

## Important Information Regarding: Lebanon Situation – August 2024

**Issued: 7<sup>th</sup> August 2024**

### Background

The Department of Foreign Affairs and Trade (DFAT) has advised Australians in Lebanon to leave immediately while flights are still available due to the volatile security situation. They warn that Beirut airport may close, or flight availability may be limited or expensive, where the Australian Government may not be able to assist you.

DFAT have advised Australians 'Do Not Travel' to Lebanon since 19 October 2023.

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 directly arising from you not following "Do not travel" advice issued by DFAT if the subject of the advice or warning is related to the nature of your claim.
- 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.

### Free Extension of Insurance

If the relevant time of your current trip pre-dates this travel advice and your travel is disrupted due to this event, impacting your ability to return home on your policy end date, your policy will freely extend until you are physically able to return home as soon as it becomes possible.

### Emergency Assistance

If Your trip involves travel to a country or part of a country the Australian Government on the [smartraveller.gov.au](https://smartraveller.gov.au) website has issued a "Do not travel" advice or warning, we may not be able to provide you with emergency assistance in that country.

### 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.