

## Important Information Regarding: Boeing 737 Operations Temporarily Grounded

**Issued: 14 March 2019**

### **Background**

On Wednesday March 13<sup>th</sup> 2019, the Boeing Company has recommended the temporary suspension of operations of their entire global fleet of 371 737 MAX aircraft.

With public concerns reported in the media over the safety of their aircraft, and in order to reassure the flying public, this decision was made after consultation with the U.S. Federal Aviation Administration (FAA), the U.S. National Transportation Safety Board (NTSB), aviation authorities and their customers around the world.

Boeing have advised this proactive step was taken out of an abundance of caution. Please confirm with your travel provider the most up to date information and whether you have been directly affected.

### **Policy coverage:**

#### **For policies/trips with a Relevant Time prior to 10AM (AEDT) 13 March 2019**

If you have been affected by this event there may be provision for you to claim for benefits provided by your travel insurance policy. Claims will be assessed in accordance with your Product Disclosure Statement and may vary depending on the type of policy you purchased.

### **Amendment Cover**

If your policy contains this benefit, there is cover (up to the nominated policy limits) for reasonable amendment costs incurred prior to departing on the Journey if Your existing travel plans are directly affected by the event. We will not pay more for rearranging (amending) the journey than the cancellation costs which would have been incurred had the journey been cancelled. There is no cover available for any portions of the Journey that have been utilised.

### **Travel Delay**

If your policy contains this benefit, and you qualify under the specific policy wording, there is cover for reasonable Additional accommodation expenses up to the policy limits.

### **Missed Connections**

If your policy contains this benefit, and you qualify under the specific policy wording, there is cover for reasonable Additional transport expenses incurred during the Journey for You to catch up with Your planned itinerary.

### **Cancel For Any Reason**

If your policy contains this benefit, this add-on is not affected in any way by this advice.

### **To submit your claim, please remember:**

- To keep all itemised receipts for additional purchases or costs incurred
- Obtain a letter from the travel provider confirming the length and reason for delay.
- The easiest way to lodge a claim is online via: <https://claims.travelinsurancepartners.com.au/>

### **For all policies/trips with a Relevant Time on or after 10AM (AEDT) 13 March 2019:**

There is no cover for policies issued after this date as it would no longer be deemed an unforeseeable event.

### **Costs that are not covered by your policy**

- Depending on the policy benefit claimed and our assessment, there is no cover available for policies purchased on or after **10AM (AEDT) 13 March 2019** as the event is no longer considered unforeseeable
- Costs that are incurred where your travel is not directly affected
- Where alternate travel is at a higher fare class than originally booked
- Travel arrangements that have already been used
- Costs excluded or above the limits outlined in your PDS
- Additional Expenses as it would not be a defined event under this benefit

### **Important general advice**

This information must be read in conjunction with the Product Disclosure Statement (PDS) as certain terms, conditions, limits, and exclusions apply. These terms, conditions, limits and exclusions are detailed in the PDS and in particular we draw your attention to 'The Benefits' and 'General Exclusions' section of the PDS.

### **Contact us**

If you have any further enquiries, please contact our Customer Service team on 1300 362 544 between 8am and 8pm Monday to Friday (AEDT)