

Important Information Regarding: Israel Situation – August 2024

Issued: 7 August 2024

Background

On Saturday 7 October, 2023, Hamas carried out an attack on Israel from Gaza prompting a retaliation from Israel which has led to unrest in the region which is ongoing as at today.

The Department of Foreign Affairs and Trade (DFAT) has advised:

- Do not travel to Gaza, border areas with Gaza, border areas with Lebanon and the West Bank (excluding East Jerusalem) due to the volatile security situation.
- Reconsider your need to travel to Israel and the Occupied Palestinian Territories. Higher travel alert levels apply to some areas.

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:

Costs that are not covered by your policy

- There is no cover for claims arising as a result of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.

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

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

A Free extension of Insurance is not available for delayed travel concerning this event as the event was considered known at the time the policy was available to purchase.

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.