

Important information for policyholders of nib nz travel insurance relating to Tigerair Australia and recent Bali flight cancellations

(As at 11/1/17)

Along with recent media reports, Tigerair Australia advises that they have cancelled flights between Bali and Australia from today, 11 January 2017, following new administrative requirements imposed by the Indonesian Government. It is anticipated further flight cancellations will be announced over the coming days.

Your policy will respond in the following ways:

For policies purchased before 4:00pm NZT on Wednesday 11 January 2017, cover may be available under Section 6: Travel delay and Section 9: Special events. Refer to your Product Disclosure Statement for full policy terms, conditions, limits and exclusions.

For policies purchased on or after 4:00pm NZT on Wednesday 11 January 2017, cover is not available for events arising from any cancelled Tigerair flights between Bali and Australia due to the new administrative requirements imposed by the Indonesian Government, as the event is no longer unforeseen.

Important

Refer to your travel services provider for direction in the first instance when services have changed; they can best assist you with making alternative arrangements. You must do everything you can to minimise and reduce the cost of your claim and provide all supporting documentation of the event and expenses incurred.

Emergency Assistance and Contacts

If you have an emergency, please contact our emergency assistance team as soon as possible on +61 2 9234 3170 or +61 2 8256 1570 or by email at assist@we.com.au. They are available 24 hours a day, 7 days a week. For the latest travel advice, refer to:

NZ Ministry of Foreign Affairs and Trade:
Tiger Airways:

www.mfat.govt.nz
www.tigerair.com.au

Any Questions?

Please contact nib Customer Service on 0800 888 nib (0800 888 642) or via our website at www.nib.co.nz/travel.

Claims Information

In the event of a claim covered by your policy, you must do everything you can to minimise and reduce the cost of the claim and provide all supporting documentation of the event and expenses incurred. If you intend to lodge a claim, please complete a claim form available from nib Customer Service or the nib website at nibtravel.co.nz/claims.

nib travel insurance is issued by nib nz limited NZCN 606264. We are a registered Financial Service Provider and member of the Insurance and Savings Ombudsman dispute resolution scheme. This is general advice, and you should consider if this product suits your needs. Before you buy, please read the policy document available from www.nib.co.nz. This insurance is underwritten by certain underwriters at Lloyd's and is managed by Cerberus.