

Important Information Regarding: Air Vanuatu Insolvency – May 2024

Issued: 22 July 2024

Background

On 9th May, hundreds of people across Australia; New Zealand; and the Pacific were left stranded after Vanuatu Air suddenly cancelled flights to and from Sydney; Brisbane and Auckland. This followed Air Vanuatu filing for insolvency on Monday 6 May 2024

It was reported that impacted passengers had not been offered alternative flights however Air Vanuatu said it is working with partner airlines to minimise disruption and will contact affected customers.

If you have been directly affected by this event and need medical assistance, please call our 24 hour emergency assistance team immediately on +61 2 8907 5290. We further urge you to pay close attention to the local media and emergency services.

Policy coverage:

There is no cover for claims arising from this event under your policy as this is no longer deemed an unforeseeable event.

If you decide to change your travel plans, we encourage you to speak with your travel agent or transport provider as soon as possible to minimise your out of pocket expenses.

Important points regarding cover

- Your insurance policy does not cover you for events that had already occurred at the relevant time of your policy/trip
- Your insurance policy does not cover you for events that you knew were going to impact your travel at the relevant time of your policy/trip

Free Extension of Insurance

The policy will not automatically extend if your return home is delayed due to events that had already occurred at the time you purchased your policy.

Important general advice

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

Contact us

If you are travelling and require travel or medical assistance, please contact our 24 hour emergency assistance team on +61 2 8907 5290.

For any general enquiries regarding the event please contact our Customer Service team on 1300 481 596 between 8am and 7pm Monday to Friday, 9am to 4pm Saturday and 10am to 3pm Sunday.