

Kogan Insurance Event Advice

Volcanic Activity and Ash Cloud Mt Agung, Bali

29/06/2018

On Tuesday 28 June 2018 Mt Agung began to emit a plume of volcanic ash reaching up to two kilometres.

Flights departing and arriving into Bali have been cancelled as Denpasar International Airport has been closed.

We are closely monitoring the progress of the volcanic activity of Mt Agung in Bali. The National Disaster Mitigation Agency have not updated the alert status at this time. Further event advices will be available as this information changes.

Flights have been cancelled and delayed by many airlines. Disruptions to flights are expected over the coming days. Please review your airline's flight status and travel alert pages for more information.

Please stay up to date with the advice issued by DFAT at <http://www.smartraveller.gov.au/>

Policy Coverage

The below information was issued on 29 June 2018 and applies to your travel insurance policy with Kogan Insurance, underwritten by Hollard.

For policies issued prior to 4:00pm AEDT 20 September 2017 there is provision for cover as set out below under 'How does this affect me?'

For policies issued after 4:00pm AEDT 20 September 2017 there is no cover for any claims arising from this event.

How does this affect me?

There is provision for cover under the following benefits of the policy terms and conditions, limits, Benefit exclusions and General Exclusions:

- Benefit 3 –Cancellation Fees and Lost Deposits
- Benefit 4 – Additional Expenses
- Benefit 13 – Travel Delay Expenses
- Benefit 14 – Special Events

TIPS

- If you are claiming additional expenses, make sure you keep a copy of all your receipts.
- If your travel was cancelled or delayed by a transport provider, you may be able to claim some of your meal and accommodation costs through them. Please check the terms and conditions of your transport provider's ticket, and keep a copy of all their communication with you.
- The Kogan Travel Insurance PDS gives you all the information you need to make a travel claim. You can find a copy of the PDS at www.koganinsurance.com.au/useful-docs

Making a claim

If you don't need emergency assistance, you can make a claim when you get back home. Contact us at travel.claims@koganinsurance.com.au or on 1300 034 888.

Remember:

- Take reasonable steps to minimise your claim. Contact your airline or Travel provider for assistance if you need to rearrange your travel plans.
- Keep your receipts and any other supporting documentation e.g. travel provider cancellation letters. If you are claiming for additional meal, accommodation, and travel costs, please ensure you retain copies of all of your expense receipts.

If you are in Bali and need emergency assistance call us on +64 9 975 4408

General Advice

For details about what your policy covers, please refer to your Product Disclosure Statement. Limits, conditions and exclusions may apply under your policy.

We will assess all claims in accordance with your Product Disclosure Statement (PDS) and your Certificate of Insurance. Your cover will depend on the type of plan you purchased and your particular circumstances.