by the bank or issuing company to **you** as the holder of the **transaction cards** or travellers cheques.

### Section 4.4 Theft of Cash

#### 4.4.1 WHAT WE COVER

If, during **your journey** cash, bank notes, currency notes, postal orders or money orders are stolen from **your person** **we** will reimburse **you**.

#### 4.4.2 WHAT WE EXCLUDE

To the extent permitted by law, **we** will not pay if **you** do not report the theft within 24 hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the theft occurred. **You** must prove that **you** made a report by providing **us** with a written statement from whoever **you** reported it to.

### Section 5.1 Rental Vehicle Excess

**You** only have this cover if **you** purchased the optional **Rental vehicle excess cover - Section 5.1**. See **Additional options** section for details.

#### WHAT YOU ARE COVERED FOR

Cover is only provided under this section if **your rental vehicle** agreement specifies an excess, deductible or damage liability fee that is payable in the event the **rental vehicle** is damaged or stolen while in **your** custody. This section does not cover items such as, but not limited to, tyres and/or windscreens, roof and underbody if they are not covered by the indemnity provided by the rental company or agency under the **rental vehicle** agreement to which the excess, deductible or damage liability fee applies.

The maximum amount **we** will pay under this section is the amount of the excess, deductible or damage liability fee that is specified in **your rental vehicle** agreement up to the limit shown on **your Certificate of Insurance** for the plan **you** have selected.

#### 5.1.1 WHAT WE COVER

- a] If, during **your** period of cover, a **rental vehicle** **you** have rented from a rental company or agency is:
- involved in a motor vehicle **accident** while **you** are driving it, or
  - damaged or stolen while in **your** custody,
- then **we** will pay **you** the lesser of:
- the specified excess, deductible or damage liability fee that **you** are liable to pay under **your rental vehicle** agreement, or
  - property damage for which **you** are liable.
- You** must provide a copy of:
- your rental vehicle** agreement;
  - the incident report that was completed;
  - repair account;

- an itemised list of the value of the damage; and
  - written notice from the rental company or agency advising that **you** are liable to pay the specified excess, deductible or damage liability fee.
- b] If **you** are **injured** or become **sick** and **your** attending **medical adviser** certifies in writing that **you** are unfit to return **your rental vehicle** to the nearest depot during **your journey**, then **we** will pay up to \$500 for the cost of returning **your rental vehicle**.

#### 5.1.2 WHAT WE EXCLUDE

To the extent permitted by law, **we** will not pay a claim involving the theft or damage to **your rental vehicle** if the claim arises directly or indirectly from, or is in any way connected with, or is for:

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

### Section 6.1 Personal Liability

#### 6.1.1 WHAT WE COVER

If **you** become legally liable to pay compensation for:

- death or bodily **injury** to someone else, or
- physical loss of, or damage to, someone else's property

as a result of an **accident**, or a series of **accidents** arising out of the one event, that happens during **your journey**, then **we** will cover **you** for:

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

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

**You** must not pay or promise to pay, settle with, admit or deny liability to anyone who makes a claim against **you** without **our** written consent.

#### 6.1.2 WHAT WE EXCLUDE

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

- a] bodily **injury** to **you**, **your travelling companion** or to a **relative** or employee of any of **you**;
- b] loss of or damage to property belonging to, or in the care, custody or control of **you**, **your travelling companion**, a **relative** or an employee of any of **you**;
- c] **your** ownership, custody, control or use of any firearm or weapon, aerial device, watercraft or motorised vehicle;
- d] **your** conduct of, or employment in any business, profession, trade or occupation;



- e] any loss, damage or expenses which are covered or should have been covered under a statutory or compulsory insurance policy, statutory or compulsory insurance or compensation scheme or fund, or under Workers Compensation legislation, an industrial award or agreement, or Accident Compensation legislation;
- f] any fine or penalty, or aggravated, punitive, exemplary or liquidated damages;
- g] illness, **sickness** or disease that is transmitted by **you**;
- h] any relief or recovery other than monetary amounts;
- i] a contract that imposes on **you** a liability which **you** would not otherwise have;
- j] assault and/or battery committed by **you** or at **your** direction;
- k] any act intended to cause bodily **injury**, property damage or liability done by **you** or any person acting with **your** knowledge, connivance or consent; or
- l] **your** participation in **snow sport activities** or activities listed under **Adventure Pack** in the **Additional options** section.

## Section 7.1 Emergency Rescue

**You** only have this cover if **you** purchased the **Snow Pack**. See **Additional options** section for details.

### 7.1.1 ALLIANZ GLOBAL ASSISTANCE WILL ARRANGE

**Allianz Global Assistance** will arrange for the following assistance services if **you injure yourself**, or become **sick** while participating in **snow sport activities overseas** during **your journey**, provided the relevant **injury** or **sickness** is covered by **your policy**:

- a] access to a **medical adviser** for emergency medical treatment while **overseas**;
- b] any messages which need to be passed on to **your** family or employer in the case of an emergency;
- c] provision of any written guarantees for payment of **reasonable** expenses for emergency hospitalisation while **overseas**;
- d] **your** medical transfer or evacuation if **you** must be transported to the nearest **hospital** for emergency medical treatment **overseas** or be brought back to **your home** with appropriate medical supervision; and
- e] the return to **your home** of **your dependants** if they are left without supervision following **your** hospitalisation or evacuation.

In addition:

- f] if **you** die as a result of an **injury** or a **sickness** during **your journey**, **we** will pay for **your reasonable funeral expenses** incurred **overseas** or the cost of bringing **your** remains back to **your home**. The maximum amount **we** will pay is \$15,000 per person.

*Please note that **we** will not pay for any costs incurred in Australia except the **reasonable** cost of transporting **your** remains from the inbound port or airport to **your home** or nominated funeral home.*

### 7.1.2 WHAT WE EXCLUDE

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

- a] for any expenses for medical evacuation, **funeral expenses** incurred **overseas** or bringing **your** remains back to **your home**, unless it has been first approved by **Allianz Global Assistance**;
- b] if **you** decline to follow the medical advice **we** have obtained, and **we** will not be responsible for subsequent medical, **hospital** or evacuation expenses;

- c] for any claims arising from bobsleighbing, snow rafting, para-penting, ski acrobatics, ski or snowboard jumping, aerial skiing, stunting, freestyle, ski joring or any form of power-assisted skiing or use of mechanised snow-mobiles except as provided by the recognised piste authorities for transport to and from areas designed for recreational skiing; or
- d] for any claims arising outside the period 15th December to 31st March in Northern Hemisphere resorts, and 15th June to 30th September in Southern Hemisphere resorts. This exclusion will not apply to those resorts which are open outside these time periods and have sufficient snow for normal skiing activities.

## Section 7.2 Own Snow Sport Equipment

**You** only have this cover if **you** purchased the **Snow Pack**. See **Additional options** section for details.

### 7.2.1 WHAT WE COVER

- a] If, during **your journey**, **your snow sport equipment** is stolen, **accidentally** damaged or is permanently lost (except when left in a motor vehicle or while in use) **we** will pay the lesser of:

- the repair cost;
- the replacement cost;
- the amount it would cost **us** to repair or replace the item(s) allowing for any trade discounts **we** are entitled to;
- the cost of repairing or replacing the lost or damaged part of a pair, set or collection; or
- the original purchase price.

**We** have the option to repair or replace the **snow sport equipment** instead of paying **you**.

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

- a matched or unmatched set of skis or ski poles

are considered as only one item and the appropriate benefit limit will be applied.

- b] **Snow sport equipment** owned by **you** and left in a motor vehicle is only covered during daylight hours and must have been left in a **concealed storage compartment** of a locked motor vehicle and, in the event of theft, forced entry must have been made. The most **we** will pay is \$200 for each item, and \$1,000 in total for all stolen items.
- c] No cover is provided for **snow sport equipment** while it is in use.

### 7.2.2 WHAT WE EXCLUDE

To the extent permitted by law, **we** will not pay a claim in relation to **snow sport equipment** owned by **you** if:

- a] **you** do not report the loss, theft or damage within 24 hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft or damage occurred. **You** must prove that **you** made such report by providing **us** with a written statement from whoever **you** reported it to;
- b] the loss, theft or damage is to, or of, **snow sport equipment** left behind in any hotel or motel room after **you** have checked out, or **snow sport equipment** left behind in any aircraft, ship, train, tram, taxi or bus;
- c] the **snow sport equipment** was being sent unaccompanied by **you** or under a freight contract;
- d] the loss or damage arises from any process of cleaning, repair or alteration;

- e] the loss or damage arises from ordinary wear and tear, deterioration, atmospheric or weather conditions, insects, rodents or vermin;
- f] the **snow sport equipment** was left **unsupervised** in a **public place**;
- g] **you** are entitled to be reimbursed by the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft or damage occurred. However, if **you** are not reimbursed the full amount of **your** claim, **we** will pay the difference between the amount of **your** loss and what **you** were reimbursed, up to the limit of **your** cover; or
- h] for any claims arising from bobsleighbing, snow rafting, para-pentling, ski acrobatics, ski or snowboard jumping, aerial skiing, stunting, freestyle, ski joring or any form of power-assisted skiing or use of mechanised snow-mobiles except as provided by the recognised piste authorities for transport to and from areas designed for recreational skiing.

### Section 7.3 Snow Sport Equipment Hire

**You** only have this cover if **you** purchased the **Snow Pack**. See **Additional options** section for details.

#### 7.3.1 WHAT WE COVER

If **we** have agreed to pay a claim:

- under **Section 7.2 Own Snow Sport Equipment** for **accidental** loss, theft of or **accidental** damage to **your snow sport equipment**; or
- following the misdirection or delay of **snow sport equipment** owned by **you**, for a period more than 24 hours;

**we** will pay for the **reasonable** costs of hiring alternative **snow sport equipment**.

**We** will also reimburse the **snow sport equipment** hire insurance excess if **you** have chosen and paid for **snow sport equipment** hire cover from the hire company or agency and **you** are charged an excess following the loss, theft of or **accidental** damage to the **snow sport equipment** hired by **you**.

### Section 7.4 Snow Sport Pack

**You** only have this cover if **you** purchased the **Snow Pack**. See **Additional options** section for details.

#### 7.4.1 WHAT WE COVER

If, as a result of **your injury** or **sickness** during **your journey**, **you** are unable to utilise the full duration of **your** pre-booked and pre-paid ski passes, **snow sport equipment** hire, tuition fees or lift passes, **we** will reimburse **you** the non-refundable cost of the unused portion for each **insured person**.

**You** must obtain a medical certificate (for **your injury** or **sickness**) from **your** treating **medical adviser** in support of **your** claim.

#### 7.4.2 WHAT WE EXCLUDE

**We** will not pay:

- a] for any claims arising from bobsleighbing, snow rafting, para-pentling, ski acrobatics, ski or snowboard jumping, aerial skiing, stunting, freestyle, ski joring or any form of power-assisted skiing or use of mechanised snow-mobiles except as provided by the recognised piste authorities for transport to and from areas designed for recreational skiing; or

- b] for any claims arising outside the period 15th December to 31st March in Northern Hemisphere resorts and 15th June to 30th September in Southern Hemisphere resorts. This exclusion will not apply to those resorts which are open outside these time periods and have sufficient snow for normal skiing activities.

### Section 7.5 Piste Closure

**You** only have this cover if **you** purchased the **Snow Pack**. See **Additional options** section for details.

#### 7.5.1 WHAT WE COVER

If, as a result of not enough snow, bad weather or power failure, in **your** pre-booked holiday resort during the period of **your** booking, all lift systems in the resort are closed for more than 24 hours preventing **you** from participating in **your** planned **snow sport activities** during **your journey**, **we** will pay **you** up to \$100 per 24 hour period for either:

- the cost of transport to the nearest resort; or
- the cost of additional ski passes.

#### 7.5.2 WHAT WE EXCLUDE

**We** will not pay:

- a] for any claims relating to resorts that do not have skiing facilities greater than 1,000 metres above sea level; or
- b] for any claims arising outside the period 15th December to 31st March in Northern Hemisphere resorts and 15th June to 30th September in Southern Hemisphere resorts. This exclusion will not apply to those resorts which are open outside these time periods and have sufficient snow for normal skiing activities.

### Section 7.6 Bad Weather and Avalanche Closure

**You** only have this cover if **you** purchased the **Snow Pack**. See **Additional options** section for details.

#### 7.6.1 WHAT WE COVER

If, as a result of avalanche or bad weather **your** pre-booked outward or return **journey** is delayed for more than 12 hours from **your** scheduled departure time, **we** will pay the **reasonable** extra travel and accommodation expenses that **you** need to pay provided **you** obtain a written statement from the appropriate authority confirming that the reason for the delay was related to either an avalanche or bad weather, and how long the delay lasted.

#### 7.6.2 WHAT WE EXCLUDE

**We** will not pay:

- a] for any claims relating to resorts that do not have skiing facilities greater than 1,000 metres above sea level; or
- b] for any claims arising outside the period 15th December to 31st March in Northern Hemisphere resorts and 15th June to 30th September in Southern Hemisphere resorts. This exclusion will not apply to those resorts which are open outside these time periods and have sufficient snow for normal skiing activities.

## Section 7.7 Medical Cover while Cruising

You only have this cover if **you** purchased the **Cruise Pack**. See **Additional options** section for details.

### 7.7.1 WHAT WE COVER

- a] If **you** injure **yourself** or become **sick** while travelling on a **cruise vessel** **we** will reimburse the **reasonable** medical or **hospital** expenses **you** incur until **you** get back to Australia provided the relevant **injury** or **sickness** is covered by **your policy**. The medical or **hospital** expenses must have been incurred on the written advice of a **medical adviser** approved by **Allianz Global Assistance**. **You** must make every effort to keep **your** medical or **hospital** expenses to a minimum.

If **we** determine, on medical advice, that **you** should return **home** for treatment and **you** do not agree to do so, **we** will pay **you** an amount up to the limit shown in the **Table of benefits**, which **we** reasonably consider to be equivalent to:

- **your** medical expenses and/or related costs incurred **overseas** to the date **we** advise **you** to return to Australia; plus
- the amount it would cost **us** to return **you** to Australia; plus
- the non-refundable portion of unused travel and accommodation arrangements **you** would have incurred had **you** followed the advice of **Allianz Global Assistance**,

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

**We** will only pay for treatment received and/or **hospital** accommodation during the 12 month period after the **sickness** first showed itself or the **injury** happened.

- b] **We** will also pay the cost of emergency dental treatment up to the limit shown in the **Table of benefits** for the plan selected for dental costs incurred which the treating dentist certifies in writing is for the relief of sudden and acute pain to sound and natural teeth. This cover does not apply to dental costs arising from any **injury** that is covered under sub-section 7.7.1 a].

### 7.7.2 WHAT WE EXCLUDE

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

- a] when **you** have not notified **Allianz Global Assistance** as soon as practicable of **your** admittance to **hospital**;
- b] incurred after 2 weeks treatment by a chiropractor, physiotherapist or dentist unless approved by **Allianz Global Assistance**;
- c] if **you** do not take the advice of **Allianz Global Assistance**;
- d] for damage to dentures, dental prostheses, bridges or crowns;
- e] for expenses relating to dental treatment involving the use of precious metals or for cosmetic dentistry;
- f] for dental treatment caused by or related to the deterioration and/or decay of teeth; or
- g] for preventative dental treatment.

## Section 7.8 Evacuation Cover - Ship to Shore

You only have this cover if **you** purchased the **Cruise Pack**. See **Additional options** section for details.

### 7.8.1 ALLIANZ GLOBAL ASSISTANCE WILL ARRANGE

**Allianz Global Assistance** will arrange for the following assistance services if **you** injure **yourself** or become **sick** during travel on a **cruise vessel**, provided the relevant **injury** or **sickness** is covered by **your policy**:

- a] access to a **medical adviser** for emergency medical treatment;
- b] any messages which need to be passed on to **your** family or employer in the case of an emergency;
- c] provision of any written guarantees for payment of **reasonable** expenses for emergency hospitalisation while on a **cruise vessel** or **overseas**;
- d] **your** medical transfer or evacuation if **you** must be transported to the nearest **overseas hospital** for emergency medical treatment or be brought back to **your home** with appropriate medical supervision; and
- e] the return to **your home** of **your dependants** if they are left without supervision following **your** hospitalisation or evacuation.

In addition:

- f] if **you** die as a result of an **injury** or a **sickness** during **your** travel on a **cruise vessel**, **we** will pay for **your reasonable funeral expenses** incurred **overseas** and/or the cost of bringing **your** remains back to **your home**. The maximum amount **we** will pay is \$15,000 per person.

*Please note that **we** will not pay for any costs incurred in Australia except the **reasonable** cost of transporting **your** remains from the inbound port or airport to **your home** or nominated funeral home.*

### 7.8.2 WHAT WE EXCLUDE

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

- a] for any expenses for medical evacuation, **funeral expenses** incurred **overseas** or bringing **your** remains back to **your home** unless it has been first approved by **Allianz Global Assistance**; or
- b] if **you** decline to promptly follow the medical advice **we** have obtained, and **we** will not be responsible for subsequent medical, **hospital** or evacuation expenses.

## Section 7.9 Cabin Confinement

You only have this cover if **you** purchased the **Cruise Pack**. See **Additional options** section for details.

### 7.9.1 WHAT WE COVER

If, as a result of **injury** or **sickness** during **your journey**, **you** are confined to bed in **your** cabin or the **cruise vessel's** medical centre (however described) for a continuous period of more than 48 hours then **we** will pay **you** \$50 for each day in excess of 48 hours that **you** continue to be confined.



### Section 7.10 Pre-paid Shore Excursion Cancellation

**You** only have this cover if **you** purchased the **Cruise Pack**. See **Additional options** section for details.

#### 7.10.1 WHAT WE COVER

If **you** cannot participate in **your** pre-paid shore excursion(s) due to **your** confinement in **your** cabin or in the **cruise vessel's hospital** as a result of circumstances outside **your** control, **we** will pay **you** the non-refundable portion of **your** shore excursion costs paid in advance of cancellation.

### Section 7.11 Formal Cruise Attire Lost or Damaged

**You** only have this cover if **you** purchased the **Cruise Pack**. See **Additional options** section for details.

#### 7.11.1 WHAT WE COVER

If, during **your journey**, **your formal wear** is stolen, **accidentally** damaged or is permanently lost **we** will pay the lesser of:

- the repair cost;
- the replacement cost;
- the amount it would cost **us** to repair or replace the item(s) allowing for any trade discounts **we** are entitled to;
- the cost of repairing or replacing the lost or damaged part of a pair, set or collection; or
- the original purchase price.

**We** have the option to repair or replace the **formal wear** instead of paying **you**.

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

- shoes, gloves, suit

are considered as only one item and the appropriate benefit limit will be applied.

#### 7.11.2 WHAT WE EXCLUDE

To the extent permitted by law, **we** will not pay a claim in relation to **your formal wear** if:

- a]** **you** do not report the loss, theft or misplacement within 24 hours to the police or an office of the **carrier** **you** were travelling on when the loss, theft or misplacement occurred. **You** must prove that **you** made such report by providing **us** with a written statement from whoever **you** reported it to;
- b]** the loss, theft or damage is to, or of, **formal wear** left behind in any hotel or motel room after **you** have checked out or **cruise vessel** cabin after **you** have disembarked, or items left behind in any aircraft, ship, train, tram, taxi or bus;
- c]** the **formal wear** was being sent unaccompanied by **you** or under a freight contract;
- d]** the loss or damage arises from any process of cleaning, repair or alteration;
- e]** the loss or damage arises from ordinary wear and tear, deterioration, atmospheric or weather conditions, insects, rodents or vermin;
- f]** the **formal wear** was left **unsupervised** in a **public place**; or

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

### Section 7.12 Formal Cruise Attire Delayed

**You** only have this cover if **you** purchased the **Cruise Pack**. See **Additional options** section for details.

#### 7.12.1 WHAT WE COVER

If **your formal wear** is delayed, misdirected or misplaced while on the outward portion of **your journey** for over 12 hours from the time **you** boarded the **cruise vessel**, and it is necessary to purchase or hire replacement **formal wear**, **we** will reimburse **you**, **your** **reasonable** expenses.

#### 7.12.2 WHAT WE EXCLUDE

**We** will not pay if **you** are entitled to compensation from the bus line, air line, shipping line or rail authority **you** were travelling on for the relevant amount claimed. However, if **you** are not reimbursed the full amount, **we** will pay the difference between the amount of **your** expenses and what **you** were reimbursed, up to the limit of **your** cover.

### Section 7.13 Marine Rescue Diversion

**You** only have this cover if **you** purchased the **Cruise Pack**. See **Additional options** section for details.

#### 7.13.1 WHAT WE COVER

If during **your journey**, **your cruise vessel** diverts from its scheduled course in order to affect a marine rescue in accordance with obligations under international conventions governing the Law of the Sea, and Search and Rescue **we** will pay **you** \$100 for each day **your cruise vessel** diverts, up to a maximum of 5 days.





## Claims

First check that **you** are covered by **your policy** by reading the appropriate section in the **PDS** and the **General exclusions applicable to sections** to see exactly what is, and is not covered, noting particularly any conditions, limitations and exclusions.

### How to make a claim

**You** must give **Allianz Global Assistance** notice of **your** claim as soon as possible. **You** can lodge **your** claim online 24 hours a day or obtain a claim form at [www.travelclaims.com.au](http://www.travelclaims.com.au).

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

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

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

- a] If **you** think that **you** may have to cancel **your journey** or shorten **your journey** **you** must tell **us** as soon as possible. Contact **Allianz Global Assistance** using the contact number, or if overseas the **24 hour emergency assistance** number, shown on the back cover of this **PDS**.
- a] For medical, **hospital** or dental claims, contact **Allianz Global Assistance** as soon as practicable.
- a] For loss or theft of **your luggage and personal effects**, report it immediately to the police and obtain a written notice of **your** report.
- a] For damage or misplacement of **your luggage and personal effects**, caused by the airline or any other operator or accommodation provider, report the damage or misplacement to an appropriate official and obtain a written report, including any offer of settlement that they may make.
- a] Submit full details of any claim in writing within 30 days of **your** return **home**.

### Claims are payable in Australian dollars to you

**We** will pay all claims in Australian dollars. **We** will pay **you** unless **you** tell **us** to pay someone else. The rate of currency exchange that will apply is the rate at the time **you** incurred the expense.

Payment will be made by direct credit to an Australian bank account nominated by **you**.

### You must not admit fault or liability

**You** must not admit that **you** are at fault, for any **accident**, incident or event causing a claim under **your policy**, and **you** must not offer or promise to pay any money, or become involved in legal action, without the approval of **Allianz Global Assistance**.

### You must help us to recover any money we have paid

If **we** have a claim against someone in relation to the money **we** have to pay or **we** have paid under **your policy**, **you** must do everything **you** can to help **us** do that in legal proceedings. If **you** are aware of any third party that **you** or **we** may recover money from, **you** must inform **us** of such third party.

### Other insurance

If any loss, damage or liability covered under this **policy** is covered by another insurance policy, **you** must give **us** details. If **you** make a claim under one insurance policy and **you** are paid the full amount of **your** claim, **you** cannot make a claim under the other policy. If **you** make a claim under another insurance policy and **you** are not paid the full amount of **your** claim, **we** will make up the difference, up to the amount this **policy** covers **you** for, provided **your** claim is covered by this **policy**. **We** may seek contribution to amounts **we** have paid, or must pay, from **your** other Insurer. **You** must give **us** any information **we** reasonably ask for to help **us** make a claim from **your** other Insurer.

### Subrogation

**We** may, at **our** discretion undertake in **your** name and on **your** behalf, control and settlement of proceedings for **our** own benefit in **your** name to recover compensation or secure indemnity from any party in respect of anything covered by this **policy**. **You** are to assist and permit to be done, everything required by **us** for the purpose of recovering compensation or securing indemnity from other parties to which **we** may become entitled or subrogated, upon **us** paying **your** claim under this **policy** regardless of whether **we** have yet paid **your** claim and whether or not the amount **we** pay **you** is less than full compensation for **your** loss. These rights exist regardless of whether **your** claim is paid under a non-indemnity or an indemnity clause of this **policy**.

### Recovery

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

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

Once **we** pay **your** total loss **we** will keep all money left over.

If **we** have paid **your** total loss and **you** receive a payment from someone else for that loss or damage, **you** must pay **us** the amount of that payment up to the amount of the claim **we** paid **you**. If **we** pay **you** for lost or damaged property and **you** later recover the property or it is replaced by a third party, **you** must pay **us** the amount of the claim **we** paid **you**.

## How GST may affect your claim

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

If **you** are entitled to claim an input tax credit in respect of **your** premium **you** must inform **us** of the amount of that input tax credit (as a percentage) at the time **you** first make a claim. If **you** fail to do so, **you** may have a liability for GST if **we** pay **you** an amount under **your policy**.

## Fraud

Insurance fraud places additional costs on honest policyholders. Fraudulent claims force insurance premiums to rise. **We** encourage the community to assist in the prevention of insurance fraud.

**You** can help by reporting insurance fraud by calling **Allianz Global Assistance** on 1800 453 937. All information will be treated as confidential and protected to the full extent under law.



# PART 2: FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) has been designed to help you make an informed decision about the financial services that AWP Australia Pty Ltd ABN 52 097 227 177 AFS Licence No. 245631) of Level 16, 310 Ann Street, Brisbane, Queensland 4000, telephone (07) 3305 7000 (**Allianz Global Assistance**) can provide to you. It also contains information about how **Allianz Global Assistance** and others are remunerated for providing these financial services and how **your** complaints are dealt with.

**Allianz Global Assistance** is responsible for the content of this FSG and has authorised its distribution.

Where they arrange an insurance policy for **you**, they will give you a Product Disclosure Statement (**PDS**) when required. The **PDS** is designed to provide important information on the significant features and benefits of the policy and is designed to assist you in making an informed decision about whether to buy the product. It may consist of more than one document.

Any advice that is provided to you is general in nature and does not take into account your individual objectives, financial circumstances or needs. Before you make any decisions about the product, you should read the **PDS** carefully to ensure that it is suitable for you.

## About Allianz Global Assistance

**Allianz Global Assistance** is an Australian Financial Services Licensee authorised to deal in and provide general advice on general insurance products. **Allianz Global Assistance** has been authorised by the insurer, Allianz Australia Insurance Limited (**Allianz**) ABN 15 000 122 850 AFS Licence No 234708 of 2 Market Street, Sydney, New South Wales, 2000, to act on its behalf to deal in and provide general advice and handle and settle claims in relation to travel insurance products underwritten by **Allianz**.

**Allianz Global Assistance** has a binding authority which means it can enter into, vary or cancel these insurance products and handle and settle claims without reference to **Allianz** provided it acts within the binding authority. When providing these services, **Allianz Global Assistance** acts for **Allianz** and does not act on your behalf.

## Remuneration

The premium for this travel insurance policy is payable to **Allianz** as the insurer.

**Allianz Global Assistance** is remunerated by **Allianz** for providing services on behalf of **Allianz**. This is a percentage (exclusive of GST) of the premium that you pay for an insurance policy and is only paid if you buy a policy. Employees and representatives of **Allianz Global Assistance** receive an annual salary, which may include bonuses and/or other incentives, which can be based on performance or other criteria.

The above remuneration is included in the premium you pay.

If you would like more information about the remuneration that **Allianz Global Assistance**, or employees and representatives of **Allianz Global Assistance**, receives please ask them. This request should be made within a **reasonable** time after this FSG is provided to you and before the financial services are provided to you.

## Professional Indemnity Insurance Arrangements

**Allianz Global Assistance** and its representatives (including its authorised representatives) are covered under professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act. The insurance (subject to its terms and conditions) will continue to cover claims in relation to **Allianz Global Assistance's** representatives/employees who no longer work for it (but who did at the time of the relevant conduct).

## If you have a complaint

Should you have a complaint or dispute arising out of this insurance, or our employees, authorised representatives or service providers, please call **Allianz Global Assistance** on 1300 725 154 or put the complaint in writing and send it to PO Box 162, Toowong, Queensland 4066.

**We** are a member of an external dispute resolution scheme which is independent and free to **you**. **We** are bound by determinations made by it in accordance with its relevant terms and rules applicable to **us**. Any complaint or dispute can be lodged with the Australian Financial Complaints Authority (**AFCA**). The contact details for the **AFCA** are:

Australian Financial Complaints Authority  
Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Phone: 1800 931 678  
Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne, Victoria 3001.

## Privacy statement

**Allianz Global Assistance** is committed to ensuring the privacy and security of your personal information. They adhere to the privacy terms set out in **Important matters** in the **PDS**.

## How to contact us

You can contact **Allianz Global Assistance** or provide them with instructions using the contact details outlined in this FSG. Please keep this document in a safe place for your future reference.

## Date prepared

This FSG was prepared on 9 April 2019.

