

## Important Information Regarding: Global IT Outage – July 2024

**Issued: 22 July 2024**

### Background

At 3pm on 19 July 2024, a major technical outage started affecting operations all over the world.

The outage has impacted many services and business including flights; banks (including online banking); payment systems and shopping centres, among others.

There is no evidence to suggest the event has been caused by a cyber-attack.

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.