

# Variation Notice

This variation notice provides details of key changes effective from 4 February 2025, as they apply to Your Qantas Premier Titanium Credit Card Complimentary Insurance Terms and Conditions **(the current Complimentary Insurance Terms and Conditions)**.

These changes form part of, and must be read in conjunction with, the existing terms and conditions that govern Your account, which can be found at [qantasmoney.com/terms](https://qantasmoney.com/terms).

It's important that You read this notice carefully as it contains a summary of the changes and that You keep a copy for Your records. In this notice where we use capitalised terms, those have the same meaning as in the current Complimentary Insurance Terms and Conditions.

## Changes to the Qantas Premier Titanium Credit Card Complimentary Insurance Terms and Conditions

There are new Qantas Premier Titanium Credit Card Complimentary Insurance Terms and Conditions effective from 4 February 2025 (**the new Complimentary Insurance Terms and Conditions**) and these will replace the current Complimentary Insurance Terms and Conditions that have been in effect since 1 April 2023.

- The new Complimentary Insurance Terms and Conditions (effective 4 February 2025) are available at [qantasmoney.com/premiertitaniuminsurance-feb25](https://qantasmoney.com/premiertitaniuminsurance-feb25).
- The current Complimentary Insurance Terms and Conditions (which came into effect from 1 April 2023 and will be replaced) are available at [qantasmoney.com/premiertitaniuminsurance-apr23](https://qantasmoney.com/premiertitaniuminsurance-apr23).

As this variation notice contains a summary of changes only, it is important that You read and understand the new Complimentary Insurance Terms and Conditions, to ensure the cover meets your requirements – terms, conditions, exclusions, limits and sub-limits apply.

The Qantas Premier Titanium Credit Card Complimentary Insurance is issued by Chubb Insurance Australia Limited (ABN 23 001 642 020, AFSL No. 239687) and National Australia Bank Limited (NAB) (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) is the insured under that Group Policy.

### What are the changes in the new Complimentary Insurance Terms and Conditions?

- We are changing how You can claim under Trip Cancellation and Amendment Cover due to a Natural Disaster at Your home in Australia. Any Trip cancellation due to a Natural Disaster at Your home

in Australia is only qualified when it is an official warning by an Australian government or an Australian government agency. This means You will not be eligible for any claim for cancelling a Trip due to a Natural Disaster at Your home in Australia, if this is not officially declared by an Australian government.

- We are also removing Your ability to claim under Trip Cancellation and Amendment Cover as a result of border closure, or an upgraded “Do Not Travel” advisory warning, at the destination You planned to travel to, unless the nature of the warning was due to Natural Disaster. This means if the border closure or advisory warning in relation to another reason, such as a volatile security situation or civil unrest, is declared after You have made the Relevant Trip Purchase or You have started Your Trip, You are not eligible to claim under this cover. Note that “Do Not Travel” is the highest advice level issued by the Department of Foreign Affairs and Trade. For more information on travel advice please visit [smartraveller.gov.au](https://www.smartraveller.gov.au).
- In the event You are hospitalised as a result of an Injury or Illness covered under the Policy during Your Overseas Return Trip, Your Accidental Death Cover will no longer be automatically extended. Please note that the removal of Accidental Death Cover from Automatic End Date Extension will not affect the extension of cover for Overseas Medical Emergency Expenses Cover, Personal Baggage, Valuables, Money and Documents Cover and Personal Liability Cover.
- In the event that You are being struck by Public Transport, You are no longer covered under the Public Transport Accident Cover. The Public Transport Accident Cover continues to provide applicable benefit, if during Your Trip You sustain an Injury that results in an Accidental Death or Permanent Disablement when You are traveling as a passenger on Public Transport; or boarding or disembarking from Public Transport. This means that if You sustain an Injury

that results in an Accidental Death or Permanent Disablement as a pedestrian (not as a passenger of the Public Transport), this cover will not provide applicable benefit. However, You may be covered by other sections such as Accidental Death Cover.

- We are adding new Exclusions to the following covers, which means from 4 February 2025, You are not eligible to claim for Events that arises on these new Exclusions:
  - Personal Liability Cover does not extend to liability that arises from negligent supervision or vicarious acts of a minor or for any criminal proceedings taken against You.
  - Air travel for business purposes on a Non-Scheduled Flight is excluded on all covers.
  - Furniture, furnishings or household appliances are excluded under Personal Baggage, Valuables, Money and Travel Documents Cover.
- We have provided additional clarity on the following existing Exclusions in the new Complimentary Insurance Terms and Conditions:
  - Clarification that any costs related to pregnancy after the end of the 23rd week of pregnancy are excluded.
  - Clarification that any past medical condition(s) relating to a previous pregnancy or pregnancy complications prior to making the Relevant Travel Purchase are excluded.
  - Clarification on the type of insurance requirement and the type of private roads not excluded under Rental Vehicle Excess Cover.
  - Clarification that Personal Baggage delay or extended Personal Baggage delay when checked-in on the Scheduled Flight that returns the Covered Person Home is excluded.

- Clarification that coverage for any sporting equipment, bicycles, surfboards or waterborne craft (including their ancillary equipment) of any description is not excluded where the items are lost, stolen, accidentally damaged, or destroyed, while in the custody of a transport provider.
- Clarification that in the event of death under Overseas Medical Emergency Expenses Cover, the claim needs to be supported by a death certificate when reasonably practical to obtain one, and that benefits will be paid in Australian dollars.
- The following Definitions are updated in the new Complimentary Insurance Terms and Conditions:
  - Revised definitions of **Dentist** and **Doctor** to allow, where approved by Chubb Assistance, for a Covered Person or their Close Relative acting as a **Doctor** or **Dentist** in an emergency situation. A Covered Person or their Close Relative is still not able to act as a **Doctor** or **Dentist**, unless approved by Chubb Assistance.
  - **Excluded Sports and Activities** is revised by
    - Removing solo canyoning, solo caving, solo diving, solo mountain-climbing, baseball, fell running, luge, potholing, rugby, skeleton and white water canoeing;
    - Adding canyoning, caving, diving, mountain-climbing, four-wheel driving adventures, ultra-marathons, biathlons and triathlons.
  - Definition of **Money** does not include cryptocurrency.
  - **Non-Scheduled Flight** has been defined to mean a flight on an aircraft whose flights are not conducted in accordance with fixed flying schedules, over specific air routes, to and from fixed terminals. For example, a privately hired, rented or chartered air transport (such as a private jet or plane or helicopter).

- Definition of **Personal Baggage** also includes items of personal use.
  - Back and spine are now treated as separate categories under the definition of **Pre-Existing Medical Conditions**.
  - **Travel Documents** has been defined to mean travel tickets, passports, visas and driving licence and has replaced the prior defined term Documents where otherwise used.
- We are treating COVID-19 in the same way as any other Illness, except in cases of border closure, “Do Not Travel” warnings or mandatory quarantines. This means where there is coverage for Illness related events, it applies to COVID-19. From 4 February 2025 onwards, the cover is expanded to include all Illness related Events in the new Complimentary Insurance Terms and Conditions.
  - We are removing the requirement of being unmarried and living at Home from the definition of **Dependent Child(ren)**.
  - We have clarified the Terms and Conditions for Overseas Medical Emergency Expenses Cover to make clearer that if You require repatriation, and if Your original transportation cannot be used and You are deemed medically fit by the local treating Doctor or Chubb Assistance's medical officer, that we will cover repatriation (subject to any other terms or exclusions). You will still be required to make reasonable attempts to contact Chubb Assistance where You are reasonably able to do.
  - We are renaming Resumption of an Overseas Return Trip Cover to Resumption of Long Overseas Trip Cover. **Long Overseas Trip** is now a defined term which means an Overseas Return Trip with an itinerary of 15 days or more. We clarified that You need to have 14 days remaining on the Long Overseas Trip, starting on the date the Covered Person returns to Australia.

- We further clarified that under Public Transport Accident Cover, in the case of disappearance, other reasonable evidence can be accepted in place of death certificate.
- We have clarified that any costs for damage or injuries to a third-party vehicle or person under Rental Vehicle Excess Cover are excluded.
- We have added clarification that upon termination of the Group Policy, the insurance benefits are not available to You to claim for any Event that occurred after the termination date.
- We have clarified that any Costs incurred by You in providing documents required for Us to assess Your claim are payable by You.
- We have clarified that You need to advise us as soon as reasonably practicable of an Event which is likely to give rise to a claim under the Policy.

## **What does this mean for claims?**

If an occurrence that could give rise to a claim (an Event) takes place on or after 4 February 2025, the new Complimentary Insurance Terms and Conditions will apply to Your claim. If an Event takes place before 4 February 2025, the current Complimentary Insurance Terms and Conditions (which came into effect 1 April 2023) will apply to Your claim.

Please refer to the Eligibility for Insurance Table set out in the new Complimentary Insurance Terms and Conditions to see the eligibility criteria that needs to be met by You to be eligible for the benefits under the respective cover section(s).

# Qantas Premier Titanium Credit Card Complimentary Insurance Terms and Conditions

Effective from 1 April 2023



National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ["NAB"] is the Credit Provider and Issuer of Qantas Premier Titanium Credit Cards on behalf of Qantas Airways Limited ABN 16 009 661 901. NAB has acquired the business relating to these products from Citigroup Pty Limited (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) ["Citi"] and has appointed Citi to assist to administer the products.



# Contents

<b>General Terms and Conditions</b>	<b>4</b>
Terms and Conditions	4
Eligibility for cover under this Policy	7
Eligibility for Insurance Table	8
Cover Sections, Benefits and Benefit Limits	12
Exclusions within this Policy	12
Automatic End Date Extension	12
Important Things To Know About This Policy	13
Excess	13
Pre-Existing Medical Conditions	16
COVID-19	16
Pregnancy	16
Excluded Sports and Activities	17
Travelling Against Medical or Government Advice	18
Return Trips Only	18
Fraud	18
Goods and Services Tax	19
Australian Law	19
Australian Currency	19
Termination	19
<b>General Enquiries</b>	<b>19</b>
<b>Chubb Assistance (In the event of an Emergency)</b>	<b>19</b>
<b>Definitions</b>	<b>20</b>
<b>Coverage Summary</b>	<b>30</b>
<b>Schedule of Benefits</b>	<b>38</b>
<b>Section A – Trip Cancellation and Amendment Cover</b>	<b>44</b>
<b>Section B – Overseas Medical Emergency Expenses Cover</b>	<b>49</b>
<b>Section C – Accidental Death Cover</b>	<b>54</b>
<b>Section D – Public Transport Accident Cover</b>	<b>55</b>
<b>Section E – Loss of Income Cover</b>	<b>56</b>
<b>Section F – Resumption of an Overseas Return Trip Cover</b>	<b>58</b>
<b>Section G – Trip Delay Cover</b>	<b>60</b>
<b>Section H – Personal Baggage, Valuables, Money and Documents Cover</b>	<b>63</b>
<b>Section I – Hijack Cover</b>	<b>68</b>
<b>Section J – Personal Liability Cover</b>	<b>69</b>
<b>Section K – Rental Vehicle Excess Cover</b>	<b>71</b>
<b>Section L – Card Purchase Cover</b>	<b>73</b>
<b>Section M – Buyer’s Advantage Cover</b>	<b>75</b>
<b>General Exclusions Applicable to All Sections</b>	<b>77</b>
<b>How do I make a claim?</b>	<b>81</b>
<b>Complaints and Dispute Resolution</b>	<b>84</b>
<b>Financial Claims Scheme</b>	<b>85</b>
<b>Chubb Privacy Statement</b>	<b>86</b>
<b>General Insurance Code of Practice</b>	<b>88</b>
<b>Sanctions</b>	<b>89</b>

# Travel Tips

These travel tips are intended as general information only and do not take into consideration Your personal circumstances. Chubb does not accept any liability arising from any reliance upon these travel tips.

**Confirm whether you meet the eligibility criteria before going on a Trip**

**Register Your Trip with DFAT**

**Check the travel advice issued by Department of Foreign Affairs and Trade (DFAT) for Your travel destination and the countries You plan to visit on Your Trip**

**Pack a sufficient supply of Your regular medications in Your carry-on luggage. This way, if Your luggage is lost or delayed You won’t have any concern over taking Your medication as required**

**Find out the emergency services contact numbers for the destination(s) and any other countries You are travelling to. Record the numbers for police, ambulance, Your travel insurance provider and the nearest Australian Embassy**

**Visit Your Doctor and Dentist for a general check-up before You leave Home. Ask about any vaccinations relevant to Your destination and any other countries You intend to visit during Your Trip. Ensure Your regular vaccinations, such as the flu shot and tetanus shot, are up to date. Get Your Doctor to print a list of all Your current medications, their generic names, dosages and frequency taken. Print a spare copy and keep it separate from Your main luggage**

# General Terms and Conditions

This Policy is effective from 1 April 2023

Group Policy Number: 09NACCITQB

## Terms and Conditions

This Policy sets out important information about the insurance available to eligible Card Members and Additional Card Members. The Policy explains the nature of the arrangements and their relevant benefits and risks. If You feel that this product does not meet Your specific needs and intended coverage, this Policy may not be right for You. You may need to buy separate or additional insurance if You do not satisfy the eligibility requirements or if this Policy does not cover You or the things You need cover for.

No advice is provided by Chubb, National Australia Bank (NAB) or Citi on whether this insurance is appropriate for Your needs, financial situation or objectives. You need to decide if the limits, type and level of cover are appropriate for You. You are not obliged to accept any of the benefits of the cover applicable to Your Qantas Premier Titanium Credit Card. However, if You wish to make a claim under the cover provided within this Policy, You will be bound by the definitions, terms and conditions, exclusions and claims procedures set out in this document.

There is no obligation to accept any of the benefits of this Policy. However, if You wish to make a claim under the cover provided within this Policy, You will be bound by the definitions, terms and conditions, exclusions and claims procedures set out in this document.

### Group Policy with Chubb

National Australia Bank Limited (NAB) [ABN 12 004 044 937, AFSL and Australian Credit Licence 230686] is the insured under the Group Policy.

Where You have met the eligibility requirements set out in the Eligibility for Insurance Table, under the Group Policy You get automatic access to the benefits detailed in this Policy provided by Chubb as the insurer. You are not charged by Chubb for these benefits and can access the relevant benefits if You are a Card Member or an Additional Card Member.

NAB has the right to terminate the Group Policy or suspend any insurance benefits.

- If the insurance is terminated, the insurance benefits will no longer be available to Card Members to claim for any event that occurred after the termination date, even if Card Members are eligible before the termination date;

- If only certain coverage sections of the insurance benefits are suspended for a specific period of time, You will still be able to meet the eligibility criteria of the cover, except for these particular benefits.

NAB will notify You if NAB will take any of these actions.

### About Chubb Insurance Australia Limited

Chubb Insurance Australia Limited (ABN 23 001 642 020, Australian Financial Service (AFS) Licence No. 239687) (Chubb) is the insurer and issuer of this product. In this Policy, "We", "Us", "Our" means Chubb.

Chubb is an Australian financial services licensee (Licensee) authorised to deal in and provide advice in relation to general insurance products. Our contact details are:

ABN: 23 001 642 020

AFS Licence Number: 239687

Head Office: Grosvenor Place, Level 38, 225 George Street, Sydney NSW 2000

Postal address: GPO Box 4907, Sydney NSW 2001

P 1800 055 268

F +61 2 9335 3467

E [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com)

### Section 48 of the Insurance Contracts Act

Access to this insurance is provided to You solely by reason of the statutory operation of section 48 of the *Insurance Contracts Act 1984* (Cth). You are not a contracting insured (i.e. You cannot vary or cancel the cover – only NAB can do this) and You do not enter into any agreement with Us. Neither NAB nor Citi are the insurer, nor do they guarantee or hold this right on trust for You and they do not act as Chubb's agent (that is, on behalf of Chubb). Neither NAB, Citi nor any of their related corporations are Authorised Representatives (under the *Corporations Act 2001* (Cth)) of Chubb or any of its related companies.

### No Advice

NAB and Citi are not authorised to provide any advice, recommendations or opinions about this insurance on behalf of Chubb.

### Updating this Policy

Information in this Policy may be updated where necessary. A copy of any updated information is available to You at no cost by visiting the website at [qantasmoney.com/terms](http://qantasmoney.com/terms). NAB will notify You in writing when there is an update to this Policy.

### Other Insurance

The insurance cover described in this Policy is provided for Your benefit under the Group Policy entered into between Chubb and NAB. If You are entitled to receive a benefit or

make a claim under another policy (for example a home and contents policy, an alternative mobile phone policy or individual travel insurance) in respect to the same loss as Your claim under this Policy, then Chubb is not liable to provide indemnity under this Policy until the amount of any indemnity under the other policy is exhausted. Therefore, any insurance cover under this Policy in respect of the same loss shall only be excess insurance cover over and above the applicable policy. This clause does not apply to Section C – Accidental Death Cover or Section D – Public Transport Accident Cover.

### Important information about this Policy

As a Card Member or Additional Card Member, You are entitled to insurance coverage and services under this Policy when You have a Qantas Premier Titanium Credit Card and meet all the eligibility criteria (see the Eligibility for Insurance Table).

This Policy has been designed to offer two main insurance coverage and services. These include:

1. Travel insurance
2. Retail item protection

For travel insurance, the product and service has been designed to cover eligible\* Card Members and Additional Card Members:

- that have a valid Qantas Premier Titanium Credit Card (which means it is in-force and valid);
- that do not have a Pre-Existing Medical Condition as defined in this Policy;
- who are 79 years of age or younger when making a Relevant Travel Purchase;
- who are not travelling more than:
  - a) 180 consecutive days for Overseas Return Trips;
  - b) 14 consecutive days for Domestic Return Trips;
- who are a Resident of Australia;
- who start and end their Trip from Australia.

**\*Please refer to the Eligibility for Insurance Table for a list of eligibility criteria.**

### Remember to check this Policy

Please familiarise Yourself with this Policy. We want to ensure You are clear about what this Policy covers You for. If You are unclear about anything in this document, please call 1800 055 268 and Our insurance team will be happy to assist You with any enquiries.

It's important to check this Policy from time to time, particularly before You go away, to remind yourself of what is and isn't covered. Some things You might consider doing whilst travelling might be dangerous and not covered (for

example, jet skiing, bungee jumping or hiring a scooter if You don't have a motorcycle licence). You also need to make sure You take care of Your belongings, make sure You keep valuable possessions on You and never leave Your luggage Unattended (for example, in a car overnight).

**If You need to make a claim, keep supporting documents and proof of any loss, including all police reports, sales receipts and charge card statements showing any purchases made.**

The cover provided is subject to any endorsements and/or amendments to this Policy from time to time. A copy of any updated information is available to You at no cost by visiting [qantasmoney.com/terms](http://qantasmoney.com/terms).

This Policy replaces and supersedes any Policy previously issued prior to the effective date. This Policy applies to claims for Event(s) occurring on or after the effective date of this Policy. If the Event(s) occurred prior to the effective date of this Policy, the previous Policy will apply. You are not covered for Event(s) occurring on or after the termination date of the Policy.

### Eligibility for cover under this Policy

This Policy is available to Card Members for the above-mentioned Cards who meet the eligibility criteria. In order to meet the eligibility criteria, among other things, You need to use Your Qantas Premier Titanium Credit Card in accordance with the Eligibility for Insurance Table below. Not all cover sections have the same eligibility criteria, so it is important You understand when the benefits under this Policy become available to You.

**IMPORTANT:** You will only have access to the insurance benefits under this Policy if You satisfy the eligibility criteria as set out within this Policy.

**See the Eligibility for Insurance Table for details of when You are eligible for cover.**

## Eligibility for Insurance Table

Cover Section	Eligibility Criteria	When are the benefits available under this Policy?	When are no benefits available under this Policy?
	<b>To be eligible for the benefits under the cover section(s) of the Policy, the following eligibility criteria needs to be met:</b>		
<b>Travel Insurance Cover (Sections A to J)</b>	<ol style="list-style-type: none"> <li>1. You are a Covered Person.</li> <li>2. You are a Resident of Australia.</li> <li>3. You are either:               <ol style="list-style-type: none"> <li>a) going on a Domestic Return Trip and prior to the Trip departure date You:                   <ol style="list-style-type: none"> <li>i) spend \$500 or more on accommodation; or</li> <li>ii) pay the full amount of a return Scheduled Flight or Scheduled Cruise ticket for each Covered Person;                       <p>by charging the payment to Your Qantas Premier Titanium Credit Card and/or using Qantas points earned on the Qantas Premier Titanium Credit Card to meet 3a i) or ii).</p> </li> </ol> </li> <li>b) going on an Overseas Return Trip and prior to the Trip departure date You pay the full amount of a return Scheduled Flight or Scheduled Cruise ticket for each Covered Person;                       <p>by charging the payment to Your Qantas Premier Titanium Credit Card and/or using Qantas points earned on the Qantas Premier Titanium Credit Card to meet 3b.</p> </li> </ol> </li> <li>4. The Qantas Premier Titanium Credit Card must be open (which means it is in-force and valid) when You meet condition 3.</li> <li>5. You must be 79 years of age or younger when You first become eligible for this cover by meeting conditions 1 to 4 above.</li> </ol>	<p>If You have satisfied the eligibility criteria, You will have cover for the Domestic Return Trip or Overseas Return Trip that eligibility condition 3 applies to.</p>	<p>There is no cover under this Policy if:</p> <ol style="list-style-type: none"> <li>1. You do not meet the eligibility criteria;</li> <li>2. You are going on a One-Way Trip;</li> <li>3. You only pay for a one-way Scheduled Flight or Scheduled Cruise ticket;</li> <li>4. Your Qantas Premier Titanium Credit Card is closed (meaning it is terminated);</li> <li>5. the Group Policy is terminated.</li> </ol> <p>Please also refer to the Terms, Conditions and Exclusions within each cover section and the General Exclusions within this Policy.</p>

Cover Section	Eligibility Criteria	When are the benefits available under this Policy?	When are no benefits available under this Policy?
	<b>To be eligible for the benefits under the cover section(s) of the Policy, the following eligibility criteria needs to be met:</b>		
<b>Rental Vehicle Excess Cover (Section K)</b>	<ol style="list-style-type: none"> <li>1. You are a Covered Person.</li> <li>2. You are a Resident of Australia.</li> <li>3. You hire a Rental Vehicle for less than thirty (30) days and pay the entire cost including the comprehensive vehicle insurance using Your Qantas Premier Titanium Credit Card.</li> <li>4. The Qantas Premier Titanium Credit Card must be open (which means it must be in-force and valid) when You meet condition 3.</li> <li>5. You are seventy-nine (79) years of age or younger when You first become eligible for this cover by meeting conditions 1 to 4 above.</li> </ol>	If You have satisfied the eligibility criteria, You will have cover for the excess applicable to the Rental Vehicle that eligibility condition 3 applies to.	<p>There is no cover under this Policy if:</p> <ol style="list-style-type: none"> <li>1. You do not meet the eligibility criteria;</li> <li>2. Your Qantas Premier Titanium Credit Card is closed (meaning it is terminated);</li> <li>3. the Group Policy is terminated.</li> </ol> <p>Please also refer to the Terms, Conditions and Exclusions within the cover section and the General Exclusions within this Policy.</p>
<b>Card Purchase Cover (Section L), Buyer's Advantage Cover (Section M)</b>	<ol style="list-style-type: none"> <li>1. You are a Covered Person.</li> <li>2. You are a Resident of Australia.</li> <li>3. You purchase an Eligible Item and pay the entire cost using the Card Member's Qantas Premier Titanium Credit Card.</li> <li>4. The Qantas Premier Titanium Credit Card must be open (which means it must be in-force and valid) when You meet condition 3.</li> </ol>	If You have satisfied the eligibility criteria, You will have cover for the Eligible Items that eligibility condition 3 applies to.	<p>There is no cover under this Policy if:</p> <ol style="list-style-type: none"> <li>1. You do not meet the eligibility criteria;</li> <li>2. Your Qantas Premier Titanium Credit Card is closed (meaning it is terminated);</li> <li>3. the Group Policy is terminated.</li> </ol> <p>Please also refer to the Terms, Conditions and Exclusions within each cover section as well as the General Exclusions within this Policy.</p>

## Cover Sections, Benefits and Benefit Limits

The cover We offer will be dependent on Your Trip (overseas or domestic). The cover sections, benefits and benefits limits will vary based on Your Trip.

Not all benefits listed within each cover section are available for a Trip. Please refer to the Schedule of Benefits within this Policy to confirm the cover and limits offered for Your Trip.

The Schedule of Benefits provides the limit[s] we will pay to each of the cover sections for a Trip. It includes maximum amounts payable under each section together with any applicable sub-limit, waiting period and the Excess that applies.

## Exclusions within this Policy

As with all insurance, there are certain exclusions that apply. Some exclusions only apply to certain benefits under the Policy, while other exclusions apply to all claims. You should read the following:

- General Exclusions which apply to all claims;
- each cover section includes information about what We cover, any Terms and Conditions that applies, and exclusions under the heading 'Exclusions applicable ...'.

To ensure You understand when We will pay for a claim, You should read each section carefully, including each benefit covered under 'What We Cover' together with any 'Terms and Conditions' and 'Exclusions applicable' under each cover section.

## Automatic End Date Extension

In the event that You are prevented from completing the return leg of a Trip as a result of an unavoidable delay from Your Public Transport, We will automatically provide an extension of cover for up to 3 days for You to return to Australia.

In the event You are hospitalised as a result of an Injury or Illness covered under this Policy, during Your Overseas Return Trip, the following cover sections:

- (B) Overseas Medical Emergency Expenses Cover;
- (C) Accidental Death Cover;
- (H) Personal Baggage, Valuables, Money and Documents Cover;
- (I) Hijack Cover;
- (J) Personal Liability Cover;

will automatically extend beyond the return date until one of the following first occurs:

- a) 12 months have elapsed since the date of the Injury or Illness; or
- b) You return to Australia; or

- c) You have been declared fit to travel by a treating Doctor or when recommended by Chubb Assistance's medical officer to return to Australia but You decide to remain overseas.

## Important Things To Know About This Policy

### Age Limits

Please note that to be eligible for some of the benefits under this Policy, age limits apply. Please see the table below for a summary of the age limits that apply within this Policy.

Cover Section	Age Limit
<b>Age Limit for Covered Person</b>	
<b>Travel Insurance Cover</b> (Section A-J)	You must be 79 years of age or younger when You make Your Relevant Travel Purchase.
<b>Rental Vehicle Excess Cover</b> (Section K)	You must be 79 years of age or younger when You meet the eligibility criteria as specified in the Eligibility for Insurance Table.
<b>Card Purchase Cover</b> (Section L)	No age limitations apply for these cover sections.
<b>Buyer's Advantage Cover</b> (Section M)	
<b>Age Limit for Close Relative or Travelling Companion</b> If Your claim relates to cancellation or disruption of Your Trip due to an Injury or Illness of Your Close Relative or Travelling Companion, age limits also apply.	
<b>Trip Cancellation and Amendment Cover</b> (Section A)	Close Relative or Travelling Companion must be 79 years of age or younger when You make Your Relevant Travel Purchase.
<b>Resumption of an Overseas Return Trip Cover</b> (Section F) (cover under this section applies for Close Relatives only)	

## Excess

**Where applicable, an Excess is applied for each Covered Person, for each Event.**

If a claim is covered, the Excess is deducted from the amount We will pay and before any relevant depreciation and limits have been applied to the claim amount.

The Excess amount is specified in the Schedule of Benefits.

An Excess may also be a waiting period, which is the amount of time you have to wait until the benefit may become payable.

### Example

The below examples are provided for illustrative purposes only. Each claim will be assessed individually, based on the facts relative to the specific claim

Example A:	Example B:	Example C:
<p>Anna books accommodation to the Sunshiny caravan park. Her Trip with the family is in summer, which is 3 months away. A week before the start of the family Trip, her son has an accident at school and breaks his leg. Unfortunately, he needs surgery and the Doctor confirms its best to be at home for the recovery. Anna paid \$1,200 for the accommodation. The Excess is \$250.</p> <p>a) Check the total cover limits and sub-limits in Schedule of Benefits. The amount claimable is below these limits</p> <p>b) Deduct the Excess of \$250</p> <p>Calculation for the amount payable by Us: Accommodation – Excess = amount payable \$1,200 – \$250 = \$950</p>	<p>Jane travels to Brazil and while she is in Brazil her laptop is stolen. She reports the theft to the police and provides Us with the required documentation. Jane paid \$6,000 for her laptop 12 months prior to this Event. Jane's Excess is \$250.</p> <p>a) Establish original purchase price of the laptop: \$6,000</p> <p>b) Apply depreciation*:</p> <ul style="list-style-type: none"> <li>• 2.5% per month for 12 months = 30% depreciation.</li> <li>• 30% of \$6,000 = \$1,800 total depreciation.</li> </ul> <p>c) Establish current value of the laptop by subtracting depreciation from the purchase price of the laptop</p> <ul style="list-style-type: none"> <li>• \$6,000 – \$1,800 = \$4,200</li> </ul> <p>d) Check the total and per item limit shown in the Schedule of Benefits and select the lesser of the current value of the laptop or the item sub-limit. If the per item limit is \$2,500 which is lower than the current value \$4,200, We take the lower number = \$2,500</p> <p>e) Deduct the Excess of \$250</p> <p>f) Calculation for the amount payable by Us: Limit per item – Excess = amount payable \$2,500 – \$250 = \$2,250</p>	<p>Rob and his wife travelled to France for 14 days. On the 4th day of their trip, Rob slips down the stairs at the hotel. Thankfully it's not a major injury, but he did twist his ankle and needs to seek medical attention. He was billed \$500 for the doctor's appointment including some scans and medication. On the 8th day, Rob had his laptop stolen which is worth \$1,000. Unfortunately, on the last day of their trip, Rob's wife then lost her smartphone. When they return to Australia, Rob submitted a claim for the 3 Events. As Rob and his wife had 3 Events during their trip to France, an Excess would be applied to each of the Events (and Covered Persons).</p> <p>Claim 1: \$500 Medical costs – \$250 excess = \$250 amount payable</p> <p>Claim 2: \$1,000 laptop – \$150 depreciation – \$250 excess = \$600 amount payable</p> <p>Claim 3: \$900 smartphone – \$250 excess = \$650 amount payable</p> <p>Total amount payable by Us = \$1,500</p>
<p>*For depreciation details, please review Section H – Personal Baggage, Valuables, Money and Documents Cover</p>		

## Pre-Existing Medical Conditions

This policy **does not cover** any Pre-Existing Medical Conditions under Sections A-K below. If You have Pre-Existing Medical Conditions, this cover may not be right for You. Before You make Your Relevant Travel Purchase, You should consider whether a medical condition is considered Pre-Existing based on the Pre-Existing Medical Condition definition within this Policy.

## COVID-19

### What is covered?

This Policy provides cover for costs incurred from having to Cancel, Curtail or change Your Trip because You or Your Travelling Companion contract Coronavirus Disease 2019 (COVID-19). The Policy also provides cover for overseas medical emergency expenses incurred on Your Overseas Return Trip, and transportation of remains or burial if You die during Your Trip, as a result of You having contracted COVID-19 which was first confirmed or diagnosed while on Your Trip. See Section A – Trip Cancellation and Amendment Cover (specified Event 1) and Section B – Overseas Medical Emergency Expenses Cover for details.

### What is not covered?

This Policy **does not cover**, and We will not (under any other part of the Policy) pay for claims of any other kind directly arising from, relating to or in any way connected with COVID-19 (or any mutation or variation thereof) and/or its outbreak, apart from the cover provided in Section A – Trip Cancellation and Amendment Cover (specified Event 1) and Section B – Overseas Medical Emergency Expenses Cover.

## Pregnancy

It's important to understand how pregnancy affects Your cover under this Policy. Whilst Your retail item benefits are unaffected, some of Your travel insurance benefits are limited as summarised below.

You will not be covered for costs associated with the actual birth of Your child or any pregnancy related medical conditions You are suffering from. For more information see – **When are You not covered?** [below].

### When does the travel insurance cover You, if You are pregnant?

If You are pregnant, You are covered for claims that arise from Your pregnancy, under:

1. **Section B – Overseas Medical Emergency Expenses Cover** when You are on an Overseas Return Trip, if You have a sudden and unexpected Injury or Illness which:

- a) occurs before the end of the 23rd week of Your pregnancy; and
  - b) is not otherwise excluded within this Policy.
2. **Section A – Trip Cancellation and Amendment Cover;** if You have a sudden and unexpected Injury or Illness arising from or related to Your pregnancy that prevents You from going on the Trip or continuing the Trip, and which:
    - a) is confirmed by medical evidence provided by a treating Doctor; and
    - b) is not otherwise excluded within this Policy.

### How is the number of weeks of pregnancy calculated?

The number of weeks of Your pregnancy is calculated from the last known date of Your menstrual period or calculated from a staging ultrasound.

### When are You not covered?

You are not covered for any costs arising from or related to:

- a) any Pre-Existing Medical Condition;
- b) any costs under Section B – Overseas Medical Emergency Expenses Cover after the end of the 23rd week of Your pregnancy;
- c) any costs under Section B – Overseas Medical Emergency Expenses Cover arising from childbirth or the health of a newborn child. This exclusion applies irrespective of the stage of pregnancy at which the child is born. A newborn (whether premature or otherwise) is not considered a Covered Person under the Policy if the child was born on the Trip;
- d) any costs under Section B – Overseas Medical Emergency Expenses Cover arising from or relating to an abortion, unless this is to save the life of the mother following an Injury or Illness;
- e) any costs under Section B – Overseas Medical Emergency Expenses Cover arising from fertility treatment or treatment associated with an assisted reproduction program including but not limited to, in vitro fertilisation (IVF).

## Excluded Sports and Activities

Not everything You do on your Trip will be covered by this Policy. This includes

- some popular holiday activities such as bungee jumping, jet skiing, horse riding or trekking (with climbing equipment or when You are above 3,000 metres from sea level).
- a sporting event where You may be eligible to receive a fee, including prize money.



Please see the definition of 'Excluded Sports and Activities' for a full list of activities and sports which are not covered under this Policy.

## Travelling Against Medical or Government Advice

If You are advised not to travel or not to go on a particular Trip (for example, to a specific destination), You must comply with that advice. You will not be covered under Sections A-K of this Policy if You start a Trip against the following advice:

- i) a treating Doctor advises You not to travel; or
- ii) an Australian State or Territory or the Australian Federal Government or an Australian government agency (such as DFAT) advises You not to travel (for example, through border closures or 'Do Not Travel' travel advisories). This exclusion applies even if You have been granted a travel exemption by an Australian State or Territory, the Australian Federal Government or an Australian government agency (such as DFAT) to travel.

If You are advised not to travel **after** You have made Your Relevant Travel Purchase, You may be entitled to cancel or change Your Trip and make a claim under Section A – Trip Cancellation and Amendment Cover (subject to the terms and conditions of this Policy).

## Return Trips Only

You are only eligible for cover under Sections A-K of this Policy for return Trips i.e. trips that begin and end from Your Home or Work in Australia. It does not cover One-Way Trips where You have no plans to return to Australia. If you have not made Your Relevant Travel Purchase prior to your Trip departure date, you are not eligible for cover under this Policy. Please refer to the Eligibility for Insurance Table for more information.

## Fraud

Chubb considers it important for customers to take insurance fraud seriously. Creation or submission of false documents, or exaggerating a genuine claim is considered insurance fraud. Such behaviour has a negative impact on the cost of insurance for all customers.

We utilise Our dedicated special investigations unit at Chubb to detect and investigate selected claims daily. When the evidence supports it, Chubb will report suspect claims to the police and dedicate resources to assisting any potential criminal prosecutions.

## Goods and Services Tax

If We agree to pay a claim under Your Policy, We will base any claim payment on the Goods and Services Tax (GST) inclusive costs (up to the relevant benefit limit).

## Australian Law

Your Policy is governed by the laws of the State or Territory of Australia where Your Home is. Any dispute or action in connection with Your Policy shall be conducted and determined in the courts of the State or Territory of Australia where Your Home is.

## Australian Currency

All payments by You to Us and Us to You under Your Policy must be in Australian currency.

## Termination

Cover is terminated at the earlier of the following:

- cancellation of Your Qantas Premier Titanium Credit Card account; or
- termination of the Group Policy.

Upon termination of Group Policy, the insurance benefits will no longer be available to Card Members to claim for any event that occurred after the termination date, even if Card Members are eligible before the termination date.

NAB will notify You if the Group Policy is terminated.

## General Enquiries

If You have any questions about Your Policy, You can either:  
Email Chubb at [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com)  
Write to Chubb at GPO Box 4065, Sydney NSW 2001  
Call Chubb on 1800 055 268 (Monday to Friday 8:30am-5:00pm AEST)

## Chubb Assistance (In the event of an Emergency)

### Emergency assistance around the world

In the event of a medical or similar emergency whilst overseas simply phone **+61 2 8907 5666** to get immediate help in locating medical assistance in Your local area.

For all non-emergency matters, contact Chubb Customer Service on **1800 055 268**.

Where Your claim is excluded or falls outside the Policy coverage, the provision of emergency assistance by Chubb Assistance will not in itself be an admission of liability.

Considerable effort is made to locate, assess and reassess medical facilities and other services worldwide. However, the medical standards, sanitary conditions, reliability of telephone systems and facilities for medical services differ from country to country and accordingly, it is not always possible to have control over these factors. In the circumstances, responsibility for any loss, medical complication or death resulting from any factor reasonably beyond Our control, cannot be accepted by Chubb Assistance or Us.

## Definitions

The following words when used with capital letters in this document have the meaning given below.

**Accidental Death** means death occurring as a result of an Injury.

**Additional Card Member** means a person who holds an additional Qantas Premier Titanium Credit Card which attaches to the Card Member and may have previously been referred to as a supplementary card member.

**Appointed Claims Handler** means Chubb or its claims handling agent and/or representative.

**Australia** means the area enclosed by the territorial waters of the Commonwealth of Australia where Medicare benefits are payable. 'Australian' has a corresponding meaning.

**Card Member** means the person who is the primary account holder of an issued Qantas Premier Titanium Credit Card.

**Chubb** means Chubb Insurance Australia Limited (ABN 23 001 642 020, AFS Licence No. 239687) of Grosvenor Place, Level 38, 225 George Street, Sydney NSW 2000 (Chubb).

**Chubb Assistance** means the service provider acting on behalf of Chubb to provide emergency assistance.

**Citi** means Citigroup Pty Limited ABN 88 004 325 080, AFSL and Australian Credit Licence 238098.

**Close Relative** means Spouse, de-facto, parent, parent-in-law, step-parent, child, step-child, brother, half-brother, step-brother, brother-in-law, sister, half-sister, step-sister, sister-in-law, daughter-in-law, son-in-law, niece, nephew, uncle, aunt, grandparent or grandchild.

**Covered Person** means the Card Member or an Additional Card Member, and their accompanying:

1. Spouse; and
2. legally Dependent Child(ren).

**COVID-19** means Coronavirus Disease 2019.

**Dentist** means a legally registered dental medical practitioner who is not You or Your Close Relative.

**Dependent Child(ren)** means any child (including step-child or legally adopted child) of a Card Member, Additional Card Member or Spouse who is unmarried and living at Home and where the child is primarily dependent upon the Card Member, Additional Card Member or Spouse for maintenance and support, where the child travels with the Card Member or Additional Card Member on each part of the Trip and the child is:

- a) 18 years of age or younger; or
- b) 24 years of age or younger and is a full-time student of an accredited institution of higher learning; or
- c) of any age permanently mentally or physically incapable of self-support, as confirmed by medical evidence from a Doctor and who is permanently living with the Card Member, Additional Card Member or Spouse.

**Doctor** means a legally registered medical practitioner who is not You or Your Close Relative.

**Documents** means, travel tickets, passports, visas and driving licence.

**Domestic Return Trip** means a trip within Australia having at least one overnight stay at Your destination which is more than 150-kilometre radius from Your Home: starting:

- a) when You leave Your Home or Your Work (whichever occurs last) to travel to Your destination; and

ending the earlier of:

- b) when You return to Your Home; or
- c) when Your Trip exceeds 14 consecutive days.

**Eligible Item** means an item:

1. that is purchased from a retailer solely for personal use; and
2. that is new and has not been used in any way at the time of purchase; and
3. the cost of which has been charged to Your Qantas Premier Titanium Credit Card.

**Event(s)** means an occurrence that could give rise to a claim for a benefit under Your Policy. Any one occurrence or series of occurrences attributable to one source or originating cause is deemed to be one Event.

**Excess** means the amount payable by each Covered Person for each claimable Event, when indicated. This means that if such claim is covered, the Excess will be deducted after any relevant depreciation and limits have been applied to the amount being claimed. For example, if the excess is \$250 and Your claim is accepted, and You are claiming \$500 (where no depreciation is applied), the calculation is: \$500 – \$250 (the excess) = \$250.

**Excluded Sports and Activities** means boxing; cave diving; horse jumping; horse riding; hunting and hunting on horseback; professional sports; solo canyoning; solo caving; solo diving; solo mountain-climbing; steeple chasing; any form of motor racing, speed, performance or endurance tests; abseiling; American football; baseball; bob sleigh; bungee jumping; base jumping, canoeing; clay pigeon shooting; deep sea fishing; fell running; go-karting; hang gliding; heli-skiing; hockey; hot air ballooning; ice hockey; jet biking and jet skiing; luge; martial arts; micro-lighting; mountain biking off tarmac; mountaineering; parachuting; paragliding; parascending; paraskiing; polo; potholing; quad biking; rock climbing; rugby; SCUBA diving deeper than 30 metres; skeleton; skidoo; ski-jumping; ski-racing; ski-stunting; tour operator safari (where You or any tourist will be carrying guns); trekking requiring climbing equipment and/or You are above 3,000 metres from sea level; war games/paint ball; white water canoeing and rafting; yachting more than 20 nautical miles from the nearest coastline.

**Forcible Entry** means unlawful entry by forcible and violent means, as evidenced by a broken window, damaged or picked lock, broken hinge or door handle.

**Group Policy** means the Master Policy entered between NAB and Chubb as detailed in the 'General Terms and Conditions' section of this Policy.

**Hijack** means the unlawful seizure of or wrongful exercise of control of the aircraft or other Public Transport on which You are travelling. 'Hijacking', 'Hijacked' and 'Hijackers' have the same corresponding meaning.

**Home** means Your usual place of residence in Australia (where You live).

**Illness** means a sickness or disease which requires treatment by a Doctor or a Dentist. An Illness is not a Pre-Existing Medical Condition and is not an Injury.

**Injury** means an accidental bodily injury resulting solely and directly from:

- a) a sudden, external and identifiable Event that happens by chance and could not have been expected from the perspective of the Covered Person; and
- b) which occurs independently of any Illness or any other cause; and
- c) causes a loss within 12 months of the accident.

It does not mean an Illness or any Pre-Existing Medical Condition.

**Insolvency** means bankruptcy, provisional liquidation, liquidation, insolvency, appointment of a receiver or administrator, entry into a scheme of arrangement, statutory protection stopping the payment of debts or

the happening of anything of a similar nature under the laws of any jurisdiction.

**Manual Work** means paid work which involves the installation, assembly, maintenance or repair of electrical, mechanical or hydraulic plant (other than in a purely managerial, supervisory, sales or administrative capacity). It also means manual labour of any kind including, but not restricted to, hands-on work such as a plumber, electrician, lighting or sound technician, carpenter, painter, decorator or builder.

**Medical Emergency** means an Injury, sudden and unforeseen Illness or dental issue, suffered by You while on an Overseas Return Trip (except when in Australia when You leave Your Home or Work to travel to the airport or a harbour port or when You arrive Home having travelled from the airport or harbour port), which results in Your immediate need for Treatment which cannot be reasonably delayed without causing discomfort or risk of aggravation in the opinion of a local treating Doctor or by Chubb Assistance.

**Money** means currency, travellers' cheques, hotel and other redeemable holiday vouchers and petrol coupons.

**Monthly Salary** means:

1. for an employed person: Your regular monthly pre-tax base salary paid every calendar month excluding bonus, commission, overtime or any other variable income; or
2. for a self-employed person: monthly pre-tax income derived from personal exertion, after deduction of all expenses incurred in connection with the derivation of that income, averaged over the period of 12 months immediately preceding the loss of income or over such shorter period as they have been self-employed.

**NAB** means National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ("NAB"), the Policy holder.

**Natural Disaster** means volcanic eruption, flood (more than 20,000 square metres of normally dry land), tsunami, earthquake, landslide, hurricane, cyclone, typhoon, tornado or bushfire. It does not mean any infectious or contagious disease or virus regardless of transmission (including pandemic or epidemic).

**One-Way Trip** means any trip for which You are unable to provide evidence of Your intention to return to Your Home or Your Work.

**Overseas Return Trip** means a trip where Your destination is outside of Australia:

starting:

- a) when You leave Your Home or Your Work (whichever occurs last) to travel to the airport to fly on Your Scheduled Flight; or

- b) when You leave Your Home or Your Work (whichever occurs last) to travel to a harbour port to board a Scheduled Cruise; and
- ending the earlier of:
- c) when You return to Your Home having travelled from the airport or harbour port; or
  - d) when Your Trip exceeds 180 consecutive days.

**Pair or Set** means a number of items used together, associated as being similar or corresponding (including attached and unattached accessories) and being regarded as 1 unit.

**Permanent Disablement** means a loss caused by an Injury which results in the:

- i) complete and permanent severance of a foot at or above the ankle joint; or
- ii) complete and permanent severance of a hand at or above the wrist; or
- iii) irrecoverable loss of the entire sight of an eye.

**Personal Baggage** means items of necessity, ornament or personal convenience for Your individual use during the Trip, including clothing, toiletries, and personal effects worn or carried by You within a suitcase (or similar). It does not include Valuables.

**Policy** means this document which details the insurance benefits available to You under the Group Policy including all relevant terms, conditions and exclusions.

**Pre-Existing Medical Condition** means any physical defect, medical or dental condition, illness, injury or disease that:

1. within the two (2) years prior to You making Your Relevant Travel Purchase:
  - a) requires either of the following:
    - i) ongoing medication for treatment or risk factor control;
    - ii) prescribed medication from a Doctor;
    - iii) check-ups, consultations, reviews or progress advice (other than those recommended by a Doctor to review a previous condition that is considered by a Doctor prior to You making Your Relevant Travel Purchase to be cured or in complete remission); or
    - iv) surgery; or
  - b) is either:
    - i) under investigation;
    - ii) pending diagnosis or test results;
    - iii) chronic or arthritic; or

2. within the three (3) years prior to You making Your Relevant Travel Purchase involves:

- a) any of the following body parts:
  - i) heart;
  - ii) brain (other than a mental health related condition);
  - iii) liver;
  - iv) back/spine;
  - v) kidneys;
  - vi) cardiovascular or circulatory or respiratory system; and
- b) where such medical condition either
  - I) involved a hospital emergency visitation or being an inpatient in hospital; or
  - II) required or requires surgery, a specialist appointment or consultation; or
  - III) requires:
    - i) ongoing medication for treatment or risk factor control; or
    - ii) prescribed medication from a Doctor; or
    - iii) check-ups, consultations, reviews or progress advice (other than those recommended by a Doctor to review a previous condition that is considered by a Doctor prior to You making Your Relevant Travel Purchase, to be cured or in complete remission); or
- c) is currently either:
  - i) under investigation; or
  - ii) pending diagnosis or test results; or

3. within the five (5) years prior to You making Your Relevant Travel Purchase related to cancer; or

4. within the three (3) months immediately prior to You making Your Relevant Travel Purchase led to the manifestation of symptoms where a reasonable person in the circumstances would be expected to be aware of or a reasonable person under the circumstances would have foreseen.

**Public Place** means, but is not limited to, shops, buses, planes, trains, taxis, airports, bus depots, hotel foyers, restaurants, cafes, beaches, entertainment venues and any place that is accessible by the public.

**Public Transport** means an air, land, water or rail passenger transport that operates to a published timetable or schedule and is available to the public. It does not mean privately hired, rented or chartered air, land or water transport (such as a taxi, Uber, Limousines, helicopter, private jet or plane).

**Qantas Premier Titanium Credit Card** means an open (meaning it is in-force and valid) Qantas Premier Titanium credit card account issued by NAB, to a Card Member, billed from Australia and in Australian dollars.

**Relevant Travel Purchase** means:

1. if You are going on a Domestic Return Trip, prior to the Trip departure date You:
  - a) spend \$500 or more on accommodation; or
  - b) pay the full amount of a return Scheduled Flight or Scheduled Cruise ticket for each Covered Person,
2. if You are going on an Overseas Return Trip, prior to the Trip departure date You pay the full amount of a return Scheduled Flight or Scheduled Cruise ticket for each Covered Person;

using:

- i) the Card Member's Qantas Premier Titanium Credit Card; and/or
- ii) Your corresponding Qantas points earned on the Qantas Premier Titanium Credit Card.

**Rental Agreement** means the contract of hire between the Rental Company and You in respect of a Rental Vehicle.

**Rental Company** means a company or agency that hires Rental Vehicles and is fully licensed with the regulatory authority of the Country, state or local authority where the Rental Vehicle is collected.

**Rental Vehicle** means any sedan, station wagon, hatchback or sports utility vehicle (SUV) rented under a Rental Agreement on a daily or weekly basis from a Rental Company. It does not mean trucks, mini buses, buses, trailers, caravans, campervans, motorcycles, mopeds, motorbikes, motor homes, scooters or bicycles.

**Rental Vehicle Deductible** means the amount (insurance excess) payable by You for each and every claim when You have purchased the comprehensive vehicle insurance proposed by the Rental Company.

**Repatriation/Evacuation** means Your:

1. transportation to the nearest hospital, if transportation is not provided free of charge in the country of incident; or
2. evacuation to the nearest adequately equipped hospital in the event that local medical facilities consider they cannot adequately treat You or where Chubb Assistance's medical officer considers local medical facilities to be inadequate; or
3. repatriation directly to Australia when permitted by the local treating Doctor or when recommended by Chubb Assistance's medical officer; or

4. return to Australia after hospitalisation, provided that You are deemed to be medically fit for travel by a treating Doctor or by Chubb Assistance's medical officer, and that Your original means of transportation cannot be used.

**Resident of Australia** means an Australian citizen, holder of an Australian permanent residency visa, partner/spouse visa, Australian skilled migrant visa (including 457 and Temporary Skill Shortage (TSS) visa), or a student visa:

- a) with a right to entry into Australia in accordance with their citizenship, residency or visa;
- b) with access to long-term medical care in Australia;
- c) who has a permanent Australian residential address; and
- d) who currently resides in Australia.

**Scheduled Airline** means airline passenger transport that operates to a published timetable or schedule and is available to the general public. It does not mean privately hired, rented or chartered air transport (such as private jet or plane or helicopter).

**Scheduled Cruise** means passenger transport that operates to a published timetable or schedule and is available to the general public. It does not mean privately hired, rented or chartered sea transport (such as water taxi, private boat, cruising on a cargo ship).

**Scheduled Flight** means a flight in an aircraft on a Scheduled Airline.

**Schengen Visa** means You holding a valid visa that enables You to enter, freely travel within, and leave any of the Schengen member countries within Europe.

**Secure Area** means the locked dashboard, glove compartment, boot or luggage compartment of a motor vehicle including the locked luggage compartment of a hatchback or station wagon, the fixed storage units of a motorised or towed caravan, or a locked luggage box locked to a roof rack locked to the vehicle, providing that, in each case, all items are out of sight.

**Smartphone** means an electronic device used for mobile telecommunications over a cellular network (including but not limited to, Apple, Samsung, Huawei or similar). Smartphone does not mean tablets or smart watches.

**Special Event** means a wedding, funeral, pre-paid conference, pre-paid sporting event, pre-paid concert or festival, which before You started Your Trip You had planned to attend.

**Spouse** means the Card Member's or the Additional Card Member's husband, wife, fiancé, de-facto and travels with the Card Member on each part of the Trip.

**Terrorism** means activities against persons, organisations or property of any nature:

- a) that involves the following or preparation for the following:
  - i) use of, or threat of, force or violence;
  - ii) commission of, or threat of, force or violence; or
  - iii) commission of, or threat of, an act that interferes with or disrupts an electronic, communication, information, or mechanical system; and
- b) when 1 or both of the following applies:
  - i) the effect is to intimidate or coerce a government of the civilian population or any segment thereof, or to disrupt any segment of the economy; and/or
  - ii) it appears that the intent is to intimidate or coerce a government, or to further political, ideological, religious, social or economic objectives or to express (or express opposition to) a philosophy or ideology.

**Temporary Total Disablement** means the temporary inability of You to engage in Your usual occupation or business duties, while You are under the regular care of and acting in accordance with the instructions or advice of a Doctor. If self-employed, Temporary Total Disablement must prevent You from helping, managing or carrying out any part of the day-to-day running of a business.

**Terminal Illness** means a medical condition for which a terminal prognosis has been given by a qualified medical practitioner and which is likely to result in death.

**Travelling Companion** means a person travelling with You on a Trip which has the same travel itinerary as You.

**Treatment** means surgical or medical procedures performed by a Doctor or qualified Dentist where the sole purpose of which is to cure or relieve acute Illness or Injury.

**Trip** means:

1. a Domestic Return Trip; or
2. an Overseas Return Trip.

**Unattended** means when Your Personal Baggage, Valuables, Money or Documents or an Eligible Item are not:

- a) worn or carried by You; or
- b) under Your observation within 3 metres of You.

**Usual Work** means permanent full or part time employment, including self-employment, which you are engaged in prior to Your Overseas Return Trip starting and that You intend to return to at the end of Your Overseas Return Trip.

**Valuables** means jewellery; furs; articles containing precious metals or precious stones; watches; binoculars; audio equipment or devices; photographic and electronic equipment or devices; Smartphones; personal organisers and games consoles; laptops and external computer devices (including all printers, modems, external hard drives and similar).

**You/Your** means a Covered Person.

**We/Our/Us** means Chubb.

**Work** means Your usual place of work within Australia having a fixed physical address.

## Coverage Summary

The coverage summary table below can be used as a quick reference to understand key coverage elements to each cover section. For a full understanding of what is covered, when You are covered and where cover does not apply, please refer to the individual section including the General Exclusions within this Policy. The benefits provided are subject to the terms, conditions and exclusions contained within this Policy.

Cover Section	Cover Description	Key Exclusions and Limitations
<b>Section A</b>	<p><b>Trip Cancellation and Amendment Cover</b></p> <p>Provides cover for non-refundable deposits, excursion costs and unused travel and accommodation costs You have paid in advance in the event You Cancel, Curtail or change Your Trip for the following reasons:</p> <ul style="list-style-type: none"> <li>You or Your Travelling Companion being, in the opinion of a treating Doctor, unfit to begin or continue Your Trip due an Injury, suffering an unforeseen Illness or dying before or during Your Trip;</li> <li>Your Close Relative, or a Close Relative of a Travelling Companion, having an Injury, suffering an unforeseen Illness or dying before or during Your Trip;</li> <li>a Natural Disaster has caused devastation to the destination You were intending to travel;</li> <li>an Australian State, Territory, or the Australian Federal Government or an Australian government agency (such as DFAT – Department of Trade and Foreign Affairs) have issued, or upgraded a travel warning to 'Do Not Travel' or have issued an official written statement advising You not to travel or have closed its borders, to the destination You were intending to travel, and the government warning was published after You: <ul style="list-style-type: none"> <li>made Your Relevant Travel Purchase in the case of a claim for Cancellation, or</li> <li>started Your Trip in the case of a claim for Curtailment or Trip Change.</li> </ul> </li> </ul> <p>Cover varies depending on the Trip type (overseas or domestic).</p>	<ul style="list-style-type: none"> <li>You or a Travelling Companion or Close Relative having Pre-Existing Medical Conditions;</li> <li>losses arising from the death, serious injury or acute Illness of any Close Relative or Travelling Companion who is 80 years of age or older when You make Your Relevant Travel Purchase;</li> <li>Close Relative who is not a Resident of Australia;</li> <li>circumstances where Cancellation, Curtailment or Trip Change was foreseeable, avoidable, unnecessary or within Your control at the time of making a Relevant Travel Purchase (for Cancellation) or before starting Your Trip (for Curtailment or Trip Change);</li> <li>You or any other person having a change of mind and deciding not to start a Trip, continue with the Trip or any other disinclination to travel;</li> <li>additional costs incurred due to Your failure to notify the carrier or travel agent as soon as reasonably practicable that Your Trip is to be Cancelled or Curtailed;</li> <li>loss arising from any epidemic, pandemic or outbreak of an infectious disease or virus (except for loss arising from COVID-19 which is covered under specified Event 1).</li> </ul>

Cover Section	Cover Description	Key Exclusions and Limitations
<b>Section B</b>	<p><b>Overseas Medical Emergency Expenses Cover</b></p> <p>Provides cover for Repatriation/Evacuation, cost of overseas emergency medical Treatment, emergency dental Treatment, incidental expenses and reasonable extra accommodation costs in the event of a Medical Emergency while You are on Your Overseas Return Trip and transportation of Your remains and burial expenses following Your death.</p>	<ul style="list-style-type: none"> <li>• Your Pre-Existing Medical Conditions;</li> <li>• You are 80 years of age or older when You make Your Relevant Travel Purchase;</li> <li>• Your participation in Excluded Sports and Activities;</li> <li>• medical costs if You do not make reasonable attempts to contact Chubb Assistance before seeking emergency medical treatment, or You chose to seek treatment from a medical service provider not approved by Chubb Assistance;</li> <li>• costs arising from or related to Trips where the following advice has been provided prior to starting Your Trip: <ul style="list-style-type: none"> <li>— an Australian State or Territory or the Australian Federal Government or an Australian government agency (such as DFAT) has issued a travel advisory warning, advising You to 'Do Not Travel' or that borders are closed, for the destination You planned to travel to; or</li> <li>— a Doctor advised You not to travel;</li> </ul> </li> <li>• loss arising from any epidemic, pandemic or outbreak of an infectious disease or virus (except for loss arising from COVID-19 which is first diagnosed by a Doctor while on Your Trip).</li> </ul>
<b>Section C</b>	<p><b>Accidental Death Cover</b></p> <p>Cover in the event an Injury results in Your Accidental Death whilst on an Overseas Return Trip.</p>	<ul style="list-style-type: none"> <li>• Your death if it occurs in Australia;</li> <li>• death caused by Illness or natural causes.</li> </ul>
<b>Section D</b>	<p><b>Public Transport Accident Cover</b></p> <p>Provides cover for Accidental Death or Permanent Disablement arising:</p> <ul style="list-style-type: none"> <li>— while travelling as a passenger on Public Transport;</li> <li>— while in a departure or destination terminal;</li> <li>— from exposure and disappearance.</li> </ul>	<ul style="list-style-type: none"> <li>• Privately hired, rented or chartered transport;</li> <li>• We will only pay 1 benefit type amount for any 1 accident or Injury, being the highest benefit type amount for a Card Member, Additional Card Member, Spouse or Dependent Child(ren).</li> </ul>
<b>Section E</b>	<p><b>Loss of Income Cover</b></p> <p>Provides cover for loss of Your Monthly Salary if You are employed or self-employed and during an Overseas Return Trip suffer an Injury which results in Temporary Total Disablement and a loss of Your Monthly Salary for 30 days or more.</p>	<p>Any future income You expect or could receive as part of any bonus or bonus structure, salary increase, salary sacrifice scheme or employee benefit scheme (such as shares).</p>



Cover Section	Cover Description	Key Exclusions and Limitations
<b>Section F</b>	<p><b>Resumption of an Overseas Return Trip Cover</b></p> <p>Provides cover for costs to resume Your Overseas Return Trip (when You have more than 14 days from the return date of Your Overseas Return Trip) after it has been interrupted following the death, serious accident leading to hospitalisation or acute illness leading to hospitalisation of a Close Relative.</p>	<ul style="list-style-type: none"> <li>You must resume Your Overseas Return Trip within 30 days of returning to Australia and have more than 14 days remaining from the return date of Your Overseas Return Trip;</li> <li>Close Relative who is 80 years of age or older when You make Your Relevant Travel Purchase;</li> <li>Close Relative who is not a Resident of Australia;</li> <li>costs where there was a reasonable likelihood that a return Home may be necessary or a reasonable person under the circumstances would have foreseen prior to making the Relevant Travel Purchase, arranging, rearranging the Trip may lead to Your return Home from an Overseas Return Trip.</li> </ul>
<b>Section G</b>	<p><b>Trip Delay Cover</b></p> <p>Provides cover on a Trip for:</p> <ul style="list-style-type: none"> <li>Delayed flight departure of 6 hours or more, flight cancellation, denied flight boarding, missed flight connection for the cost of accommodation.</li> <li>12 hour delay of Personal Baggage checked-in on Scheduled Flight for the purchase of essential emergency clothing and toiletries.</li> </ul> <p>The amount of cover varies for each benefit.</p>	<ul style="list-style-type: none"> <li>Personal Baggage or extended Personal Baggage delay in an airport You first departed from in Your Home State or Territory in Australia;</li> <li>the purchase of clothing and toiletries which are not reasonably necessary for Your Trip;</li> <li>costs if You fail to notify the transport provider or carrier about delayed or missing luggage or You do not obtain a luggage incident report from them or show You have taken reasonable steps to obtain one.</li> </ul>
<b>Section H</b>	<p><b>Personal Baggage, Valuables, Money and Documents Cover</b></p> <p>Provides cover for damaged, destroyed, lost, stolen Personal Baggage, Valuables, Money and Documents during Your Trip.</p>	<ul style="list-style-type: none"> <li>Valuables or Money within Your Personal Baggage checked-in or stowed in the luggage hold of an airplane, ship, bus or train;</li> <li>Unattended Valuables and/or Money in a motor vehicle;</li> <li>items left Unattended in a Public Place (unless You have no option other than to leave the items Unattended due to an emergency medical, security or evacuation situation);</li> <li>claims where You do not obtain a report from local police, the carrier, tour or transport operator or accommodation provider and You have not taken reasonable steps to obtain one either;</li> <li>deductions will be applied for depreciation (wear and tear).</li> </ul>
<b>Section I</b>	<p><b>Hijack Cover</b></p> <p>Provides cover for the cost of Your Close Relatives to travel and stay at the place of the Hijack in the event of Your Public Transport being subjected to Hijack during Your Trip and if You are detained in excess of 24 hours.</p>	<ul style="list-style-type: none"> <li>We will not act as Your negotiator or intermediary or advise You or any other person in dealing with the Hijackers;</li> <li>Hijacking from a member of Your family, Close Relative or Travelling Companion.</li> </ul>

Cover Section	Cover Description	Key Exclusions and Limitations
<b>Section J</b>	<p><b>Personal Liability Cover</b></p> <p>Provides cover for reimbursement of costs associated with Your legal liability for damage or Injury to any person (other than a member of Your family, a Close Relative or a Travelling Companion) or damage or accidental loss to property which occurs whilst You are on a Trip.</p>	<ul style="list-style-type: none"> <li>• You intentionally incurring any liability;</li> <li>• Injury to any person who is a member of Your family, a Close Relative, a Travelling Companion or any person under a contract of service or apprenticeship with You;</li> <li>• any damage or Injury out of the ownership, possession, control or use by You or on Your behalf of: <ul style="list-style-type: none"> <li>a) mechanically propelled vehicles (including scooters), aircraft (including drones), hovercraft or watercraft (other than non-mechanically propelled watercraft less than 10 metres in length);</li> <li>b) firearms;</li> <li>c) animals (other than horses and domestic pets).</li> </ul> </li> </ul>
<b>Section K</b>	<p><b>Rental Vehicle Excess Cover</b></p> <p>Provides cover for the excess for which You would be liable to pay when You hire a Rental Vehicle for less than 30 days and Your Rental Vehicle is:</p> <ul style="list-style-type: none"> <li>a) damaged in a motor vehicle collision; or</li> <li>b) damaged by fire; or</li> <li>c) maliciously damaged; or</li> <li>d) stolen;</li> </ul> <p>whilst in Your control or custody.</p>	<ul style="list-style-type: none"> <li>• The rental of trucks, mini buses, buses, trailers, caravans, campervans, motorcycles, mopeds, motorbikes, motor homes, scooters or bicycles;</li> <li>• operation of the Rental Vehicle which violates the terms of the Rental Agreement;</li> <li>• where You are not a nominated driver or specified driver under the Rental Agreement;</li> <li>• where You do not have an appropriate and a valid driving licence giving You legal rights to drive;</li> <li>• anyone who is not a Covered Person;</li> <li>• costs where You have not paid for the comprehensive vehicle insurance option on the Rental Vehicle.</li> </ul>
<b>Section L</b>	<p><b>Card Purchase Cover</b></p> <p>Provides cover for theft or damage to Eligible Items within 90 days of purchase.</p>	<ul style="list-style-type: none"> <li>• Eligible Items left Unattended in a Public Place (unless You have no option other than to leave the Eligible Item Unattended due to an emergency medical, security or evacuation situation);</li> <li>• Eligible Items left Unattended in a motor vehicle except where they are locked in a Secure Area which has been accessed by Forcible Entry or You have no option other than to leave the Eligible Items Unattended due to an emergency medical, security or evacuation situation.</li> </ul>
<b>Section M</b>	<p><b>Buyer's Advantage Cover</b></p> <p>Provides cover for the breakdown or defect of Eligible Items during the buyer's advantage period.</p>	<ul style="list-style-type: none"> <li>• Items purchased from a retailer outside Australia;</li> <li>• any costs other than for parts and/or labour costs resulting from a covered breakdown or defect.</li> </ul>

# Schedule of Benefits

Please note that amounts quoted are in Australian dollars.

Travel Insurance						
Section of Cover	Cover	Benefit Limits – Per Covered Person				
		Overseas Return Trip	Domestic Return Trip	Excess Applies		
Section A	<b>Trip Cancellation and Amendment Cover (section limit)</b>	Unlimited	Up to \$3,000	\$250		
	b) Travel agent commission (sub-limit)	Up to \$1,000 or 15% of the value of the travel, whichever is the lesser	Up to \$750 or 15% of the value of the travel, whichever is the lesser			
	c) Additional travel and accommodation (sub-limit)	Up to \$700	Up to \$500			
Section B	<b>Overseas Medical Emergency Expenses Cover</b>	Unlimited* for up to 12 months from the date of the Injury or Illness (other than for any medical emergency as a result of an act of Terrorism which is sub-limited to \$1,000,000)		\$250		
	<b>1. In the event of a Medical Emergency (section limit)</b>	Not covered				
	2. Emergency Dental (sub-limit)	Up to \$1,250				
	3. Repatriation/Evacuation (sub-limit)	Up to \$500,000	Up to \$50,000			
	4. Incidental expenses each 24 hours (sub-limit)	Up to \$80 per 24-hour period to a maximum of \$4,800	Not covered			
	5. Extra accommodation (room only) (sub-limit)	Up to \$250 per 24-hour period to a maximum of \$5,000				
	6. a) Return economy airfare (sub-limit)	Up to \$3,000				
	6. b) Extra accommodation (room-only) (sub-limit)	Up to \$200 per 24-hour period to a maximum of \$2,800				
	<b>2. In the event of Your death (Repatriation/Funeral/Burial costs)</b>	Up to \$20,000	Up to \$5,000			
In the event of Your death in a Schengen member state	Up to 30,000 EUR	Not covered				
Section C	<b>Accidental Death Cover</b>	Card Member/ Additional Card Member/ Spouse	Dependent Child	Card Member/ Additional Card Member/ Spouse	Dependent Child	Nil
	1. Accidental Death due to Injury	\$20,000	\$10,000	Not covered		

## Travel Insurance

Section of Cover	Cover	Benefit Limits – Per Covered Person					Excess Applies		
		Overseas Return Trip		Domestic Return Trip					
<b>Section D</b>	<b>Public Transport Accident Cover</b>	<b>Benefit Type</b>	Card Member/ Additional Card Member/ Spouse	Dependent Child	Card Member/ Additional Card Member/ Spouse	Dependent Child	NIL		
			1. Accidental Death or Permanent Disablement arising while travelling as a passenger on Public Transport	i) Accidental Death	\$500,000	\$100,000		\$500,000	\$100,000
		2. Accidental Death or Permanent Disablement arising while in a departure terminal or destination terminal	<b>Permanent Disablement</b>						
			ii) Loss of both hands or both feet	\$500,000	\$100,000	\$500,000		\$100,000	
			iii) Loss of 1 hand and 1 foot	\$500,000	\$100,000	\$500,000		\$100,000	
			iv) Loss of entire sight of both eyes	\$500,000	\$100,000	\$500,000		\$100,000	
			v) Loss of entire sight of 1 eye and 1 hand or 1 foot	\$500,000	\$100,000	\$500,000		\$100,000	
			3. Accidental Death or Permanent Disablement arising from exposure	vi) Loss of 1 hand or 1 foot	\$250,000	\$50,000		\$250,000	\$50,000
4. Accidental Death arising from disappearance	vii) Loss of the entire sight of 1 eye	\$250,000	\$50,000	\$250,000	\$50,000				
<b>Section E</b>	<b>Loss of Income Cover (section limit)</b>		Up to \$21,700		Not covered		30 days		
	Monthly Salary (up to 5 months)		Up to \$4,340 per month						
<b>Section F</b>	<b>Resumption of an Overseas Return Trip</b>					Not covered			
	1. Returning to Australia for a Close Relative		Up to \$3,000						
	2. Returning to Australia for a Close Relative with a Pre-Existing Medical Condition		Up to \$2,000						

## Travel Insurance

Section of Cover	Cover	Benefit Limits – Per Covered Person		Excess Applies
		Overseas Return Trip	Domestic Return Trip	
<b>Section G</b>	<b>Trip Delay Cover</b>			NIL
	1. Delayed, cancelled, overbooked or missed onward flight	Up to \$750, after 6 hours	Up to \$100, after 6 hours	
	2. Extended delayed, cancelled, overbooked or missed onward flight	Up to \$700 per 24-hour period (first payable after 30 hours) to a maximum of \$3,500	Up to \$100 per 24-hour period (first payable after 30 hours) to a maximum of \$700	
	3. Delay of Personal Baggage checked-in on Scheduled Flight	Up to \$500, after 12 hours	Up to \$100, after 12 hours	
	4. Extended Delay of Personal Baggage checked-in on Scheduled Flight	Up to \$500 per 24-hour period (first payable after 36 hours) to a maximum of \$2,500	Up to \$100 per 24-hour period (first payable after 36 hours) to a maximum of \$700	
	5. Delayed arrival to a Special Event	Up to \$750	Not covered	
<b>Section H</b>	<b>Personal Baggage, Valuables, Money and Documents Cover (section limit)</b>	Up to \$15,000	Up to \$3,000	\$250
	a) Money and Documents (sub-limit)	Up to \$1,000	Up to \$250	
	b) Maximum total of all Valuables (including sub-limits i) to iii);	Up to \$13,000	Up to \$2,500	
	i) 1 Smartphone (sub-limit);	Up to \$2,000	Up to \$1,000	
	ii) 1 laptop (sub-limit);	Up to \$5,000	Up to \$1,000	
	iii) 1 camera (including lenses and accessories) (sub-limit);	Up to \$5,000	Up to \$1,000	
	c) any single item or Pair or Set of items (sub-limit);	Up to \$2,000	Up to \$500	
<b>Section I</b>	<b>Hijack Cover (section limit is an aggregate limit for all Your Close Relatives)</b>			NIL
	a) Return economy airfare	Up to \$3,000	Up to \$800	
	b) Extra accommodation (room-only) for each 24-hour period	Up to \$300 per 24-hour period to a maximum of \$4,200	Up to \$150 per 24-hour period to a maximum of \$1,050	
<b>Section J</b>	<b>Personal Liability Cover</b>	Up to \$2,500,000	Up to \$1,000,000	\$250
<b>Section K</b>	<b>Rental Vehicle Excess Cover</b>	Up to \$5,000	Up to \$3,000	\$250

## Retail Item Protection

Section of Cover	Cover	Benefit Limit	Excess Applies
Section L	<b>Card Purchase Cover (section limit)</b>	Up to \$25,000 any one calendar year (1st January-31st December) period	\$250
	Per Eligible Item	Up to \$2,500	
Section M	<b>Buyer's Advantage Cover (section limit)</b>	Up to \$10,000 any one calendar year (1st January-31st December) period	\$250
	Per Eligible Item	Up to \$10,000	

**\*Unlimited costs for up to 12 months from the date of the Injury or Illness.**

## Section A – Trip Cancellation and Amendment Cover

This benefit is only available when You meet the eligibility criteria set out in the Eligibility for Insurance Table.

Not all benefits listed within this cover section are available for a Trip. Please refer to the Schedule of Benefits within this Policy to confirm the available cover under this section.

### Specific Definitions under Trip Cancellation and Amendment Cover

**Cancellation** means You do not start Your Trip at all. 'Cancel' and 'Cancelled' have the same meaning as Cancellation.

**Curtailement** means You have started Your Trip and You have had to return to Your Home in Australia. 'Curtail' and 'Curtailed' have the same meaning as Curtailement.

**Trip Change** means where You have started Your Trip and You must make changes to Your planned Trip, but do not have to return Home any earlier than intended.

### COVID-19 Notice

Please note that:

- cover for Cancellation, Curtailement or Trip Change arising from You or Your Travelling Companion contracting COVID-19 is provided under specified Event 1 (as described under 'What We Cover' below) of this Section A only;
- there is no cover for loss arising from COVID-19 under specified Events 2-9 (inclusive) of this Section A.

### What We Cover

If You have a necessary and unavoidable Cancellation, Curtailement or Trip Change due to one of the following unforeseen specified Events:

- You or Your Travelling Companion, as confirmed in writing by a treating Doctor, being unfit to begin or continue Your Trip due to an Injury, suffering an unforeseen Illness or dying before or during Your Trip, provided Your Travelling Companion is 79 years of age or younger when You make Your Relevant Travel Purchase;
- Your Close Relative, or a Close Relative of a Travelling Companion, where the Close Relative:
  - is 79 years of age or younger when You make Your Relevant Travel Purchase; and
  - is a Resident of Australia;
 having an Injury, suffering an unforeseen Illness (as confirmed in writing by a treating Doctor) or their death (as confirmed by a death certificate) before or during Your Trip;
- Your redundancy which qualifies for redundancy payments under current legislation;
- You being in the Australian armed services or emergency services (police, fire, ambulance) and Your leave is revoked;
- You being called for jury service or being subpoenaed as a witness other than in a professional or advisory capacity;
- Your transport has been cancelled by Your transport provider as a result of:
  - riot, strike, civil commotion;
  - adverse weather (including a Natural Disaster);
  - mechanical breakdown of the transport You planned to travel on;
 provided that there had been no reporting in the media or notice displayed on Our website, prior to Your Relevant Travel Purchase, that any such Event had occurred or was likely to occur;

7. there is a Natural Disaster, or a Natural Disaster has recently happened or is reasonably expected to happen at the destination of Your Trip provided that there had been no published official warning, prior to Your Relevant Travel Purchase, that any such Event had occurred or was likely to occur;
8. a Natural Disaster at Your Home in Australia or the imminent danger of a Natural Disaster to Your Home, which requires You to Cancel or Curtail Your Trip;
9. an Australian State, Territory, or the Australian Federal Government or an Australian government agency (such as DFAT – Department of Trade and Foreign Affairs) have issued, or upgraded a travel advisory warning, advising You to 'Do Not Travel' or that borders are closed, for the destination You planned to travel to, and the warning was published after You:
  - i) made Your Relevant Travel Purchase in the case of a claim for a Cancellation; or
  - ii) start Your Trip in the case of a claim for a Curtailment or Trip Change;

We will pay up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits for:

- a) the non-refundable and unused:
  - i) deposits that You have paid in advance;
  - ii) excursion costs that You have paid in advance;
  - iii) travel and accommodation costs that You have paid in advance;
- b) the non-refundable travel agents' commission;
- c) any other reasonable additional travel or accommodation (room only) expenses for a Trip Change or Curtailment;

however, where You have incurred both additional travel or accommodation expenses as well as forfeited expenses, only the greater of each expense is payable under this Policy.

For example, if You forfeit accommodation for a particular night, but also incur expense of accommodation for the same night, only the highest amount will be payable.

### **Terms and Conditions applicable to Trip Cancellation and Amendment Cover**

1. Claims for Injury or Illness will require confirmation in writing by a treating Doctor confirming the Injury or Illness. If a written confirmation is not provided, You must provide evidence that You have taken reasonable steps to obtain the written confirmation, such as emails, call logs or other reasonable evidence.

2. Without limitation to Exclusion 2 (Pre-Existing Medical Conditions) of this Section A, in respect of claims arising from COVID-19 that are covered under specified Event 1 of this Section A, the initial diagnosis of COVID-19 (whether Yours or Your Travelling Companion's) must occur after You make Your Relevant Travel Purchase.
3. Claims for death will require death certificate (a certified copy) confirming death. If a death certificate is not provided, You must provide evidence that You have taken reasonable steps to obtain the death certificate, such as emails, call logs or other reasonable evidence.
4. Where the purchase of an airplane, ship, bus or train ticket (or part thereof) was done so using membership rewards points or similar points and the loss of such points cannot be recovered from any other source, We will calculate the loss by using the retail price associated with the travel provider of the issued ticket at the time the ticket was purchased.
5. You must take reasonable steps to recover any refund, credit note or voucher You are entitled to. Where You have received or been offered a refund, credit note or voucher for the cost of a booking, whether partially or in full, the amount offered or received is to be considered refundable. You are only eligible for cover under this cover section for non-refundable and unused costs.

### **Exclusions applicable to Trip Cancellation and Amendment Cover**

**Please also refer to the General Exclusions applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. You or any other person having a change of mind and deciding not to start a Trip, continue with the Trip or any other disinclination to travel;
2. Pre-Existing Medical Conditions (whether Yours, Your Travelling Companion's or a Close Relative's) except when You make a Cancellation, Curtailment or Trip Change due to the death of a Travelling Companion or Close Relative and provided the death was not as a result of a Terminal Illness;
3. the death, Injury, unforeseen Illness of any Close Relative or Travelling Companion who is 80 years or older when You make Your Relevant Travel Purchase;
4. Close Relatives who are not Resident(s) of Australia;
5. costs where a refund, credit-note or voucher has been received or offered for the cost of the booking;

6. additional costs incurred due to Your failure to notify the carrier or travel agent as soon as reasonably practicable that Your Trip is to be Cancelled or Curtailed;
7. any government regulation, conditions, prohibition or restriction, including but not limited to:
  - a) Your failure to hold or obtain a valid passport, visa, or other required documentation prior to commencing Your Trip;
  - b) mandatory quarantine except where You have a valid Trip Change or Curtailment claim under specified Event 1 of Section A and incur reasonable additional travel or accommodation expenses resulting from the quarantine;
8. where You do not meet the vaccination protocols required by a transport provider or an Australian State, Territory or the Australian Federal Government or the government of any destination You had planned to travel to, before they allow You to board the Public Transport;
9. COVID-19 (or any mutation or variation thereof) and/ or its outbreak, where the claim for Cancellation, Curtailment or Trip Change arises under specified Events 2-9 (inclusive) of Section A of this Policy;
10. Your failure to check-in at the required time for any flight, sea crossing, train or bus journey which is within Your control;
11. Cancellation caused by Your work commitments, or amendment of Your entitlement by Your employer, unless You are a member of the Australian armed services or emergency services (police, fire, ambulance) and the expense or cost was incurred as a result of Your leave being revoked;
12. any costs for, or in respect of, anyone other than a person falling within the definition of Covered Person;
13. costs incurred in respect of any medical condition where You are unable to supply a medical certificate from Your treating Doctor confirming Cancellation, Curtailment or Trip Change was necessary and unavoidable. If a written confirmation is not provided, You must provide evidence that You have taken reasonable steps to obtain the written confirmation, such as emails, call logs or other reasonable evidence;
14. Your financial circumstances or any contractual or business obligation;
15. the failure of Your travel agent to pass on monies to operators or to deliver promised services;
16. a Cancellation due to a lack in the number of persons required to commence any tour, conference, accommodation or travel arrangements or due to the negligence (such as failed booking) of a wholesaler or operator;
17. the refusal, failure or inability of any person, company or organisation, including but not limited to a travel agent, tour operator, accommodation provider, airline or other carrier, vehicle rental agency or any other travel or tourism services provider to provide services or accommodation due to their Insolvency or the Insolvency of any person, company or organisation they deal with;
18. additional transportation or accommodation (room only) expenses which are payable under another section or benefit of this Policy;
19. any circumstances that were foreseeable, avoidable, unnecessary or within Your control:
  - a) at the time You made Your Relevant Travel Purchase in the case of Cancellation, or
  - b) before You start Your Trip in the case of Curtailment or Trip Change;
20. any costs whereby:
  - a) prior to Your Relevant Travel Purchase in the case of a claim for Cancellation; or
  - b) prior to You starting Your Trip in the case of a claim for Curtailment or Trip Change,
 

an Australian State, Territory, or the Australian Federal Government or an Australian government agency (such as DFAT) issued a travel advisory warning, advising You to 'Do Not Travel' or that borders are closed, for the destination You planned to travel to.

### **Excess applicable to Trip Cancellation and Amendment Cover**

As noted in the Schedule of Benefits.

## **Section B – Overseas Medical Emergency Expenses Cover**

This benefit is only available when You meet the eligibility criteria set out in the Eligibility for Insurance Table.

Not all benefits listed within this cover section are available for a Trip. Please refer to the Schedule of Benefits within this Policy to confirm the available cover under this section.

### **What We Cover**

#### **1. In the event of a Medical Emergency**

If during Your Overseas Return Trip (except when You are in Australia), You have a Medical Emergency resulting from an Injury or Illness, which is not a Pre-Existing



Medical Condition, We will pay or reimburse the reasonable expenses for:

1. Your emergency medical Treatment and hospital costs;
2. Your emergency dental Treatment to natural teeth;
3. Your Repatriation/Evacuation costs if approved by Chubb Assistance (such approval not to be unreasonably withheld or delayed) following consultation with the treating Doctor;
4. Your incidental expenses, such as food and toiletries expenses, which You may incur as a result of being hospitalised as an in-patient for each complete 24 hour period;
5. reasonable extra accommodation costs (room-only) for You and any person who stays or travels with You to provide support or care, as reasonably agreed by Chubb Assistance;
6. if You are travelling alone, We will pay the reasonable costs for:
  - a) a return economy airfare; and
  - b) extra accommodation (room-only);for Your friend or Close Relative to stay with You as reasonably agreed by Chubb Assistance.

The maximum We will pay or reimburse under the Overseas Medical Emergency Expenses Cover is the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits. However, we will stop paying costs and expenses prior to that limit being reached if one of the following first occurs:

- i) 12 months have elapsed since the date of the Injury or Illness; or
- ii) You return to Australia; or
- iii) You have been declared fit to travel by a treating Doctor or when recommended by Chubb Assistance's medical officer to return to Australia, but You decide to remain overseas.

## 2. In the event of Your death

If during Your Trip, in the event of Your death, Chubb Assistance will organise, arrange and pay the reasonable costs up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits for:

- a) transportation of Your remains to an airport of Your Home State or Territory in Australia; or
- b) cremation and subsequent transportation of Your remains to an airport of Your Home State or Territory in Australia; or
- c) local (in the country of Your death) burial.

If You hold a valid Schengen Visa and in the event of Your death in a Schengen member state during Your Overseas Return Trip, the maximum amount We will pay in total will not exceed 30,000EUR for expenses incurred in that Schengen member state for Your burial or cremation.

## Terms and Conditions applicable to Overseas Medical Emergency Expenses Cover

1. You must be 79 years of age or younger when You make Your Relevant Travel Purchase.
2. Without limitation to Exclusion 1 (Pre-Existing Medical Conditions) of this Section B, in respect of claims arising from COVID-19 that are covered under this Section B, the initial confirmation or diagnosis of COVID-19 must be provided by a Doctor whilst on Your Trip.
3. We will not be liable to pay or reimburse You for any medical Treatment, hospital costs, dental Treatment or any other ancillary Treatment (i.e. physiotherapy) that are incurred in Australia.
4. You must take all reasonable measures to avoid or minimise any claim, to follow all applicable care and safety procedures notified to You by a treating Doctor or Chubb Assistance's medical officer, to obtain help or assistance as soon as reasonably possible and avoid danger, except in an attempt to save human life.
5. You must make all reasonable attempts to call (demonstrated in call logs) Chubb Assistance before seeking overseas Emergency Medical Treatment. If Your medical condition prevents You from calling, if possible, someone else should call on Your behalf, such as a relative, Travelling Companion, nurse or Doctor. If You do not make reasonable attempts to call Chubb Assistance before seeking emergency medical Treatment, or You chose to seek treatment from a medical service provider not approved by Chubb Assistance, You may be responsible for Your medical expense costs to the extent that those medical expenses could otherwise have been reduced through preferred medical providers arranged by Chubb Assistance.
6. In the event of an overseas Medical Emergency, We will arrange Your transportation to the nearest hospital or evacuate You to the nearest adequately equipped hospital in the event that local medical facilities consider they cannot adequately treat You or where Chubb Assistance's medical officer considers local medical facilities to be inadequate.
7. We will repatriate You directly to Australia when permitted by the local treating Doctor or when recommended by Chubb Assistance's medical officer or return You to Australia after Your hospitalisation, provided that You are deemed to be medically fit for

travel by a treating Doctor or by Chubb Assistance's medical officer, and that Your original means of transportation cannot be used. If You chose to be repatriated or evacuated without first discussing this with Chubb Assistance, You may be responsible for any costs to the extent that those Repatriation/Evacuation costs could otherwise have been reduced through preferred medical providers arranged by Chubb.

8. To understand the extent of Your Injury or Illness and what treatment or Repatriation/Evacuation, if any, is required, we may seek a second independent Doctor or Dentist to review and confirm what medical treatment, expenses or Repatriation/Evacuation is appropriate.
9. For the purposes of the Overseas Medical Emergency cover, Repatriation/Evacuation will be considered as an Overseas Return Trip when travelling within the territorial waters of Australia. Such as, travel to and from Tasmania or from mainland Australia to Norfolk Island, Christmas Island, Lord Howe Island, or Cocos Island.

## Exclusions applicable to Overseas Medical Emergency Expenses Cover

**Please also refer to the General Exclusions applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. Your Pre-Existing Medical Condition(s);
2. any medical Treatment, hospital costs, dental Treatment or any other ancillary Treatment (i.e. physiotherapy) that are incurred in Australia;
3. costs that are incurred 12 months after the date of the Injury or Illness first occurs;
4. Your failure to make any reasonable attempt to contact Chubb Assistance where You were reasonably able to do so;
5. Your participation in Excluded Sports and Activities;
6. any costs where You are participating in a sporting event where You receive, or are eligible to receive, an appearance fee, wage, salary or prize money in excess of \$1,000. Participation includes training for, coaching or otherwise competing in that sporting event;
7. costs from dental treatment caused by or related to the deterioration and/or decay of teeth or associated tissue;
8. costs related to dentures, crowns and orthodontics;
9. costs from routine medical or dental Treatment or prenatal visits;
10. costs for the continuation or follow-up of treatment or prescription medication (including medication and

ongoing immunisations) started prior to Your Overseas Return Trip;

11. costs of Treatment performed by Close Relatives, except in a life-threatening emergency;
12. You remaining overseas after Chubb Assistance confirms, based on medical evidence from the treating Doctor, that You are fit to travel and can return to Australia;
13. any expenses incurred in relation to Treatment that can reasonably be delayed until You return to Australia;
14. costs arising from an Overseas Return Trip involving pre-planned Treatment, or for the purpose of obtaining Treatment, and Treatment for cosmetic reasons. Unless Chubb Assistance's medical officer agrees that such Treatment is necessary as a result of any covered accident;
15. costs from You engaging in Manual Work;
16. COVID-19 where it was first confirmed or diagnosed prior to the commencement of Your Trip;
17. expenses incurred for diagnostic or routine screening tests that are not recommended by a Doctor as part of Your emergency medical Treatment required as a result of You contracting COVID-19;
18. any costs incurred in a destination where an Australian State, Territory, or the Australian Federal Government or an Australian government agency (such as DFAT) have issued or upgraded a travel advisory warning, advising You to 'Do Not Travel' or that borders are closed, for the destination You planned to travel to and this occurred prior to You starting Your Trip. This exclusion applies even if You have been granted a travel exemption by an Australian State or Territory, the Australian Federal Government or an Australian government agency (such as DFAT) to travel;
19. a Medical Emergency occurring within the territorial waters of Australia if the expense:
  - a) is a professional service for which a Medicare benefit is or would be payable in accordance with the *Health Insurance Act 1973* (Cth); and
  - b) would result in Us contravening the *Health Insurance Act 1973* (Cth) or the *Private Health Insurance Act 2007* (Cth) or any succeeding legislation to those Acts;
  - c) meaning no claim will be paid where We do not have the necessary licences to provide such cover.

## Excess applicable to Overseas Medical Emergency Expenses Cover

As noted in the Schedule of Benefits.

## Section C – Accidental Death Cover

This benefit is only available when You meet the eligibility criteria set out in the Eligibility for Insurance Table.

Not all benefits listed within this cover section are available for a Trip. Please refer to the Schedule of Benefits within this Policy to confirm the available cover under this section.

### What We Cover

#### Accidental Death due to Injury

If during Your Overseas Return Trip, You suffer an Injury that results in Your Accidental Death within 12 months of the date of the Injury, We will pay Your estate the applicable benefit amount up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

If You are eligible for the higher Accidental Death benefit under Section D – Public Transport Accident Cover, the above benefit cannot also be claimed.

#### Terms and Conditions applicable to Accidental Death Cover

1. Benefits will be paid in Australian dollars to Your estate.
2. Claims for Accidental Death will require death certificate confirming cause of death.
3. If You are also entitled to make a claim from Us under a separate insurance policy on another NAB issued card account, We will only make 1 payment in relation to the accident and loss in question. In that instance, We will pay the highest benefit amount applicable.

#### Exclusions applicable to Accidental Death Cover

**Please also refer to the General Exclusions applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. Your death if it occurs within Australia;
2. the Accidental Death of a person that is not a Covered Person;
3. death caused by Illness, a Pre-Existing Medical Condition or natural causes;
4. where a claim has been paid under any other section of this Policy for the same Event.

#### Excess applicable to Accidental Death Cover

As noted in the Schedule of Benefits.

## Section D – Public Transport Accident Cover

This benefit is only available when You meet the eligibility criteria set out in the Eligibility for Insurance Table.

Not all benefits listed within this cover section are available for a Trip. Please refer to the Schedule of Benefits within this Policy to confirm the available cover under this section.

### What We Cover

#### 1. Accidental Death or Permanent Disablement arising while travelling as a passenger on Public Transport

If during Your Trip, You sustain an Injury that results in an Accidental Death or Permanent Disablement as described within the Schedule of Benefits as a result of:

- travelling as a passenger on Public Transport, or
- boarding or disembarking from Public Transport, or
- being struck by Public Transport,

We will pay the applicable benefit amount noted in the Schedule of Benefits.

#### 2. Accidental Death or Permanent Disablement arising while in a departure terminal or destination terminal

If during Your Trip, You sustain an Injury that results in an Accidental Death or Permanent Disablement as described within the Schedule of Benefits while at Your ticketed departure or destination terminal (both as designated on Your ticket) of a Public Transport, We will pay the applicable benefit amount noted in the Schedule of Benefits.

#### 3. Accidental Death or Permanent Disablement arising from exposure

If during Your Trip, You sustain an Injury due to exposure to excessive weather conditions that results in an Accidental Death or Permanent Disablement as described within the Schedule of Benefits due to the disappearance, sinking or wrecking of the Public Transport on which You were travelling on, We will pay the applicable benefit amount noted in the Schedule of Benefits.

#### 4. Accidental Death arising from disappearance while travelling on Public Transport

If during Your Trip, You disappear due to the disappearance, sinking or wrecking of the Public Transport on which You were travelling, and Your body has not been found within 12 months, You will be deemed to have died at the time of Your disappearance and We will pay the applicable Accidental Death benefit amount noted in the Schedule of Benefits.

## Terms and Conditions applicable to Public Transport Accident Cover

1. In no circumstance will We pay for more than 1 loss type sustained by You as a result of any 1 accident or Injury. Where more than 1 loss type is sustained, the benefit will be paid for the highest benefit amount for a Card Member, Additional Card Member, Spouse or Child.
2. Claims for Permanent Disablement will require confirmation in writing by a treating Doctor as soon as reasonably possible. Medical certificates must be provided at your own cost.
3. Claims for Accidental Death will require death certificate confirming cause of death.
4. If You are also entitled to make a claim under the insurance cover provided by Us under another NAB issued card account, We will only make 1 payment equal to the highest benefit amount payable under all insurance cover provided by Us in relation to the accident and loss in question.
5. Benefits will be paid in Australian dollars to You or, in the case of Your Accidental Death, to Your estate.

## Exclusions applicable to Public Transport Accident Cover

**Please also refer to the General Exclusions applicable to all Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. travelling on privately hired, rented or chartered transport;
2. the Accidental Death or Permanent Disablement of a person that is not a Covered Person.

### **Excess applicable to Public Transport Accident Cover**

As noted in the Schedule of Benefits.

## Section E – Loss of Income Cover

This benefit is only available when You meet the eligibility criteria set out in the Eligibility for Insurance Table.

Not all benefits listed within this cover section are available for a Trip. Please refer to the Schedule of Benefits within this Policy to confirm the available cover under this section.

## What We Cover

### **Temporary Total Disablement – Loss of Income Cover**

If during Your Overseas Return Trip, You suffer an Injury which:

- a) was not a Pre-Existing Condition; and
- b) leads to Temporary Total Disablement resulting in You being unfit to attend Your current Usual Work in Australia, as confirmed by Your treating Doctor; and
- c) causes the loss of Your entire regular Monthly Salary lasting 30 days or longer;

We will pay for any 1 Injury, Your Monthly Salary up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits for a maximum period of 5 months.

### **Terms and Conditions applicable to Loss of Income Cover**

1. You must see a Doctor. The first day of Your Temporary Total Disablement is the date from which Your treating Doctor confirms You were unable to work.
2. You must provide Us with the treating Doctor's certificate confirming Your continuing Temporary Total Disablement at the end of the first 30 days and/or as soon as reasonably possible after 30 days and after every subsequent 30 day period or within a reasonable time if We request it. Medical certificates must be provided at Your cost.
3. We will pay 1 monthly benefit on or after the 31st day and will continue to pay for each complete calendar month, or until You are no longer suffering Temporary Total Disablement as deemed to be medically fit by a treating Doctor or by Chubb Assistance's medical officer.
4. After the first 30 days of Temporary Total Disablement, if Temporary Total Disablement is less than a complete calendar month, We will pay a benefit of one-thirtieth (1/30th) of the monthly benefit for each subsequent day of Temporary Total Disablement.
5. In the event of claims for separate periods of Temporary Total Disablement resulting from the same or different conditions or causes, We will only pay a Temporary Total Disablement monthly benefit if You have been in employment or self-employed and engaged in Your usual employment duties for 90 consecutive days between each period of Temporary Total Disablement.
6. If 2 periods of Temporary Total Disablement resulting from the same condition or cause are separated by less than 90 days, We will treat this as 1 claim. Therefore,

the first 30 days will not apply to the second period of Temporary Total Disablement. However, We will not pay for any days when You did not suffer Temporary Total Disablement.

## Exclusions applicable to Loss of Income Cover

### Please also refer to the General Exclusions applicable to All Sections within this Policy.

We will not pay for or reimburse any costs arising from or relating to:

1. any income where Your employment ends with the employer. This means: if Your employment ends before the Temporary Total Disablement then this cover does not apply or if Your employment ends after the Temporary Total Disablement, We will only pay up until the point Your employment ended;
2. any future income You expect or could receive as part of any bonus or bonus structure, salary increase, salary sacrifice scheme or employee benefit scheme (such as shares);
3. Pre-Existing Medical Conditions.

### Excess applicable to Loss of Income Cover

As noted in the Schedule of Benefits.

## Section F – Resumption of an Overseas Return Trip Cover

This benefit is only available when You meet the eligibility criteria set out in the Eligibility for Insurance Table.

Not all benefits listed within this cover section are available for a Trip. Please refer to the Schedule of Benefits within this Policy to confirm the available cover under this section.

### What We Cover

#### 1. Returning to Australia for a Close Relative

If during Your Overseas Return Trip, You need to immediately return to Australia due to a Close Relative's:

1. death;
  2. serious injury leading to the hospitalisation;
  3. acute illness leading to the hospitalisation;
- which was not as a result of a Pre-Existing Medical Condition and where the Close Relative is:
- a) 79 years of age or younger when You make Your Relevant Travel Purchase; and
  - b) a Resident of Australia;

We will pay or reimburse the costs of a Scheduled Flight of equal class, seat or cost for You to resume Your Overseas Return Trip if:

- i) You resume Your Overseas Return Trip within 30 days of returning to Australia; and
- ii) You have more than 14 days remaining on Your Overseas Return Trip;

up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

#### 2. Returning to Australia for a Close Relative with a Pre-Existing Medical Condition

If during Your Overseas Return Trip, You need to immediately return to Australia due to a Close Relative's:

1. death;
- which was as a result of a Pre-Existing Medical Condition and where the Close Relative is:

- a) 79 years of age or younger when You make Your Relevant Travel Purchase; and
- b) a Resident of Australia;

We will pay or reimburse the costs of a Scheduled Flight of equal class, seat or cost for You to resume Your Overseas Return Trip if:

- i) You resume Your Overseas Return Trip within 30 days of returning to Australia; and
- ii) You have more than 14 days remaining on Your Overseas Return Trip;

up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

### Terms and Conditions applicable to Resumption of an Overseas Return Trip Cover

1. We will deduct any airline refunds or travel credits You receive from the amount We pay or reimburse.
2. We will deduct any airfares reimbursed under Section A – Trip Cancellation and Amendment Cover.
3. We will only pay or reimburse for airfares that are of equal class, seat or cost to that of the original booking.
4. The resumption of Your Overseas Return Trip must be in the country You left to return Home or the country You would be in had Your return Home not occurred based on the original travel schedule.
5. You must resume Your Overseas Return Trip within 30 days of returning to Australia.
6. You must have more than 14 days remaining on Your Overseas Return Trip.

7. We will only pay if the death, Injury or unforeseen Illness of a Close Relative occurred after You make Your Relevant Travel Purchase.

## Exclusions applicable to Resumption of an Overseas Return Trip Cover

Please also refer to the General Exclusions applicable to All Sections within this Policy.

We will not pay for or reimburse any costs arising from or relating to:

1. costs from the death, serious injury or acute illness of any Close Relative:
  - i) who is 80 years of age or older when You made Your Relevant Travel Purchase; or
  - ii) that occurred before You made Your Relevant Travel Purchase;
2. any Terminal Illness of a Close Relative which was diagnosed before You made Your Relevant Travel Purchase;
3. Close Relatives who are not Resident(s) of Australia;
4. any transportation costs within Australia;
5. airfare costs to resume Your Overseas Return Trip where You have made a Claim under Section A Trip Cancellation and Amendment Cover;
6. circumstances where there was a reasonable likelihood that a return Home may be necessary or a reasonable person under the circumstances would have foreseen prior to making the Relevant Travel Purchase or booking, arrangement or rearrangement the Overseas Return Trip, may lead Your return Home from an Overseas Return Trip;
7. any airfares for which have not been booked and paid for before You started Your Overseas Return Trip;
8. costs where a claim has been paid under any other section of this Policy for the same Event.

## Excess applicable to Resumption of an Overseas Return Trip Cover

As noted in the Schedule of Benefits.

## Section G – Trip Delay Cover

This benefit is only available when You meet the eligibility criteria set out in the Eligibility for Insurance Table.

Not all benefits listed within this cover section are available for a Trip. Please refer to the Schedule of Benefits within this Policy to confirm the available cover under this section.

## What We Cover

### 1. Delayed, cancelled, overbooked or missed onward flight

If during Your Trip, Your Scheduled Flight is:

- a) delayed or cancelled for 6 hours or more; or
- b) You are denied boarding of the aircraft due to overbooking, and no alternative flight is made available to You within 6 hours of the scheduled departure time of such flight; or
- c) Your onward connecting Scheduled Flight is missed at the transfer point due to the late arrival of Your incoming connecting Scheduled Flight, and no alternative onward flight is made available to You within 6 hours of the actual arrival time of the incoming flight;

We will reimburse You for additional hotel accommodation (room only) up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

### 2. Extended delayed, cancelled, overbooked or missed onward flight

If You have a claim under 1] Delayed, cancelled, overbooked or missed onward flight, We will also reimburse You for additional accommodation expenses (room only) for each full 24-hour period that the delay continues beyond the initial 6-hour delay up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

### 3. Delay of Personal Baggage checked-in on Scheduled Flight

If during Your Trip, Your accompanying Personal Baggage which is checked in on the Scheduled Flight is not delivered to You by the airline provider within 12 hours of Your arrival at the scheduled destination point that is not the airport You first departed from in Your Home State or Territory in Australia, We will reimburse You for the purchase of essential emergency clothing and toiletries which are required for use within the first 24 hours of the Personal Baggage delay up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

### 4. Extended Delay of Personal Baggage checked-in on Scheduled Flight

If during Your Trip, Your accompanying Personal Baggage which is checked in on the Scheduled Flight is not delivered to You by the airline provider upon Your arrival at the scheduled destination point that is not the airport You first departed from in Your Home State or Territory in Australia, We will reimburse You for the reasonable emergency

purchase of essential clothing and toiletries for each additional 24 hours after the initial 12 hours baggage delay, up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

#### **5. Delayed arrival to a Special Event**

If during Your Trip, Your Scheduled Flight is delayed due to an unforeseeable circumstance outside Your control and as a result You would be unable to arrive in time for a Special Event, which cannot be delayed due to Your late arrival, We will pay reasonable additional expenses for the cost of alternative public transport to arrive at the Special Event, up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

### **Terms and Conditions applicable to Trip Delay Cover**

1. In the event of a claim, You must provide Us with invoices and/or receipts.
2. Claims for lost or delayed luggage must be reported to the transport provider or carrier and a property irregularity report (such as a luggage incident report) obtained where reasonably possible. If a property irregularity report or incident report is not provided, You must provide evidence that You have taken reasonable steps to obtain a report, such as emails, call logs or other reasonable evidence. A copy of any property irregularity report obtained from the airline must be supplied to Us together with the following information:
  - a) full details of the flight (airline, flight numbers, departure airport, destination, scheduled flight times and arrival airport);
  - b) full details of the delay or loss incurred; and
  - c) full details of expenses for which reimbursement is claimed.
3. We will deduct all credits, refunds and allowances provided or offered to You by the transport provider or carrier from the amount we pay or reimburse.

### **Exclusions applicable to Trip Delay Cover**

**Please also refer to the General Exclusions applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. the confiscation or requisition by any customs agency or other government authorities;
2. the purchase of clothing and toiletries that are not reasonably necessary for Your Trip;

3. any lost or delayed Personal Baggage where a property irregularity report (such as a luggage incident report) is not provided and where You are unable to provide evidence that You have taken reasonable steps to obtain one. Such evidence includes emails and call logs to the transport provider or other reasonable evidence;
4. Personal Baggage delay or extended Personal Baggage delay in the airport You first departed from in Your Home State or Territory in Australia;
5. any costs that relate to any other person for which You have paid for that is not a Covered Person;
6. where a claim has been paid under any other section of this Policy for the same Event.

#### **Excess applicable to Trip Delay Cover**

As noted in the Schedule of Benefits.

## **Section H – Personal Baggage, Valuables, Money and Documents Cover**

This benefit is only available when You meet the eligibility criteria set out in the Eligibility for Insurance Table.

Not all benefits listed within this cover section are available for a Trip. Please refer to the Schedule of Benefits within this Policy to confirm the available cover under this section.

### **What We Cover**

If during Your Trip, Your:

1. Personal Baggage, Valuables or Documents are accidentally damaged or destroyed; or
2. Personal Baggage, Valuables, Money or Documents are accidentally lost; or
3. Personal Baggage or Documents are lost or stolen when they have been checked in or stowed in the luggage hold of an airplane, ship, bus or train, where You had no access to that Personal Baggage or Documents until the end of the transport; or
4. Personal Baggage, Valuables, Money or Documents are lost or stolen when they have been stowed in a specially designated area (such as overhead compartment, luggage rack or hotel storage room) on an airplane, ship, bus or train transport or with an accommodation provider; or
5. Personal Baggage, Valuables, Money or Documents are stolen from Your locked accommodation (excluding motor vehicle accommodation) where the accommodation was reasonably able to be locked; or

6. Personal Baggage (excluding Valuables and Money) or Documents left Unattended are stolen from a motor vehicle, where:
  - a) items were locked out of sight in a Secure Area and
  - b) Forcible Entry has been used by an unauthorised person to gain entry to the vehicle and
  - c) evidence of such Forcible Entry is available; or
7. Personal Baggage, Valuables, Money or Documents which are:
  - a) carried by You; or
  - b) under Your observation and within 3 metres of You are stolen;

We will, after We deduct the Excess from Your claim, do one of the following:

- pay You the reasonable costs for the item to be repaired if it is practical and economic for the item to be repaired;
- if it is not practical and economic to repair the item, We will pay You the lesser of:
  - i) the original purchase price of the item minus depreciation (wear and tear); or
  - ii) the current replacement cost of the item with the same or nearest type if the item is available (i.e. make and model);

up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

### **Terms and Conditions applicable to Personal Baggage, Valuables, Money and Documents Cover**

1. We will deduct the Excess from Your claim.
2. Any payment will be based on the item's depreciated value, repair cost (to the condition before the loss) or current replacement cost, as outlined directly above.
3. You must take all reasonable precautions for the safety and supervision of Your Personal Baggage, Valuables, Money and Documents.
4. Any claims to a Pair or Set, if You agree to surrender the undamaged item(s) of the Pair or Set to Us and We agree to accept them, We will pay You the current replacement cost of the entire Pair or Set. If You do not agree to surrender the undamaged items, We will only be liable for the value of that part of a Pair or Set which has been lost, stolen, damaged or destroyed. For example, if one earring is stolen We will only pay 50% of the cost of replacement earrings.
5. If We ask, You must send to Us any damaged or undamaged items and pay for postage.

6. Theft of Personal Baggage or Documents left Unattended in a motor vehicle is subject to the following:
  - a) items must be locked out of sight in a Secure Area; and
  - b) Forcible Entry must have been used by an unauthorised person to gain entry to the vehicle; and
  - c) evidence of such entry is available.
7. To support all claims, You must supply a copy of the item's original purchase receipt or invoice or an alternative written or printed proof of the purchase price or value.
8. You must report loss, theft or criminal damage to the:
  - a) local police; or
  - b) appropriate issuing authority (in the case of Documents),
 and a written report obtained where reasonably possible. If a written report is not provided, You must provide evidence that You have taken reasonable steps to report the loss, theft or criminal damage including details of the time and place You made the report, and the name and contact details of who You reported the loss, theft or criminal damage to (to the extent such details are within Your power to provide).
9. Claims for damaged items in transit must be reported to the carrier, tour, transport or accommodation provider and a written report obtained where reasonably possible. If a written report is not provided, You must provide evidence that You have taken reasonable steps to obtain a report, such as emails, call logs or other reasonable evidence to the travel or accommodation provider.
10. Benefits will not be payable under more than one section or benefit of this Policy as a result of one Event. We will, however, pay the benefit type with the highest benefit amount.

### **Depreciation applicable to Personal Baggage, Valuables, Money and Documents Cover**

We will apply depreciation (wear and tear) in determining the value of Your Personal Baggage and Valuables as specified in the table below.

Depreciation considers an item's age, damage or change that is caused to an item when its being used normally. Depreciation will be calculated from the date of purchase of the item until the date of the claimable Event, based on the original purchase price.



For example: If You purchased a Smartphone for \$1,000, went on a Trip and the Smartphone was stolen, We will calculate the number of months between the date You purchased Your Smartphone and the claimable Event date. Suppose the number of months is 6, We will calculate the depreciation as follows:

- Purchase price – depreciation – Excess = amount payable
- Number of months = 6
- 6 multiplied by depreciation for Smartphone of 2.5% = 15%
- Depreciation: \$1,000 multiplied by 15% = \$150
- Excess = \$250
- Amount payable by Us for Your stolen Smartphone: \$1,000 – \$150 – \$250 = \$600

### Depreciation Table

Items	Deduction for each month of age of the item at the time of Event	Maximum Applicable Depreciation
Electronic equipment	2.5%	65%
Camera (including accessories)	2.5%	65%
Sunglasses	1.5%	65%
Smartphone	2.5%	65%
Laptop	2.5%	65%
Jewellery	0%	0%
Sports equipment	2.0%	65%
Cosmetics	2.5%	65%
Clothing	1.9%	65%
Other personal items	1.5%	65%

### Exclusions applicable to Personal Baggage, Valuables, Money and Documents Cover

Please also refer to the General Exclusions applicable to All Sections within this Policy.

We will not pay for or reimburse any costs arising from or relating to:

1. any items loaned, hired or entrusted to You;
2. loss, theft, criminal damage where there is insufficient evidence that You have taken reasonable steps to report

the incident to the local police or appropriate issuing authority (in the case of Documents). Such evidence includes details of the time and place You made the report, and the name and contact details of who You reported the loss, theft or criminal damage to (to the extent such details are within Your power to provide);

3. damaged items in transit where a written report from the carrier, tour, transport or accommodation provider is not provided and where You are unable to evidence that You have taken reasonable steps to obtain a written report from the carrier, tour, transport or accommodation provider. Such evidence includes emails and call logs to the carrier, tour, transport or accommodation provider or other reasonable evidence;
4. theft from a Travelling Companion, Close Relative or any person You have given consent to visit You, stay or travel with You;
5. electrical or mechanical breakdown of items;
6. items left Unattended in a Public Place (unless You have no option other than to leave the items Unattended due to an emergency medical, security or evacuation situation);
7. Valuables and Money left Unattended in a motor vehicle (unless You have no option other than to leave the Valuables or Money Unattended due to an emergency medical, security or evacuation situation);
8. Personal Baggage or Documents left Unattended and which are stolen from a motor vehicle if the items have not been locked in the Secure Area (unless You have no option other than to leave the Personal Baggage or Documents Unattended due to an emergency medical, security or evacuation situation);
9. Valuables or Money within Your Personal Baggage checked in or stowed in the luggage hold of an airplane, ship, bus or train;
10. atmospheric or climatic conditions, wear and tear (damage that naturally and inevitably occurs as a result of normal wear or ageing), vermin, insects, rodents or any process of cleaning, repairing, restoring or alteration;
11. any business goods or specialised equipment relating to a trade or profession;
12. the confiscation or destruction by order of any government or public authority;
13. any items sent under the provisions of any freight contract, postal, courier or similar service;
14. damage to fragile or brittle items unless caused by fire or resulting from an accident to an aircraft, sea vessel or motor vehicle;

15. any sporting equipment, bicycles, surfboards or waterborne craft (including their ancillary equipment) of any description. This exclusion does not apply while in the custody of a transport provider;
16. any drones;
17. any motor vehicle, motor vehicle accessories or parts, motorised or propelled vehicles such as scooters, electric bicycles or golf buggies;
18. in respect to a Pair or Set of items, if You choose not to surrender the undamaged item(s) that form part of the Pair or Set, We will only pay for the value of the item(s) which have been lost, stolen, damaged or destroyed;
19. shortages, errors, omissions, depreciation in value in respect of Money and Documents;
20. any bonds, coupons, gift cards, stamps, vouchers, warranties, pre-loaded or rechargeable cards including but not limited to phone, debit or stored value cards;
21. loss of Money or Valuables from Your accommodation unless evidence is available that Forcible Entry was used to gain entry to the accommodation or where reasonable evidence (such as key entry recording) that there was unauthorised entry;
22. any of the following: animals or plant life, antiques and historical artefacts, bonds, securities, stamps, coupons, vouchers or documents of any kind other than those within the definition of Money and Documents, china, consumable or perishable items, contact or corneal lenses, dentures, glass, hearing aids, keys, musical instruments, pictures, photos;
23. costs where a claim has been paid under any other section of this Policy for the same Event;
24. lost or stolen cryptocurrency;
25. loss of any electronic data or software.

#### **Excess applicable to Personal Baggage, Valuables, Money and Documents Cover**

As noted in the Schedule of Benefits.

## **Section I – Hijack Cover**

This benefit is only available when You meet the eligibility criteria set out in the Eligibility for Insurance Table.

Not all benefits listed within this cover section are available for a Trip. Please refer to the Schedule of Benefits within this Policy to confirm the available cover under this section.

#### **What We Cover**

If during Your Trip, Your Public Transport is Hijacked by persons using violence or threat of violence and You are

detained in excess of 24 hours as a result of the Hijack, We will pay costs for:

- a) a return economy airfare; and
- b) extra accommodation (room-only) for each 24-hour period;

for Your Close Relatives to travel to and stay at the location of the Hijacking, up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

#### **Terms and Conditions applicable to Hijack Cover**

1. Payment and cover start after the first 24 hours from the time a government authority had been notified of the Hijacking.
2. We will not act as Your negotiator or intermediary or advise You or any person in dealing with the Hijackers.

#### **Exclusions applicable to Hijack Cover**

**Please also refer to the General Exclusions applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. Hijacking from a member of Your family, Close Relative or Travelling Companion.

#### **Excess applicable to Hijack Cover**

As noted in the Schedule of Benefits.

## **Section J – Personal Liability Cover**

This benefit is only available when You meet the eligibility criteria set out in the Eligibility for Insurance Table.

Not all benefits listed within this cover section are available for a Trip. Please refer to the Schedule of Benefits within this Policy to confirm the available cover under this section.

#### **What We Cover**

If during Your Trip, You become unintentionally legally liable to pay compensation to someone (other than a member of Your family, a Close Relative or a Travelling Companion) as a result of:

- a) an Injury or death to that person; or
- b) accidental physical damage or loss to someone else's tangible property,

We will pay or reimburse costs up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits for:

- a) Your legal costs;
- b) damages that are recoverable from You;

- c) costs that are incurred with Our consent (which will not be unreasonably withheld or delayed);
- d) costs for legal representation at any coroner's inquest or fatal accident inquiry or in a court of summary jurisdiction.

### Terms and Conditions applicable to Personal Liability Cover

1. You must not admit liability, negotiate, make any promise, payment or settlement without Our prior written consent (which will not be unreasonably withheld, delayed or conditioned).
2. You must as soon as You receive them, send Us every letter, claim, writ, summons, process, notice of any prosecution or inquest that relates to, or may give rise to, liability.
3. We may at any time make full and final settlement of any claim at Our cost pursuant of this Personal Liability Cover. If We do so, We will have no further liability in respect of such Event or Events except for the payment of costs and expenses incurred prior to the date of settlement.
4. We may make any investigation We deem necessary.

### Exclusions applicable to Personal Liability Cover

**Please also refer to the General Exclusions applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. You intentionally incurring any liability;
2. Injury to any person who is a member of Your family, a Close Relative or Your Travelling Companion or under a contract of service or apprenticeship with You;
3. loss of or damage to any material property belonging to You or in Your care, custody or control or belonging to a member of Your family, a Close Relative or Your Travelling Companion or anyone under a contract of service or apprenticeship with You. This does not apply to loss of or damage to buildings and their contents temporarily occupied by You during a Trip;
4. liability You incur under a contract or agreement which You would not have in the absence of such contract or agreement;
5. any unlawful, wilful or malicious act by You and including any assault and/or battery committed by You;
6. aggravated, exemplary or punitive damages or the payment of any fine or penalty;

7. liability arising out of the transmission of a sexually transmittable disease or passing on an illness, virus or disease to another person;
8. liability arising directly or indirectly out of the ownership, possession, control or use by You or on Your behalf of:
  - a) mechanically propelled vehicles (including scooters), aircraft (including drones), hovercraft or watercraft (other than non-mechanically propelled watercraft less than 10 metres in length);
  - b) firearms;
  - c) animals (other than horses and domestic pets).
9. Injury or loss of or damage to material property arising directly or indirectly from:
  - a) the ownership possession or occupation of land, immobile property or caravans other than as temporary accommodation in the course of a Trip;
  - b) the carrying on of any trade, business or profession;
10. liability arising from Excluded Sports and Activities.

### Excess applicable to Personal Liability Cover

As noted in the Schedule of Benefits.

## Section K – Rental Vehicle Excess Cover

This benefit is only available when You meet the eligibility criteria set out in the Eligibility for Insurance Table.

Not all benefits listed within this cover section are available for a Trip. Please refer to the Schedule of Benefits within this Policy to confirm the available cover under this section.

### What We Cover

If during Your Trip, You hire a Rental Vehicle:

- a) for less than 30 days; and
- b) pay for the comprehensive vehicle insurance option on the Rental Vehicle for the duration of the rental period; and

Your Rental Vehicle is:

- a) damaged in a motor vehicle collision; or
- b) damaged by fire; or
- c) maliciously damaged; or
- d) stolen;

whilst in Your control or custody, We will pay or reimburse You the lesser of:

- I) the Rental Vehicle Deductible You would be required to pay as part of the Rental Agreement; or
- II) the Rental Vehicle damage;

that You become liable to pay under the Rental Agreement, up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

### **Terms and Conditions applicable to Rental Vehicle Excess Cover**

1. You must be the nominated driver or specified driver under the Rental Agreement.
2. You must have a valid international driving licence or a driver's licence that permits You to legally drive the Rental Vehicle.
3. You have paid for comprehensive vehicle insurance on the Rental Vehicle for the duration of the rental period that is within Your Trip.
4. Cover will take effect from the time You take legal control of the Rental Vehicle and will cease at the time the Rental Company assumes control of the Rental Vehicle whether at its business location or elsewhere.
5. Claims will not be paid in respect of expenses to the extent that they are assumed, waived or paid by the Rental Company or its insurers.
6. In the event You have a claim, You must provide a copy of:
  - a) Your Rental Agreement;
  - b) any incident report that was completed.
7. Losses will not be paid in respect of any property or expenses insured under another policy or any claim, which should be recoverable under any other insurance.

### **Exclusions applicable to Rental Vehicle Excess Cover**

**Please also refer to the General Exclusions applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. the rental of trucks, mini buses, buses, trailers, caravans, campervans, motorcycles, mopeds, motorbikes, motor homes, scooters or bicycles;
2. use of the Rental Vehicle in, or in training for, racing competitions, trials, rallies or speed testing;
3. operation of the Rental Vehicle in violation of the terms of the Rental Agreement;
4. where You are not a nominated driver or specified driver under the Rental Agreement;
5. where You do not have an appropriate and a valid driving licence giving You legal rights to drive;
6. anyone who is not a Covered Person;

7. damage sustained whilst driving on an un-sealed or private road;
8. any administration costs, petrol, loss of use penalties or fines;
9. atmospheric or climatic conditions, wear and tear (damage that naturally and inevitably occurs as a result of normal wear or ageing), vermin, insects, rodents or any process of cleaning, repairing, restoring or alteration;
10. any damage that results in You filling the vehicle with inappropriate petrol or diesel that is not specified by the manufacturer;
11. any pre-existing damage.

### **Excess applicable to Rental Vehicle Excess Cover**

As noted in the Schedule of Benefits.

## **Section L – Card Purchase Cover**

This benefit is only available when You meet the eligibility criteria set out in the Eligibility for Insurance Table.

### **What We Cover**

#### **Theft or damage of an Eligible Item**

If Your Eligible Item is stolen or accidentally damaged within 90 days of purchase, We will:

- pay You the reasonable costs for the Eligible Item to be repaired if it is practical and economic for the Eligible Item to be repaired;
- if it is not practical and economic for You to have the Eligible Item repaired, We will reimburse You with the replacement amount not exceeding the original purchase price of the Eligible Item;

up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

### **Terms and Conditions applicable to Card Purchase Cover**

1. We will deduct the Excess from Your claim.
2. Any claims to a Pair or Set, if You agree to surrender the undamaged item(s) of the Pair or Set to Us and We agree to accept them, We will pay You the current replacement cost of the entire Pair or Set. If You do not agree to surrender the undamaged items, We will only be liable for the value of that part of a Pair or Set which has been stolen or damaged. For example, if one earring is stolen We will only pay 50% of the cost of replacement earrings.

3. An Eligible Item which is left Unattended in a Public Place and which is not subsequently recovered shall not constitute theft, unless You have no option other than to leave the Eligible Item Unattended due to an emergency medical, security or evacuation situation.
4. If You purchase the Eligible Item as a gift for someone else, You may request for Us to pay a valid claim directly to the recipient of the gift.
5. You must provide Us with copies of invoices and/or receipts relating to the Eligible Item purchase. Upon request, You must also provide Us with the damaged Eligible Item or receipt as proof of mailing/shipping.
6. Claims for theft must be reported to the local police and a written report obtained where reasonably possible. If a written report is not provided, You must provide evidence that You have taken reasonable steps to report the theft or criminal damage including details of the time and place You made the report, and the name and contact details of who You reported the theft or criminal damage to (to the extent such details are within Your power to provide).
9. theft of or damage to an Eligible Item left Unattended in a motor vehicle, except when:
  - i) the Eligible Item is locked out of sight in a Secure Area and Forcible Entry has been used by an unauthorised person to gain entry to the vehicle, and evidence of such Forcible Entry is available; or
  - ii) You have no option other than to leave the Eligible Item Unattended due to an emergency medical, security or evacuation situation;
10. theft of or damage to jewellery, watches, precious metals and gemstones in baggage unless carried by hand and under Your personal supervision;
11. theft of or damage to:
  - a) animals, living plants, perishable goods (including but not limited to food, drugs, fuel or oil);
  - b) software, operating systems or firmware;
  - c) cash, its equivalents, traveller's cheques, tickets or negotiable instruments;
  - d) a boat, automobiles, motorboats, airplanes or any other motorised vehicles and their integral parts and installed accessories;
  - e) second-hand, including antiques;
  - f) real estate or movable fixtures or fittings (including but not limited to dish washers and fixed air conditioners) which are, or are intended to form part of any home or real estate;
12. in respect to a Pair or Set of items, if You choose not to surrender the undamaged item(s) that form part of the Pair or Set, We will only pay for the value of the item(s) which have been stolen or damaged.

### Exclusions applicable to Card Purchase Cover

**Please also refer to the General Exclusions applicable to All Sections within this Policy.**

We will not pay for or reimburse any costs arising from or relating to:

1. damage to an Eligible Item wilfully damaged by You;
2. claims for theft where there is insufficient evidence that You have taken reasonable steps to report the incident to the local police. Such evidence includes details of the time and place You made the report, and the name and contact details of who You reported the theft or criminal damage to (to the extent such details are within Your power to provide);
3. costs where a claim has been paid under any other section under this Policy for the same Event;
4. theft or accidental damage to an Eligible Item received as a gift;
5. items purchased in a business name or business owned or business related;
6. an Eligible Item which is left Unattended in a Public Place, unless You have no option other than to leave the Eligible Item Unattended due to an emergency medical, security or evacuation situation;
7. damage resulting from normal wear and tear (damage that naturally and inevitably occurs as a result of normal wear or ageing) to Eligible Items;
8. damage to Eligible Items caused by product defects;

### Excess applicable to Card Purchase Cover

As noted in the Schedule of Benefits.

## Section M – Buyer's Advantage Cover

This benefit is only available when You meet the eligibility criteria set out in the Eligibility for Insurance Table.

### Specific Definitions under Buyer's Advantage Cover

**Original Warranty** means a manufacturer's written warranty that does not exceed 5 years and is applicable within Australia to the Eligible Item.

## What We Cover

If You make an Eligible Item purchase from a retailer, You will receive cover for the breakdown or defect of Eligible Item purchased, provided that such breakdown or defect would have been covered by the Original Warranty and occurs between the date that the Original Warranty expired and the end of the buyer's advantage period (see table below).

Buyer's advantage commences on expiry of the original manufacturer's warranty.

Where the Original Warranty period is:	The buyer's advantage period is:
<b>1 month</b>	1 month commencing at the end of the Original Warranty period
<b>6 months</b>	6 months commencing at the end of the Original Warranty period
<b>1-5 years</b>	1 year commencing at the end of the Original Warranty period
<b>5+ years</b>	No Cover

We will, after We first deduct the applicable Excess from Your claim, do one of the following:

- pay You the reasonable costs to repair or rebuild the Eligible Item if it is practical and economic for the item to be repaired;
- if it is not practical and economic for You to have the Eligible Item repaired or rebuilt, We will pay You the lesser of the original purchase price or the replacement cost of the Eligible Item;

up to the maximum relevant cover section limit inclusive of sub-limits as shown in the Schedule of Benefits.

## Terms and Conditions applicable to Buyer's Advantage Cover

1. We will deduct the Excess from Your claim.
2. You will need to provide a copy of the Original Warranty, the sales receipt and account statement showing the purchases as You need these in order to make a claim.
3. Claims to a Pair or Set, if You agree to surrender the undamaged item(s) of the Pair or Set to Us and We agree to accept them, We will pay You the current replacement cost of the entire Pair or Set. If You do not agree to surrender the undamaged items, We will only be liable for the value of that part of a Pair or Set which has been broken or is defective. For example, if one earring is damaged We will only pay 50% of the cost of replacement earrings.

## Exclusions applicable to Buyer's Advantage Cover

We will not pay for or reimburse any costs arising from or relating to:

1. any damage caused by a failure to take reasonable care in the circumstances to protect and maintain the Eligible Item against damage or to take reasonable care to mitigate any damage to the property;
2. any costs other than for parts and or labour costs resulting from a covered breakdown or defect;
3. any obligations, costs or losses beyond those set out in the Original Warranty;
4. any payments, costs, expenses or claims for bodily injury, property damage, consequential loss of damage, loss of profit, punitive damages or legal costs associated in any way with the product;
5. any costs for:
  - a) an Eligible Item purchased in a business name or business owned or business related;
  - b) a boat, automobiles, motorboats, airplanes or any other motorised vehicles and their integral parts and installed accessories;
  - c) second-hand, including antiques;
  - d) real estate or movable fixtures or fittings (including but not limited to dish washers and fixed air conditioners) which are, or are intended to form part of any home or real estate;
6. in respect to a Pair or Set of items, if You choose not to surrender the undamaged item(s) that form part of the Pair or Set, We will only pay for the value of the item(s) which had the breakdown or defect.

## Excess applicable to Buyer's Advantage Cover

As noted in the Schedule of Benefits.

## General Exclusions Applicable to All Sections

We will not cover losses, pay or reimburse any costs, under any section of this Policy which are recoverable from any other source, or arising from:

1. circumstances when after You made Your Relevant Travel Purchase, You start a Trip against the following advice:
  - i) for an Overseas Return Trip: the Australian Federal Government or an Australian government agency (such as DFAT) have issued a travel advisory warning, advising You to 'Do Not Travel' or that borders are closed, for the destination You planned

- to travel to. Please refer to [who.int](http://who.int), [smartraveller.gov.au](http://smartraveller.gov.au), [dfat.gov.au](http://dfat.gov.au) or other government sites for further information. This exclusion applies even if You have been granted a travel exemption by an Australian State or Territory, the Australian Federal Government or an Australian government agency (such as DFAT) to travel;
- ii) for a Domestic Return Trip: an Australian State or Territory Government or government agency have issued an official written statement advising You not to travel to Your destination, or that borders are closed for the destination You have planned to travel to. This exclusion applies even if You have been granted a travel exemption by an Australian State or Territory, the Australian Federal Government or an Australian government agency (such as DFAT) to travel;
  - iii) when a Doctor has deemed You unfit to travel;
2. any Pre-Existing Medical Conditions (except under Section F – Resumption of an Overseas Trip Cover, 2 – Returning to Australia for a Close Relative with a Pre-Existing Medical Condition);
  3. You, a Travelling Companion or Close Relative’s Terminal Illness which was diagnosed before You made Your Relevant Travel Purchase;
  4. where You:
    - a) are 80 years of age or older when You make Your Relevant Travel Purchase; and/or
    - b) have not started and ended Your Trip from Australia; and/or
    - c) are not a Resident of Australia;
  5. any Trip undertaken by a Spouse or Dependent Child who is not travelling with the Card Member or Additional Card Member on each part of the Trip;
  6. any costs arising directly from You being unfit to travel if You knew, or a reasonable person in Your circumstances would have known, that You were unfit to travel whether or not You had sought medical advice;
  7. a Domestic Return Trip where You do not stay at the destination for at least 1 night and/or that is less than 150-kilometre radius from Your Home;
  8. You or any other person having a change of mind and deciding not to start a Trip, continue with the Trip or any other disinclination to travel;
  9. any One-Way Trip where You are unable to provide reasonable evidence of Your intention to return to Your Home or Your Work. Such evidence may include providing copies of a return ticket, itinerary or schedule, return transfer or accommodation bookings, confirmation of return to Work dates;
  10. being under the influence of alcohol, where You have a recorded blood alcohol concentration (BAC) greater than the limit prescribed by the applicable governing authority whilst operating a motor vehicle, or at all other times having recorded a blood alcohol concentration (BAC) greater than 0.10%;
  11. taking of any drug, medication, narcotic or hallucinogen, unless as prescribed by a Doctor and taken in accordance with the prescription and doctors’ advice but is not for the treatment of addiction to illegal drugs;
  12. the consumption of alcohol in combination with any drug or medication;
  13. Your intentionally self-inflicted injury, suicide, self-destruction or any attempt thereof;
  14. Your participation, involvement or taking part in Excluded Sports and Activities while on a Trip;
  15. any unlawful, wilful or malicious act by You and including any assault and/or battery committed by You;
  16. any costs where You are participating in a sporting event where any participant receives, or is eligible to receive, an appearance fee, wage, salary or prize money in excess of \$1,000. Participation includes training for, coaching or otherwise competing in that sporting event;
  17. travel into hazardous work sites (e.g. underwater, mines, construction sites, oilrigs, etc.);
  18. any costs with respect to Cuba or a person, entities, groups, corporate specified on a list who are subject to trade or economic sanctions or other such similar laws or regulations of the United States of America, Australia, United Nations, European Union or United Kingdom or which if reimbursed or paid by Us would result in Us being in breach of trade or economic sanctions or other such similar laws or regulations;
  19. declared or undeclared war, civil war, rebellion, revolution, insurrection, military or usurped power or any act thereof; however, any act committed by an agent of any government, party or faction engaged in war, hostilities or other warlike operations provided such agent is acting secretly and not in connection with any operation of armed forces (whether military, naval, or air forces) in the country where the injury occurs shall not be deemed an act of war;
  20. service in the military, naval or air service of any country except Australia where cover applies for Cancellation, Curtailment or Trip Change under Section A – Trip Cancellation and Amendment Cover (specified Event number 4);

21. participation in any military, police or fire-fighting activity;
22. activities undertaken as an operator or crew member of any transport provider;
23. flying in military aircraft or any aircraft which requires special permits or waivers;
24. commission of or attempt to commit an illegal act by or on behalf of You or Your beneficiaries. This exclusion does not apply to any Covered Person who is not the perpetrator of any such illegal act, or who did not know of or condone any such act;
25. direct or indirect, actual, alleged or threatened discharge, dispersal, seepage, migration, escape, release of or exposure to any hazardous biological, chemical, nuclear or radioactive material, gas, matter or contamination;
26. the refusal, failure or inability of any person, company or organisation, including but not limited to a travel agent, tour operator, accommodation provider, airline or other carrier, vehicle rental agency or any other travel or tourism services provider to provide services or accommodation due to their Insolvency or the Insolvency of any person, company or organisation they deal with;
27. an act of Terrorism except for when such Event occurs in Section B – Overseas Medical Emergency Expenses Cover or Section I – Hijack Cover of this Policy;
28. any loss of enjoyment or any financial loss not specifically covered within this Policy;
29. any loss which is recoverable by compensation under any other workers compensation act, transport accident laws or any other similar legislation or by Government sponsored fund, plan, medical benefit scheme required to be affected by or under a law;
30. an epidemic, pandemic or outbreak of an infectious disease or virus or any derivative or mutation of such viruses (or arising directly or indirectly from these) or the threat, or perceived threat, of any of these. Without limitation to the foregoing, and except for the cover provided under specified Event 1 in Section A and in Section B, this Policy does not cover, and We will not pay for claims of any kind directly arising from, relating to or in any way connected with the COVID-19 (or any mutation or variation thereof) and/or its outbreak;
31. any costs in relation to You being required to be quarantined except where You have a valid Trip Change or Curtailment claim under specified Event 1 of Section A and incur reasonable additional travel or accommodation expenses resulting from the quarantine;
32. You are riding a motorcycle:
  - a) without wearing a helmet (either as the driver or a passenger);
  - b) as a driver without being licensed in both Australia and the country of travel to drive such a motorcycle; or
  - c) whilst You are racing or participating in a professional capacity or motocross;
33. pregnancy in the following circumstances:
  - a) For any costs under Section B – Overseas Medical Emergency Expenses Cover after the end of the 23rd week of Your pregnancy, which is calculated from the last known date of Your menstrual period or calculated from staging ultrasound and is not otherwise excluded within this Policy;
  - b) for any costs under Section B – Overseas Medical Emergency Expenses Cover arising from childbirth or the health of a newborn child. This exclusion applies irrespective of the stage of pregnancy at which the child is born. A newborn (whether premature or otherwise) is not considered a Covered Person under the policy if the child was born on the Trip;
  - c) for any costs under Section B – Overseas Medical Emergency Expenses Cover arising from or relating to an abortion, unless this is to save life of the mother following an Injury or Illness;
  - d) for any costs under Section B – Overseas Medical Emergency Expenses Cover arising from fertility treatment or treatment associated with an assisted reproduction program including but not limited to, in vitro fertilisation (IVF).

## How do I make a claim?

**Overseas emergency** – Call Chubb Assistance on **+61 2 8907 5666**.

If You are admitted to a hospital or You incur costs and expenses covered under Section B, You must advise Chubb Assistance as soon as practically possible. Approvals are required for all costs and expenses or for any Repatriation.

**Non-emergency** – Making a claim is quick and easy: in 4 steps You can submit Your claim online by visiting the Chubb Claims Centre [www.chubbclaims.com.au](http://www.chubbclaims.com.au).

### What will I need to submit a claim online?

You (or Your representative) will need to provide:



1. The Group Policy Number 09NACCITQB (also shown in the General Terms and Conditions), which enables Us to verify Your Policy details.
2. Your email address.
3. Your contact information, which allows Us to give You real-time updates on Your claim status or contact You for additional information.
4. Supporting documents. The documents reasonably required vary based on claim type, but may include any relevant:
  - receipts or other proof of expenses;
  - proof of earnings that are being claimed;
  - reports that have been obtained from the police, accommodation provider or transport provider (including an airline) about the loss, theft or damage;
  - photographs or quotes. Please attach these to Your online submission to expedite assessment;
  - additional evidence that We may reasonably request to enable Us to assess Your claim; and
  - intended payee information, which allows Us to quickly make approved payments.

#### **What should I do before I submit a claim?**

1. Take all reasonable steps to mitigate any further losses or unreasonable and unnecessary expenses, including notifying Chubb Assistance as soon as practically possible, if You are admitted to hospital or You anticipate medical or additional accommodation or travel expenses.
2. Claims for loss, theft or criminal damage must, unless not reasonably possible, be reported to the local police and a written report obtained of the incident occurring. If it is not reasonably practical to obtain a written report, You must provide reasonable evidence in support of why a report cannot be obtained, such as emails, call logs to the local police demonstrating Your attempt to obtain the report.

#### **When should I notify Chubb of my claim?**

You should advise Us as soon as possible of an occurrence or an Event which could lead to a claim, or within 30 days of the Event taking place which gives rise to a claim, or as soon as reasonably practical.

#### **Will I need to undertake a medical examination?**

If required and to enable Us to confirm if some of the benefits sections within the Policy respond or continue to respond to an Event, We may need to arrange for You to undertake a medical examination at Our expense when

and as often as We may reasonably require. We may also arrange an autopsy if We reasonably require one.

#### **Can I claim under this Policy if I can claim for the same expense under another insurance Policy, e.g. my private health insurance?**

If You wish to submit Your claim under this Policy, please advise Us if You have already made a claim under any other insurance policies or tell Us if You have any insurance policies in place which might respond to Your loss. As a general rule, the amount You can recover for Your expenses under this Policy or any other policies cannot exceed Your expenses. See Other Insurance under General Terms and Conditions section for more information.

#### **Can I claim expenses that I have incurred in obtaining evidence to submit with my claim?**

No, expenses incurred by You in obtaining evidence for Us to assess Your claim cannot be claimed as an expense under this Policy. These expenses are payable by You.

#### **Can I admit liability if an Event occurs which may give rise to a claim?**

No, You (or Your legal representative) should not make any offer, promise of payment or admit any liability without written consent from Us. You should request the claim against You be put in writing.

#### **Do I need to help Chubb make recoveries for any amounts paid under the Policy?**

Yes, You may need to help Us to make recoveries of any amounts that We pay You under Your Policy. We have the right to sue under any other party in Your name to recover money payable or paid under the Policy, or to choose to defend any action brought against You. You must provide reasonable assistance to Us in this regard.

#### **How long will it take for my claim to be assessed?**

Once all evidence to support Your claim has been submitted, if We approve Your claim, We will assess and make a decision on Your claim within 10 business days.

#### **If my claim is approved, how long will it take for me to receive payment?**

Once We have approved Your claim, if there is an associated payment due to You, We will issue the payment within 5 business days.

#### **If I die, will my estate be able to claim under the Policy?**

Yes, if Your Policy provides cover in the event of Your death, Your estate will be able to make a claim under the Policy.

## **I don't have internet access/an email address to submit my claim online; can I still submit a claim?**

Yes, however this may increase the time taken to assess Your claim. You can call Us on **1800 055 268** to request a claim form to be mailed out to You which can then be mailed back to Us. Hours of operation: 8:30am to 5:00pm Monday to Friday.

## **Complaints and Dispute Resolution**

We understand that You could be dissatisfied with Our organisation, Our products and services, or the complaints handling process itself. We take all Our customer's concerns seriously and have detailed below the complaints process that You can access.

### **Complaints and Customer Resolution Service**

#### **Contact Details**

If You are dissatisfied with any aspect of Your relationship with Chubb including Our products or services and wish to make a complaint, please contact Our Complaints and Customer Resolution Service (**CCR Service**) by post, phone, fax, or email, (as below):

Complaints and Customer Resolution Service  
Chubb Insurance Australia Limited  
GPO Box 4065  
Sydney NSW 2001

P +61 2 9335 3200

F +61 2 9335 3411

E [complaints.AU@chubb.com](mailto:complaints.AU@chubb.com)

Our CCR Service is committed to reviewing complaints objectively, fairly and efficiently.

#### **Process**

Please provide Us with Your claim or policy number (if applicable) and as much information as You can about the reason for Your complaint.

#### **Our response**

We will acknowledge receipt of Your complaint within one (1) business day of receiving it from You, or as soon as practicable. Following acknowledgement, within two (2) business days We will provide You with the name and relevant contact details of the CCR Service team member who will be assigned to liaise with You regarding Your complaint.

We will investigate Your complaint and keep You informed of the progress of Our investigation at least every ten (10) business days and will make a decision in relation to Your complaint in writing within thirty (30) calendar days. If We are unable to make this decision within this timeframe, We

will provide You with a reason for the delay and advise of Your right to take Your complaint to the Australian Financial Complaints Authority (**AFCA**) as detailed below, subject to its Rules. If Your complaint falls outside the AFCA Rules, You can seek independent legal advice or access any other external dispute resolution options that may be available to You.

To the extent allowable at law, if You request copies of the information We relied on to make a decision about Your complaint, We must provide it within ten (10) business days of Your request. Please see the General Insurance Code of Practice 2020 ([codeofpractice.com.au](http://codeofpractice.com.au)) or contact Us for further details.

Please note that if We have resolved Your complaint to Your satisfaction by the end of the fifth (5th) business day after We have received it, and You have not requested that We provide You a response in writing, We are not required to provide a written response. However, this exemption does not apply to complaints regarding a declined claim, the value of a claim, or about financial hardship.

#### **External Dispute Resolution**

If You are dissatisfied with Our complaint determination, or We are unable to resolve Your complaint to Your satisfaction within thirty (30) days, You may refer Your complaint to AFCA, subject to its Rules.

AFCA is an independent external dispute resolution scheme approved by the Australian Securities and Investments Commission (**ASIC**). We are a member of this scheme and We agree to be bound by its determinations about a dispute. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

You may contact AFCA at any time at:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
P 1800 931 678 (free call)  
F +61 3 9613 6399  
E [info@afca.org.au](mailto:info@afca.org.au)  
W [www.afca.org.au](http://www.afca.org.au)

Time limits may apply to complain to AFCA and so You should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to Your circumstances expires.

## **Financial Claims Scheme**

We are an insurance company authorised under the *Insurance Act 1973* (Cth) (**Insurance Act**) to carry on general insurance business in Australia by the Australian

Prudential Regulation Authority (**APRA**) and are subject to the prudential requirements of the Insurance Act.

The Insurance Act is designed to ensure that, under all reasonable circumstances, financial promises made by Us are met within a stable, efficient and competitive financial system.

Because of this We are exempted from the requirement to meet the compensation arrangements Australian financial services licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of the *Corporations Act 2001* (Cth). We have compensation arrangements in place that are in accordance with the Insurance Act.

In the unlikely event that We were to become insolvent and were unable to meet Our obligations under the Policy, a person entitled to claim may be entitled to payment under the Financial Claims Scheme. Access to the Scheme is subject to eligibility criteria. Please refer to <https://www.fcs.gov.au> for more information.

## Chubb Privacy Statement

In this Statement, **We, Our** and **Us** means Chubb Insurance Australia Limited (**Chubb**).

**You** and **Your** refers to Our customers and prospective customers as well as those who use Our Website.

This Statement is a summary of Our Privacy Policy and provides an overview of how We collect, disclose and handle Your Personal Information. Our Privacy Policy may change from time-to-time and where this occurs, the updated Privacy Policy will be posted to Our website.

Chubb is committed to protecting Your privacy. Chubb collects, uses and retains Your Personal Information in accordance with the requirement of the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (**APPs**), as amended or replaced from time-to-time.

### Why We collect Your Personal Information

The primary purpose for Our collection and use of Your Personal Information is to enable Us to provide insurance services to You.

Sometimes, We may use Your Personal Information for Our marketing campaigns and research, in relation to new products, services or information that may be of interest to You.

### How We obtain Your Personal Information

We collect Your Personal Information (which may include sensitive information) at various points including, but not limited to, when You are applying for, changing or renewing

an insurance policy with Us or when We are processing a claim. Personal Information is usually obtained directly from You, but sometimes via a third party such as an insurance intermediary or Your employer (e.g. in the case of a group insurance policy). Please refer to Our Privacy Policy for further details.

When information is provided to Us via a third party We use that information on the basis that You have consented or would reasonably expect Us to collect Your Personal Information in this way. We take reasonable steps to ensure that You have been made aware of how We handle Your Personal Information.

### When do We disclose Your Personal Information?

We may disclose the information We collect to third parties, including:

- the policyholder (where the insured person is not the policyholder, i.e. group policies) and Citi who has been appointed by NAB to assist to administer the Qantas Premier Titanium Credit Card;
- service providers engaged by Us to carry out certain business activities on Our behalf (such as claims assessors, call centres in Australia, online marketing agency, etc);
- intermediaries and service providers engaged by You (such as current or previous brokers, travel agencies and airlines);
- government agencies (where We are required to by law);
- other entities within the Chubb group of companies such as the regional head offices of Chubb located in Singapore, UK or USA (Chubb Group of Companies); and
- third parties with whom We (or the Chubb Group of Companies) have sub-contracted to provide a specific service for Us, which may be located outside of Australia (such as in the Philippines or USA). These entities and their locations may change from time-to-time. Please contact Us, if You would like a full list of the countries in which these third parties are located.

In the circumstances where We disclose Your Personal Information to the Chubb Group of Companies, third parties or third parties outside Australia We take steps to protect Personal Information against unauthorised disclosure, misuse or loss.

### Your decision to provide Your Personal Information

In dealing with Us, You agree to provide Us with Your Personal Information, which will be stored, used and disclosed by Us as set out in this Privacy Statement and Our Privacy Policy.

## Access to and correction of Your Personal Information

Please contact Our customer relations team on 1800 815 675 or email [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com) if you would like:

- a copy of Our Privacy Policy, or
- to cease to receive marketing offers from Us or persons with whom We have an association.

To request access to, update or correct your Personal Information held by Chubb, please complete this [Personal Information request form](#) and return to:

Email: [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com)

Fax: +61 2 9335 3467

Address: GPO Box 4907, Sydney NSW 2001

## Further information request

If You would like more information about how We manage Your Personal Information, please review Our Privacy Policy for more details, or contact:

Privacy Officer

Chubb Insurance Australia Limited

GPO Box 4907

Sydney NSW 2001

+61 2 9335 3200

[Privacy.AU@chubb.com](mailto:Privacy.AU@chubb.com)

## How to Make a Complaint

If You are not satisfied with Our organisation, services, Our response to Your enquiry, or You have any concerns about Our treatment of Your Personal Information or You believe there has been a breach of Our Privacy Policy, or You are not satisfied with any aspect of Your relationship with Chubb and wish to make a complaint, please contact Our Complaints and Customer Resolution Service **(CCR Service)** by post, phone, fax, or email, (as below):

Complaints and Customer Resolution Service

Chubb Insurance Australia Limited

GPO Box 4065

Sydney NSW 2001

P +61 2 9335 3200

F +61 2 9335 3411

E [complaints.AU@chubb.com](mailto:complaints.AU@chubb.com)

For more information, please read Our Complaints and Customer Resolution policy.

## General Insurance Code of Practice

We are a signatory to the General Insurance Code of Practice (Code). The objectives of the Code are to further raise standards of service and promote consumer confidence in the general insurance industry. Further

information about the Code and Your rights under it is available at [codeofpractice.com.au](http://codeofpractice.com.au) and on request. As a signatory to the Code, We are bound to comply with its terms. As part of Our obligations under Parts 9 and 10 of the Code, Chubb has a Customers Experiencing Vulnerability & Family Violence Policy (Part 9) and a Financial Hardship Policy (Part 10). The Code is monitored and enforced by the Code Governance Committee.

## Sanctions

This insurance does not apply to the extent that trade or economic sanctions or other laws or regulations prohibit Us from providing insurance, including, but not limited to, the payment of claims. All other terms and conditions of the Policy remain unchanged.

Chubb is a subsidiary of a US company and Chubb Limited, a NYSE listed company. Consequently, Chubb is subject to certain US laws and regulations (in addition to EU, UN and national sanctions restrictions) which may prohibit it from providing cover or paying claims to certain individuals or entities or insuring certain types of activities related to certain countries such as but not limited to Iran, Syria, North Korea, North Sudan, Crimea and Cuba.

This page left intentionally blank.

This page left intentionally blank.

FREQUENT FLYER  | QANTAS MONEY

National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) (NAB) is the Credit Provider and Issuer of Qantas Premier Credit Cards on behalf of Qantas Airways Limited ABN 16 009 661 901. NAB has acquired the business relating to these products from Citigroup Pty Limited (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) ("Citi") and has appointed Citi to assist to administer the products.

Complimentary Insurance is issued by Chubb Insurance Australia Limited (ABN 23 001 642 020, AFSL No. 239687) ("Chubb") under a master policy with National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ("NAB"), the issuer of your card. Terms, Conditions, and Exclusions apply.

QCC17866\_(1124)