

IMPORTANT UPDATE – Israel effective 1.30 pm, 1st November 2024

DFAT has changed its travel advisory from ‘Do Not Travel’ to ‘Reconsider your need to travel’ for Israel and the Occupied Palestinian Territories, effective 1.30pm on 1st November 2024.

Please refer to www.smartraveller.gov.au for further information.

Please refer to our Travel Alert Update on 9th October 2024 below and note that our embargo on all new travel insurance coverage to Israel remains in force until further notice. All other information in that earlier update remains relevant to the situation in Israel, including for customers due to travel or who are already in Israel.

As a result, no new travel insurance cover for travel to Israel can be purchased and Israel cannot be added as a destination to existing policies until further notice.

Limits, conditions and exclusions apply under your travel insurance policy. Please refer to the Product Disclosure Statement and your Certificate of Insurance for full details.

IMPORTANT UPDATE – Israel effective 7.30pm, 14th October 2024

DFAT has upgraded its travel advisory to ‘Do Not Travel’ for Israel and the Occupied Palestinian Territories, due to the volatile security situation, armed conflict, civil unrest and terrorism risk, effective 7.30pm on 14th October 2024.

Please refer to www.smartraveller.gov.au for further information.

Travel policy coverage to Israel

Travel to a destination where there is an Australian Government ‘Do Not Travel’ advisory in place is generally not covered by our travel insurance policies. Refer to your policy documentation to review the specific terms and exclusions they contain.

Customers due to travel to Israel

Travel to a destination where there is an Australian Government ‘Do Not Travel’ advisory in place is generally not covered by our travel insurance policies. Refer to your policy documentation to review the specific terms and exclusions they contain.

If your trip is affected and you wish to make a claim for our consideration, you can do so.

Customers already in Israel

We advise you to contact our 24-hour Emergency Assistance Team for any queries or assistance in departing Israel as soon as possible, given the change in the travel advisory to Do Not Travel. Refer to your policy document for contact details.

Tokio Marine Contact Details

24 hour assistance number	+61 2 8055 1609
Claims number	1300 932 861



If you are an Australian citizen or permanent resident in Israel or the Occupied Palestinian Territories, the Department of Foreign Affairs and Trade (DFAT) encourages travellers to register with its crisis registration portal. See the 'Safety' section of their website, for details on how to register on smartraveller.gov.au

Australians needing emergency consular assistance should contact the Australian Government's 24-hour Consular Emergency Centre on 1300 555 135 (within Australia) or +61 2 6261 3305 (from overseas).

Limits, conditions and exclusions apply under your travel insurance policy. Please refer to the Product Disclosure Statement and your Certificate of Insurance for full details.

IMPORTANT UPDATE – Israel effective 9th October 2024

Effective from 9th October 2024, Tokio Marine & Nichido Fire Insurance Co. (Tokio Marine) Marine Fire Insurance Co. have applied an embargo on the sales of all new travel insurance coverage to Israel, due to the deteriorating security and escalation of the conflict in the region.

Whilst the Australian Government's travel advice is to reconsider your need to travel to Israel, we have assessed this against our insurance risk appetite and whether the travel insurance would provide adequate coverage under the circumstances, noting the specific terms and exclusions relevant to the current conflict. Tokio Marine has made the decision to cease offering cover.

As a result, no new travel insurance cover for travel to Israel can be purchased and Israel cannot be added as a destination to existing policies until further notice from 9th October 2024.

Travel policy coverage to Israel

Acts of war as well as a traveller's choice to travel to a destination where there is an Australian Government 'Do Not Travel' advisory in place are generally not covered by our travel insurance policies. Refer to your policy documentation to review the specific terms and exclusions they contain.

Customers due to travel to Israel

If you have a travel insurance policy and are traveling to Israel in the near future, you will continue to be covered to the extent of the terms of your policy, unless the Australian Government changes its Smart Traveller advice for Israel to 'Do Not Travel', in which case further policy coverage limitations and exclusions would apply.

If your trip is affected and you wish to make a claim for our consideration, you can do so.

Tokio Marine Contact Details

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Claims number	1300 932 861



Customers already in Israel

If you are already in Israel you will continue to be covered to the extent of the terms of your policy but in the event of a change in travel advice to 'Do Not Travel' we advise you to contact our 24 hour Emergency Assistance Team for any queries and assistance in departing Israel as soon as possible – refer to your policy document for contact details.

Limits, conditions and exclusions apply under your policy. Please refer to the Product Disclosure Statement and your Certificate of Insurance for full details.

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