

Important information for policyholders of nib Travel Insurance relating to the Zika virus

Advice as of 8/06/2016; updating last advice of 7/04/2016

For policies purchased after Wednesday 8th June 2016, no cover for cancellation/rearrangement is available:

Reports on the Zika virus have been extensively publicised in the mass media since late-January 2016, including reports from the Centers for Disease Control and Prevention (CDC), the World Health Organisation (WHO) and the NZ Ministry of Foreign Affairs and Trade (NZMFAT). We consider cancellation/rearrangement arising from the Zika virus to now be foreseen and, therefore, no longer covered.

For policies purchased by 23.59 AET on the dates noted in the table below for the respective locations:

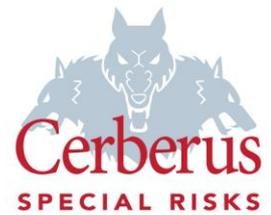
Cover continues under Benefit 2 – Cancellation Costs for those travellers who are pregnant in any trimester (and their accompanying partners/dependent children) who have to cancel or rearrange their travel plans to avoid travelling to the following Zika-affected countries/territories. No cover is provided for cancellation or rearrangement to the following locations if a policy was not issued by the cut-off dates noted below and/or if you are not pregnant at the time of travel. If you wish to change your travel plans, please contact your travel services providers directly for assistance.

Locations identified by the CDC as having locally-acquired Zika virus transmissions (cover cut-off dates):

25 January 2016	1 February 2016	9 March 2016
Barbados	American Samoa	New Caledonia
Bolivia	Costa Rica	
Brazil	Curacao	19 March 2016
Cape Verde	Nicaragua	Cuba
Colombia		
Dominican Republic	3 February 2016	22 March 2016
Ecuador	Jamaica	Dominica
El Salvador	Tonga	
French Guiana		7 April 2016
Guadeloupe	18 February 2016	Fiji
Guatemala	Aruba	Kosrae (part of Federated States of Micronesia)
Guyana	Bonaire	
Haiti		
Honduras	23 February 2016	8 June 2016
Martinique	Trinidad and Tobago	St Lucia
Mexico	Marshall Islands	Belize
Panama		Papua New Guinea
Paraguay	29 February 2016	Sint Maarten
Puerto Rico	Saint Vincent and the Grenadines	Saint Barthelemy
Saint Martin		Granada
Samoa	2 March 2016	Argentina
Suriname	Thailand (11:00 AET)	
U.S. Virgin Islands		All other locations not listed above.
Venezuela		

Medical Expenses Overseas

For those travellers issued with a policy prior to suffering a sudden illness from the Zika virus, medical expenses and medical evacuation (where medically necessary) cover are available. If you suddenly fall ill, contact our Emergency Assistance team on +61 2 9234 3170 or +61 2 8256 1570 for assistance.



Helpful Contacts

Centers for Disease Control and Prevention (CDC)
NZ Ministry of Foreign Affairs and Trade (NZMFAT)
World Health Organisation

cdc.gov/zika/geo
safetravel.govt.nz
who.int/en

Emergency Assistance

In an emergency, you must contact our emergency assistance team as soon as possible on +61 2 9234 3170 or +61 2 8256 1570 or email us at assist@we.com.au. Our team is available 24 hours a day, 7 days a week.

Any Questions?

Please contact nib Customer Service on 0800 888 nib (0800 888 642) or email us at contactus@nibtravel.co.nz or visit nibtravel.co.nz.

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 (including seeking compensation from any travel service providers), and provide all supporting documentation of the event and expenses incurred. To lodge a claim, complete the online claim form available via you'll need to download a claim form which is available via the 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 nib.co.nz. This insurance is underwritten by certain underwriters at Lloyd's and is managed by Cerberus.