



## UPDATED CLAIMS RESPONSE TO CORONAVIRUS – TRAVEL CANCELLATION/ALTERATION

### BHSI A & H Corporate Travel Insurance Update (Australia & New Zealand)

ISSUED: 5 March 2020 | UPDATED: 10 March 2020

There is an active outbreak of the Coronavirus (2019-nCoV) that originated from Wuhan City in the Hubei Province in China. This new type of Coronavirus was initially linked to a large seafood and live animal market in Wuhan City, in China's Hubei Province. The Australian Government have therefore issued a travel advisory, recommending that you do not travel to China effective the 2nd February 2020 and that you do not travel to Iran effective 29th February 2020. Similar advisories are now in force from the New Zealand Government, cases of Coronavirus have now been reported in a large number of countries across the world with the number of reported cases increasing.

We are closely monitoring this evolving situation and urge you to pay close attention to the local media and emergency services, including the **DFAT Smart Traveller website** for Australian travellers, and the **SafeTravel website** for New Zealand travellers. Due to the nature of this event changing rapidly we have updated our travel advisory accordingly to provide guidance for our Brokers and customers.

### What does this mean for your travel insurance cover?

If a customer's travel is affected, disrupted or cancelled we encourage you to first contact your airline or travel agent to obtain a refund or to make alternative arrangements. After taking these steps we encourage our customers to submit a claim form along with any supporting documentation.

### Updated Policy Response to new travel bookings on new and existing policies (excl. China/Iran)

#### "Unforeseen circumstances" under Section 3 of the Travel Policy

There is cover under our travel policy for the cancellation or alteration of an insured person's journey arising from "unforeseen circumstances". However, effective from **9.00am AEST/11.00am NZST on 5 March 2020** the Coronavirus will not be considered as an "unforeseen circumstance" for:

1. All new travel bookings under an existing policy; or
2. When purchasing a new policy after this time and date.

It is crucial that you consider this before you purchase/make any new travel bookings under an existing policy or when purchasing a new policy.

### Cancellation of existing travel bookings purchased prior to 9.00am 5 March 2020 (excl. China/Iran)

If you purchased your travel bookings prior to 9.00am 5 March 2020, and are travelling to countries not rated as "Do Not Travel" in the Australia/New Zealand Governments' "Travel Advisory updates, and wish to delay or cancel a trip within 4 weeks of the commencement of the journey, we ask that you take the following steps:

1. Please contact your broker to discuss your travel plans, including your travel location and departure date to confirm whether cover may be available noting that no two claims are the same and need to be considered individually.
2. You must take all reasonable steps to limit or reduce your out of pocket expenses and we encourage you to speak with your travel agent/airline to mitigate your out of pocket expenses. This includes investigating potential alternative travel arrangements.
3. After taking these steps we encourage our customers to submit a claim form along with any supporting documentation.

## Clarification of Medical Expenses coverage:

All BHSI Travel policies provide cover for medical and related expenses arising from treatment of the Coronavirus, provided the travel is undertaken in accordance with the Australian and New Zealand Governments' Travel Advisory updates. See the complete policy terms and conditions for details.

## Policy Response to China and Iran

Losses or damages in connection with the outbreak of the Coronavirus in China and Iran and the associated disruptions may not be covered if at the time the travel arrangements were made, the disruption was not unforeseeable. Foreseeability will depend on the time the arrangements were made and the state of knowledge about the disruptions around the intended date of travel.

Travel arrangements made and confirmed prior to **9.00am AEST/11.00am NZST Sunday 2 February 2020** for China will be covered, subject to the terms and conditions of your Policy. Where policies have been issued and travel arrangements were confirmed after **9.00am AEST/11.00am NZST Sunday 2 February 2020**, cover for trip cancellation and additional expenses incurred will be assessed against the wording of the policy.

Travel arrangements made and confirmed prior to **9.00am AEST/11.00am NZST Saturday 29 February 2020** for Iran will be covered, subject to the terms and conditions of your Policy. Where policies have been issued and travel arrangements were confirmed after **9.00am AEST/11.00am NZST Saturday 29 February 2020**, cover for trip cancellation and additional expenses incurred will be assessed against the wording of the policy.

We encourage our customers to submit a claim for consideration as each claim will be investigated and adjudicated in accordance with the terms, conditions, exclusions and limits of the policy.

### If you have not yet departed

- If your pre-booked travel arrangements to China/Iran are cancelled, delayed or rescheduled as a result of this outbreak, you may be able to claim for cancellation or amendment of your journey. Please note that the costs to rearrange your trip must not exceed the costs you would have incurred had you cancelled your trip outright.
- You must take all reasonable steps to limit or reduce your out of pocket expenses and we encourage you to speak with your travel agent/provider to mitigate your out of pocket expenses.

### What is not likely to be covered – China & Iran?

We have carefully considered the response of the Australian and New Zealand Government to this event and consider the incident in **Hubei Province, China** to be a "known event" effective **9.00am (AEST) on 22 January 2020**. For the remainder of **mainland China**, the "known event" is effective **9.00 am (AEST) 2 February 2020**. For Iran, the "known event" is effective **9.00 am (AEST) 29 February 2020**.

### What is likely to be covered – China and Iran?

Cover for cancellation will be considered unforeseen, subject to all other terms and conditions of the policy, for all customers that have paid travel arrangements to/from mainland China/Iran where a policy is in force and paid travel arrangements were booked:

1. before 5.00pm (AEST) on 22 January 2020 for travel to/from Hubei province; and
2. before 9.00am (AEST) on 2 February 2020 for travel to/from mainland China.
3. before 9.00am (AEST) on 29 February 2020 for travel to/from mainland Iran

As above, customers who have paid travel arrangements to/from mainland China/Iran that are more than four (4) weeks away, may wish to delay cancelling their travel until their travel date is less than four (4) weeks away in case the position on travel improves.

## General Note

No two claims are the same and accordingly, claims are assessed on a case-by-case basis. The advice provided herein is of a general nature. Claims are assessed on their individual merits and are subject to the terms and conditions of the policy wording.

## Before submitting a claim travellers should:

- Contact their airlines to confirm that their flights have been cancelled and discuss potential alternative arrangements.
- Contact their travel agents or their airlines and/or accommodation providers to see what costs they will meet or amendments, concessions or refunds they are prepared to provide.