



Important Information Regarding: Earthquake in Turkey

Issued: 10 February 2023

Background

On 6 February 2023, a series of violent earthquakes struck southern and central Turkey and northern and western Syria. They occurred 34 km west of the city of Gaziantep at 04:17 a.m. TRT, causing widespread damage and tens of thousands of fatalities in the region.

Our sympathies extend to all of those affected by this tragic event.

Policy Wording

For policies/trips with the Relevant Time prior to 7 February 2023 for travel into Turkey:

If you have been directly affected from this event, there may be provision for you to claim for benefits provided by your travel insurance policy. Claims will be assessed in accordance with your Policy Wording and may vary depending on the type of policy you purchased.

If you have already departed

- If you are directly affected due to this event, there is cover (up to the nominated policy sub limits) for reasonable Additional transport and accommodation expenses.
- There is no cover if your existing travel plans are not directly affected.
- There is no cover available for any portions of your Journey that have been utilised.

If you have not yet departed

- If your pre-booked travel arrangements are cancelled, delayed or rescheduled as a result of this event you may be able to claim for cancellation or amendment of your journey. Please note 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 mitigate your out of pocket expenses and we encourage you to speak with your travel agent or transport provider as soon as possible to minimise these expenses.

To submit your claim, please remember:

- To keep all itemised receipts for additional purchases or costs incurred
- Obtain documentation from the travel provider confirming the length and reason for delay
- Claims can be submitted through our online claims portal: <https://claims.covermore.co.nz/default>

Costs that are not covered by your policy

- Travel arrangements that have already been utilised
- Costs excluded or above the limits outlined in your Policy Wording
- Costs that are incurred where your travel is not directly affected
- Where alternate travel is at a higher fare class than originally booked
- Depending on the policy benefit claimed and our assessment, there is no cover available for policies purchased on or after 6 February 2023 as the event is no longer considered unforeseeable

For policies/trips with the Relevant Time on or after 7 February 2023 for travel into Turkey

There is no cover for policies issued after this date as it would no longer be deemed an unforeseeable event.

Important general advice

This information must be read in conjunction with the Policy Wording as certain terms, conditions, limits, and exclusions apply. These terms, conditions, limits and exclusions are detailed in the Policy Wording and in particular we draw your attention to 'The Benefits' and 'General Exclusions' section of the Policy Wording.

Contact us

If you are travelling and require travel or medical assistance, please contact our 24 hour emergency assistance team on +61 2 8907 5597.

For any general enquiries regarding the event please contact our Customer Service team on 0800 500 248 between 8:00am and 5:15pm Monday to Friday and between 10am and 2pm Saturday.