

## Tiger Airways Flight Disruptions

The following information concerns the grounding of Tiger Airlines flights by the Civil Aviation Safety Authority (CASA) commencing Saturday 2 July 2011. This advice applies to policies issued on or before Friday 1 July 2011.

We will assess all claims in accordance with your Product Disclosure Statement (PDS), and cover will depend on the type of plan you purchased

### *What do you need to know about your policy?*

On or after the start date of your policy, your policy provides cover for the reasonable cost of alternate travel expenses to reach the following events if your scheduled transport is cancelled, delayed, shortened or diverted and that means you would not arrive on time to that event:

- Wedding
- Funeral
- Conference
- Sporting Event
- Prepaid travel/tour arrangements

If you are currently travelling, your policy also provides cover for the reasonable costs of meals and accommodation if you are delayed for more than 6 hours

Please note that policy sub limits may apply that restricts the total amount payable for the above expenses. We recommend that you read your Product Disclosure Statement for further details.

There is no cover under the policy for the following expenses that arise as a result of the grounding of Tiger Airlines flights:

- Cancellation Fees and Lost Deposits
- Alternate transport expenses if you are on the homeward leg of your journey

### *General information*

- » There is no cover under any section of the policy for policies issued after Friday 1 July 2011 if the expenses arise from the grounding of Tiger Airlines flights.

### *What next steps should you take?*

- » If you wish to cancel or amend your pre-booked travel arrangements we recommend you contact your travel agent or travel provider regarding the best option in altering your trip. We understand the airline is providing penalty-free options to amend travel arrangements, so we also recommend you contact your airline for further details.
- » To help Australians avoid difficulties overseas, the Department of Foreign Affairs and Trade maintains travel advisories for more than 160 destinations overseas via their

website [www.smartraveller.gov.au](http://www.smartraveller.gov.au). Their travel advice provides accurate, up-to-date information about the risks Australians might face overseas, assisting you to make well-informed decisions about whether, when and where to travel. We recommend that you stay up-to-date with their destination-specific travel advisories for the country of your destination as your travel insurance cover may be affected if you travel to high risk areas or situations.

- » You should take all reasonable steps to minimise your expenses.
- » It is important to read the Product Disclosure Statement (PDS) you received when you purchased your travel insurance policy. This will give you more information about what your policy provides cover for and what it does not.
- » If you have a claim, please submit a claim form with all relevant supporting documentation to us for consideration.
- » You will need to submit all receipts all expenses. If you are claiming alternate transport or travel delay expenses you will need to submit all documents showing your original planned pre-paid arrangements, as well as receipts and documents showing your new arrangements and the non-refundable portions of your journey.
- » Any compensation or refunds you receive from a third party for transport, food or accommodation will be deducted from any settlement if your claim is accepted.

#### **Contact us**

- » If you have questions or queries, please contact our Information Hotline on 1800 012 234.
- » We will publish this and any updated travel insurance advisories on our website: [www.mondial-assistance.com.au](http://www.mondial-assistance.com.au).