

# Travel Insurance made simple

## Combined Financial Services Guide and Product Disclosure Statement (PDS) including policy wording

Effective 12 February 2022



**Sales and General Enquiries**  
1300 409 322  
[fastcover.com.au](http://fastcover.com.au)

**Claims Enquiries**  
1300 409 322  
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**fastcover**  
Travel Insurance made simple

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## Contacting us

To get the most out of your policy when you are travelling, contact us:


### For General Enquiries

 [fastcover.com.au](https://fastcover.com.au)

 1300 409 322 (9am to 6pm Sydney time weekdays)

 [info@fastcover.com.au](mailto:info@fastcover.com.au)

### In an Emergency 24/7

 In Australia: (02) 8320 7999


 From overseas: +61 2 8320 7999


 [emergency@fastcover-assist.com.au](mailto:emergency@fastcover-assist.com.au)

### For Non-Emergency Claims

 [fastcover.com.au/claims](https://fastcover.com.au/claims)

 [claims-fch@fastcover.com.au](mailto:claims-fch@fastcover.com.au)

 In Australia: 1300 409 322 (9am to 5pm Sydney time weekdays)

 From overseas: +61 2 8215 7239

## Before you buy this policy there are 11 things you must know

Travel insurance is there to protect **you** against unexpected circumstances like medical emergencies, trip cancellation and lost baggage.

Each travel insurance policy is different, and **we** want to ensure **you** understand how **our** travel insurance **policies** work so that **you** can choose the right cover for **your** circumstances.

### 1. Important note on COVID-19:

This policy provides cover for some claims that **arise** from **COVID-19**. Not all circumstances related to **COVID-19** are covered. The cover we provide specific to **COVID-19** is found under [Benefit 27](#) and [Benefit 28](#) on pages 76 to 80. Please carefully read these benefit sections to ensure the cover we offer is right for **you**.

Here is a summary of key circumstances related to **COVID-19** that **you** are covered for under this **policy**:

- **Medical expenses:** **You** are covered for **your** overseas emergency medical, hospital and medical evacuation expenses related to **COVID-19**.

- **Trip cancellation or rearrangement:** You are covered if you have to cancel or rearrange your trip because you or someone else named on the **Certificate of Insurance** is diagnosed with COVID-19.
- **Additional travel expenses:** You are covered for your additional travel expenses if you are diagnosed with COVID-19 during your trip. This includes your additional accommodation costs where you are directed by a government authority to isolate or quarantine.
- **Family emergency:** You are covered for your cancellation or rescheduling expenses if a close family member residing in Australia is unexpectedly hospitalised or dies from COVID-19 during your trip.
- **Emergency childcare:** You are covered for your reasonable additional costs of caring for your dependants travelling with you if you are unable to care for them because you have been diagnosed with COVID-19 during your trip.

Cover is subject to the **policy** terms, conditions, exclusions and limits of cover described in this PDS. Cover specific to **COVID-19** is found on pages 76 to 80.

Here are some examples of claims that are excluded under this policy:

- There is no cover if you are diagnosed with **COVID-19** or develop symptoms of **COVID-19** within 72-hours of purchasing your policy.
- There is no cover for claims related to border closures, lockdowns, lockouts or other **travel restrictions** imposed within Australia or overseas. However, under this circumstance we may provide you a partial or full refund of your premium.
- There is no cover if you cannot go on your trip or your trip is disrupted because someone else is diagnosed with **COVID-19** or becomes unwell because of **COVID-19** unless that person is named on the **Certificate of Insurance**. For example, there is no cover if you cannot travel or wish to cut your trip short because a family member or business partner tests positive or becomes unwell with **COVID-19** if that person is not named on the **Certificate of Insurance**. However, under this circumstance we may provide you a partial or full refund of your premium.
- There is no cover if you cannot go on your trip or your trip is disrupted because you are deemed to be a close contact of someone who has been diagnosed with **COVID-19** unless the person who tested positive is named on the **Certificate of Insurance**. For example, if you are a close contact of a family member who is not named on the **Certificate of Insurance**, there is no cover. However, under this circumstance we may provide you a partial or full refund of your premium.
- There is no cover for claims related to mandatory isolation or quarantine that are required as a condition of entering, remaining in or returning to a state, country or cross-border area.
- There is no cover for claims related to cruises unless the optional Cruise cover has been purchased by you and is listed on your **Certificate of Insurance**. In some circumstances the optional Cruise cover may not be available.
- There is no cover for the cost of **COVID-19** testing other than during your hospitalisation.

Please carefully read the exclusions to Benefits [27](#) and [28](#) on pages 76 to 80 and the [General Exclusions that apply to all benefits](#) on pages 81 to 84 to ensure the cover we offer is right for you.

## 2. This policy is only available if:

- ✓ You currently reside in Australia
- ✓ You hold a valid Australian Medicare card (if you are a temporary visitor, then you must be covered in Australia by a private health insurance policy that satisfies the Australian government health insurance requirements for your visa type);
- ✓ You purchase your policy before you commence your trip or you satisfy all of the requirements for purchasing a policy while you are already overseas;
- ✓ For temporary visitors, your visa remains valid beyond the period of your return; and
- ✓ Your trip starts and ends in Australia.

For temporary residents of Australia, cover is available if:

- ✓ You are a non-permanent resident who holds a valid Medicare card or are covered by an Australian Private Health Insurance policy that satisfies the government health insurance requirements for your visa type; and
- ✓ You have a home in Australia to which you intend to return; and
- ✓ Your trip starts and ends in Australia; and
- ✓ You hold a return ticket to Australia.

### For all travellers on this policy

- In the event of a medical repatriation from overseas, we will return you to Australia.
- Medical expenses incurred once you have returned to Australia are not covered on this policy.
- It is therefore important that you ensure you have access to long term medical care in Australia.

## 3. If you are already overseas

If you left Australia without travel insurance or if your travel insurance policy has expired (even if it was issued by another insurer), we may be able to help.

You maybe be able to purchase a Standard Saver, Comprehensive or Snow Sport Plus policies if you are already overseas at the time you purchase the policy, provided you meet all of the following requirements:

- You have
  - been overseas for less than 14 days, or
  - have been insured under a travel insurance policy since you left Australia that is current or has been expired for no more than 14 days; and

- You are an Australian citizen or resident normally residing in Australia (temporary visitors (i.e. on a tourist visa) or individuals on an Australian temporary residence visa including those on a working holiday visa are not eligible to purchase this policy after departing Australia); and
- **You** hold a valid Australian Medicare card; and
- **You** have a **home** to which **you** intend to return; and
- **Your trip** ends in Australia; and
- **You** are aged 65 years and under at time of purchase;
- **You** declare to **us** at the time of purchase that **you** are already **overseas**; and
- **We** agree to issue **you** a **policy** and specify **your** status as already **overseas** in the **Certificate of Insurance**.

Due to the ongoing **COVID-19 pandemic** there may be circumstances where **we** are not able to offer **you** a **policy** if **you** are already **overseas**. **You** will be covered if **you** meet each the above criteria and **your Certificate of Insurance** specifies that **you** were **overseas** at the time of purchase.

Our Basics Policy and Frequent Traveller Saver Policy are not eligible for purchase under any circumstance if **you** are already **overseas**.

**Policies** purchased while **you** are already **overseas** are subject to:

- A 48-hour no-cover period applies to all benefits (there is no cover under any section of the **policy** for any event that **arises** within the first 48 hours of purchasing **your policy**).
- A \$500 **excess** for all claims.

#### 4. It's your responsibility to read this Product Disclosure Statement (PDS) and decide whether this policy suits your needs

Before **you** buy this **policy** **you** should (and **we** rely on **you** to) read the PDS in full to decide if the cover **we** offer is right for **you**. **You** must carefully consider:

- When **you** are covered;
- What **you** are covered for;
- Any limits to the cover; and
- Whether this **policy** is right for **you** and **your** circumstances.

**Your policy** is made up of this PDS, the **Certificate of Insurance** and any other change to the terms of the **policy** otherwise advised by **us** in writing (such as an endorsement or a Supplementary PDS) which may vary or modify the above documents. Together they form **our** agreement with **you**. All benefits are subject to the **policy** terms, conditions, exclusions and limits of cover described in this PDS.



## 5. Your medical history affects your cover

Please consider your medical history carefully. This includes any condition at any time in your entire life that **you** (including **your dependants** travelling with **you**) have:

- Been diagnosed with, or
- Taken or take medication for, or
- Seen a **medical practitioner** for (GP, physiotherapist, nutritionist, etc.), or
- Had an operation/procedure for, or
- Had a test for (x-ray, blood test, scan, etc.), or
- Received or currently receive any form of treatment.

Travel insurance policies provide cover for unexpected sudden **sickness** or injuries. Our travel insurance includes cover for 43 **Pre-existing Medical Conditions** but only if **you** have not been hospitalised for the condition in the past 24 months and **your** medications for the condition have remained unchanged for the past 6 months prior to purchase. The 43 **Pre-existing Medical Conditions** that **we** cover are listed on pages 32 to 34.

If you have a Pre-existing Medical Condition that is not included in this list, then it is not covered, and we will not pay for any claims where your medical history is a contributing factor.

Refer to [Pre-existing Medical Conditions](#) (pages 31 to 34) for guidelines on cover for Pre-existing Medical Conditions.

## 6. Changes in health, new medical conditions or pregnancy before you travel

If **your** health or the health of anyone listed on the **Certificate of Insurance** changes before **you** depart on **your trip** **you** must contact **your medical practitioner** and get written confirmation that **you** are fit to travel. See [Changes in health, new medical conditions or pregnancy before you travel](#) on page 32 for more information.

## 7. You must take all care to protect your possessions

There are times when **we** will not pay if **you** have not reasonably looked after **your luggage and personal effects**. For example, **we** will not pay if **you** transport **your** jewellery, computer or certain other items in the cargo hold of the airplane or other modes of transportation. Similarly, **we** will not pay if **your** items are left **unsupervised** in a **public place** such as a beach or café or in a motor vehicle overnight. This is not a complete list of circumstances when **we** will not pay if **you** do not reasonably protect **your** possessions. See [Benefit 14: Luggage and Personal Effects](#) (page 53) for other ways **you** must reasonably protect **your** possessions.

**You** must report a theft as soon as practicable, but preferably within 24 hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the theft occurred. **You** must prove that **you** made a report by providing **us** with a written statement from

whomever **you** reported it to.

## 8. Changing dates, cooling off, cancellation & refund policy

We are flexible when it comes to **you** changing or cancelling **your** policy. However, **you** cannot change or cancel **your** policy if:

- **you** have or intend to make a claim or
- **you** have started the **trip**, even within the 25 day cooling off period or
- **you** have exercised any of **your** rights or powers under the **policy** such as using your travel insurance policy to obtain a visa or entry into a country.

### Change of travel dates

You can change **your** travel dates before **you** depart or whilst on **your** trip. We don't charge a 'change fee' for changing travel dates. Additional costs may apply for additional days of cover (including pre-departure days).

### 25-day money back guarantee

We offer a money back guarantee up to 25 days if **you** have not started **your** trip and have not used any of **your** rights under the policy (e.g. **you** have not made a claim or used **your** policy to obtain a visa). We have extended this money back guarantee to circumstances where **you** cannot go on **your** trip for a reason related to **COVID-19** that is not covered under this **policy**.

**You** have a full 25 days from the purchase date of the **policy** (as set out in the **Certificate of Insurance**) to make sure **you** are happy with every aspect of **your** Fast Cover Travel Insurance **policy** and in accordance with **our** regulatory obligations. This is known as the "cooling off" period. During this time, **you** may cancel the **policy** simply by contacting **us** and **we** will give **you** a full refund. If **you** decide to cancel **your** **policy** outside of this cooling off period **you** may be eligible for a partial refund as described below.

### Cancellation and refunds

How much **you** are refunded if **you** cancel **your** **policy** depends on when **you** cancel and what type of policy **you** have.

If you cancel:	Basics policy	Domestic, Standard Saver, Comprehensive, Snow Sports Plus & Frequent Traveller Saver policies
Within 0 to 25 days provided <b>your</b> trip has not started	100% refund	100% refund
Within 26 to 366 days provided <b>your</b> trip has not started*	70% refund *	60% refund *
After <b>your</b> trip has started*	No refund *	No refund *

\* Special cancellation rules apply if **your** trip is affected by **COVID-19**:

## COVID-19 cancellations

If **you** are unable to start **your trip** due to a reason related to **COVID-19** that is not covered by this **policy**, **you** can change **your** travel dates or cancel **your** policy at any time for a full refund provided **you** have not made a claim for some other reason.

## Case by case considerations

Should **your** circumstances not fit neatly into the scenarios **we've** outlined, **you're** welcome to email [info@fastcover.com.au](mailto:info@fastcover.com.au) or call us on [1300 409 322](tel:1300409322) to discuss what **we** may be able to do assist **you**.

## 8. Your policy is issued by Hollard Insurance

The Hollard Insurance Company Pty Ltd ABN 78 090 584 473 AFSL 241436 (Hollard) is the insurer and the issuer of this PDS. Hollard is also responsible for the assessment and payment of all claims.

Hollard is authorised by the Australian Prudential Regulation Authority and holds an Australian Financial Services Licence issued by the Australian Securities and Investments Commission.

## 9. Your Duty to take reasonable care not to make a Misrepresentation

Before **you** enter into this contract of insurance, **you** have a duty to take reasonable care not to make a misrepresentation. **You** have a similar duty when **you** ask **us** to vary, extend or reinstate the insurance. What that means is that **you** need to take reasonable care to provide honest, accurate and complete answers to any questions that **we** ask.

Specifically when **you** ask **us** to vary, extend or reinstate **your** insurance, **you** need to take reasonable care to review any information that **we** provide to **you** for **your** confirmation and to inform **us** of any changes, where the information is no longer honest, accurate and complete.

If **you** are not sure of the answers to any of **our** questions, or whether the information **you** previously provided remains honest, accurate and complete, **you** should take the time to check and find out. It is also important to understand that, in answering the questions and checking the information, **you** are answering for **yourself** and anyone else to whom the questions apply.

As **we** use **your** answers to decide what insurance **we** will offer, to calculate **your** premium, and to assess any claim **you** make, it is essential that **you** contact **us** if **you** have any doubts.

If **you** do not take reasonable care in answering **our** questions, or to inform **us** of any changes, **you** may breach **your** duty. If that happens, **your** policy may be cancelled, or treated as if never existed, and any claim may be denied or not paid in full.

If **your** circumstances make it difficult for **you** to work out how to answer any of **our** questions, or **you** are not clear how to explain **your** situation to **us**, **you** should contact **us**..

## 10. General advice

Any advice provided in this PDS is general only and does not take into account **your** individual needs, objectives or financial situation. **You** should carefully read this document before buying to decide if the product is right for **you**.

# About this policy

## Your Certificate of Insurance

When **you** take out travel insurance with Fast Cover **you** will be issued with a **Certificate of Insurance**. The **Certificate of Insurance** forms part of **your policy**. It will, amongst other things, detail the insured travellers and **dependants**, the type of **policy** **you** have purchased, **your** destination and dates of travel, any Optional Benefits selected by **you**, including any **Specified High Value Items** that **you** choose to cover, the premium, and any variations to the standard terms and conditions that apply specifically to **you** or **your policy**.

## Period of insurance

The period **you** are insured for is set out in the **Certificate of Insurance** and varies depending on the length of **your trip** and the **policy** type that **you** have purchased.

If **you** have purchased **your policy** before **you** departed Australia:

For Comprehensive, Snow Sports Plus, Standard Saver and Domestic policies:

- The cover for [Benefit 5: Trip Cancellation Expenses](#) begins from the time the **policy** is issued.
- Cover for all other benefits begins on the date of departure as stated on **your Certificate of Insurance**.

For Basics policies:

- Cover for all benefits begins on the date of departure as stated on **your Certificate of Insurance**.

For Frequent Traveller Saver policies:

- The cover for [Benefit 5: Trip Cancellation Expenses](#) begins from the start date as specified on **your Certificate of Insurance**.
- Cover for all other benefits begins on the date of departure for each **trip**.

If **your policy** was purchased while **you** are already **overseas**:

- There is no cover under any benefit for the first 48 hours from the time the **policy** is issued. This is **your** “no-cover period”. This means there is no cover **arising** from events that happen within the 48 no-cover period. Cover for all benefits begins immediately following **your** no-cover period.

For all policies:

- Cover ends on the date of return set out on **your Certificate of Insurance**, or the time the **policy** otherwise ends in accordance with its terms, whichever happens first. The state listed

on your **Certificate of Insurance** determines the time zone we use to determine your policy's purchase date, departure date and end date.

- If you return home early for any reason, cover from your policy will be suspended from the time you return to your home until the time you leave your home to continue your trip. You must have 14 days remaining of the **period of insurance** as noted on your **Certificate of Insurance**. Following the resumption of your trip your policy will remain valid until the end date shown on your **Certificate of Insurance** or your permanent return home, whichever comes first. We will not pay any costs in relation to your return to Australia unless the costs are covered by this policy.
- If you return home early for any reason and do not intend to do any further travel, we will not refund the unused portion of your policy.

## Extending your cover

Except as described below, you can apply to extend your cover by contacting us on or before your original policy expiry date. We will determine whether to extend your policy acting reasonably considering all information available to us at the time of the request.

Where your trip is necessarily extended due to an event that entitles you to make a claim under this policy, we will extend your cover free of charge until you are able to travel home by the quickest and most direct route or for a period of six (6) months, whichever happens first. Please contact us (see below) to notify us of the event and extension.

Cover cannot be extended:

- For any **Pre-existing Medical Condition**, unless it is listed under the heading [Covered Pre-Existing Medical Conditions](#) on pages 32 to 33 and you have not been hospitalised (including Day Surgery or Emergency Department attendance) for that condition in the past 24 months; or
- For conditions you suffered during the term of your original policy; or
- Where you have not advised us of any circumstances that have given (or may give) rise to a claim under your original policy; or
- Where at the time of extension you are aged 80 years or over.


Where we have agreed to extend cover, we will issue you with a new **Certificate of Insurance**. The **period of insurance** on your original **Certificate of Insurance** and your new **Certificate of Insurance** cannot exceed a maximum combined period of 24 months.

### To extend your policy

 [fastcover.com.au/your-policy](https://fastcover.com.au/your-policy)

 [info@fastcover.com.au](mailto:info@fastcover.com.au)

 1300 409 322 (9am to 6pm Sydney time weekdays)

 +61 2 8215 7239 (from overseas)

## What you pay

The premium **you** pay is shown on the **Certificate of Insurance**. It is calculated when **you** purchase the **policy** and if **you** vary or extend cover. The premium is calculated based on a number of factors, including the **policy you** have chosen, **your** age, where **you** are going to, the length of **your trip**, the time between purchase and departure plus any options **you** have chosen. The amount **you** pay includes allowances for government fees, taxes and charges (including stamp duty and GST) and may include administration fees, which, if charged, will be listed on the **Certificate of Insurance**.

## Our Policies Explained

Fast Cover believes in making insurance fast and simple while providing **our** travellers with great cover and value. **We've** put together a range of policies that can cover a year-long adventure in Canada down to a weekend road **trip** in Australia.

If **you're** the kind of person who likes to have broad cover, the **Comprehensive Policy** offers **our** highest level of cover. For travellers who are more budget conscious but still want a high level of cover, **our Standard Saver Policy** is a great choice. If **you** just want the essentials, then **our Basics Policy** provides the necessary emergency assistance and medical cover with the option of adding luggage cover.

For travellers who love to ski and snowboard, **our Snow Sports Plus Policy** includes cover for **advanced terrain, off-piste**, cat skiing, heli-skiing, **backcountry** & snow mobiling. Some limits and conditions apply, see the [Snow Sports](#) section (page 19) for a full description.

If **you** are travelling in Australia **our Domestic Plus Policy** covers Cancellation, Luggage and Rental Vehicle Excess. It also covers **you** for **snow sports** in Australia.

If **you** travel multiple times a year **our Frequent Traveller Saver Policy** allows **you** to take an unlimited number of **trips** in a 12-month period up to a specified number of days for each **trip**. **You** can choose from 15, 25, 40 or 63 days and **you** have the option of adding cover for **your** spouse and **dependant** children. Cover for travelling on **cruise ships** is automatically included with the **Frequent Traveller Saver Policy**.

## Selecting countries you are travelling to

Cover is only available for the countries or region **you** have selected at the time of purchase. If **you** are in **transit** through another country or region, **you** automatically have cover for up to 48 hours. If **you** plan to stay in any country or region for more than 48 hours **you** must select that country or region at the time **you** purchase **your policy**.

## Cover Types

**You** can choose one of the following cover types:

Single	Covers <b>you</b> and <b>your dependants</b> travelling with <b>you</b> . Limits apply to the combined total of all claims made by the travellers (including <b>dependants</b> ) listed on the <b>Certificate of Insurance</b> .
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Duo	<p>Covers <b>you</b> and <b>your</b> nominated <b>travelling companion</b> listed in the <b>Certificate of Insurance</b>. <b>You</b> must be travelling on the same itinerary for 75% of <b>your trip</b>. Duo policies do not provide cover for <b>dependants</b>. We issue one <b>Certificate of Insurance</b>, however, <b>you</b> both have cover as if <b>you</b> are each insured under separate policies with Single benefit limits* per insured person.</p> <p>* Except for <a href="#">Benefit 19: Rental Vehicle Excess</a></p>
Family	<p>Covers <b>you</b>, <b>your</b> spouse or partner or son and daughter, and <b>dependant</b> children travelling with <b>you</b>. <b>Dependant</b> children may be <b>your</b> children or <b>your</b> grandchildren.</p> <p>The benefit limits for Family Policies are equal to double the Single policy benefit limit (except for as listed below) and apply to the combined total of all claims made by the travellers (including <b>dependants</b>) listed on the <b>Certificate of Insurance</b>.</p> <p>The benefit limit is not doubled for the following benefits and optional covers:</p> <ul style="list-style-type: none"> <li>• <a href="#">Benefit 13: Theft of Cash</a></li> <li>• <a href="#">Benefit 18: Personal Liability</a></li> <li>• <a href="#">Benefit 19: Rental Vehicle Excess</a></li> <li>• <a href="#">Benefit 23: Snow Resort Closure</a></li> <li>• <a href="#">Benefit 26: Bicycle Pack</a></li> </ul>

## Age Limits

Your age may affect **your** eligibility to purchase a policy, which **policies you** can purchase, the amount of cover **you** have and the **excesses** that apply to **you**. All **age-related limits** are based on **your** age as at the date **you** purchase **your policy**. Due to the ongoing **COVID-19 pandemic**, age limits may change periodically. Because of this, **we** will advise **you** at the time **you** apply to purchase a **policy** whether the **policy** or optional benefit that **you** have selected is available to **you**. Any changes to age limits we make after **you** purchase **your policy** will not apply to **you**.

## Benefit limits and excesses for travellers 80 years and older

If **we** offer **you** a **policy** or Optional Benefit and **you** are 80 years of age or older at the time of **policy** purchase, **your policy** is subject to the following conditions:

- A \$2,000 **excess** applies for all claims including Trip Cancellation claims arising from, related to or associated with **your injury** or **sickness**.
- For claims not related to **your injury** or **sickness** a \$200 **excess** applies unless **you** reduce it.

## Sports and leisure activities

Subject to terms and conditions of **your policy**, **you** are covered for a number of non-contact sports and leisure activities. If **you** are taking a **trip** that involves more adventurous activities, **we**



offer an optional [Adventure Pack](#) (page 17) that includes cover for a wide range of adventurous activities.

## Covered Sports and Leisure Activities

- Aqua zorbing
- Archery
- Ballooning (*with a regulated and licensed operator*)
- Bicycling, **recreational mountain biking** and bicycle tours with a licensed tour operator (*but not racing, motor cross, BMX, cross country or **downhill mountain biking***)
- Bungee jumping or canyon swinging
- Camel, donkey or elephant riding (*under appropriate supervision*)
- Dancing
- Dog sledding
- Diving underwater using an artificial breathing apparatus at a depth no greater than 10 metres (*you must hold an open water diving licence recognised in Australia or dive with an instructor licensed for these activities*)
- Fencing
- Fishing (*on land or within 2 nautical miles of a land mass*)
- Go-karting
- Golf
- Gym activities (*but not powerlifting*)
- Gymnastics (*but not competitions*)
- Hiking, trekking or tramping, peaking at altitudes below 3,000 metres, where specialist climbing equipment is not required. Expeditions to or on the Kokoda Track/Trail are not automatically covered. Choose the [Adventure Pack](#) option (page 17) for higher altitudes and Kokoda expeditions.
- Horse riding (*but not competitions, equestrian events, steeple chasing, jumping, or polo*)
- Ice skating on a rink (*but not including competitive skating, racing, speed skating, and tour skating*)
- Indoor rock climbing (*under appropriate supervision*)
- Jet boating (*must be with a licensed operator, no competition or racing, no stunts or jumping off ramps*).
- Leisure activities (*meaning any activities involving minimal physical exertion that is undertaken for relaxation or pleasure. For example, sight-seeing, picnics, photography and museum or art gallery visits*)
- Orienteering
- Paintball (*with eye protection*)
- Water polo
- Racing on foot for distances up to and including full marathon (*42.2 kilometres or 26.2 miles*)
- Racquet and ball sports not involving physical contact: badminton, baseball, bowling, bowls, cricket, croquet, golf, netball, snooker, soccer, softball, table tennis, tennis, touch football, volleyball.



- Rafting, kayaking or canoeing in rivers or rapids graded I, II or III under the International Scale of River Difficulty, or lakes or canals (*choose the [Adventure Pack](#) option (page 17) for rivers or rapids graded IV or V under the International Scale of River Difficulty*)
- Safari (*under appropriate supervision*) but not hunting
- Sailing up to 10 nautical miles off any land mass
- Shark cage diving (*subject to diving restrictions listed above*)
- Shooting (*fixed target only, choose the [Adventure Pack](#) option (page 17) option for shooting moving targets*)
- Skateboarding, roller skating, inline skating (*but not including vert skating or acrobatics*)
- Snorkelling
- **Surface water activities** (*other than sailing*) up to 2 nautical miles off any land mass
- Track and field athletics
- Ultimate frisbee
- Weight lifting and body building

### Important

All other sports and leisure activities are excluded from cover under **your policy**, except however the adventure activities covered under the optional **Adventure Pack** if **you have** paid the additional premium for the **Adventure Pack**, and it is listed on **your Certificate of Insurance**.

From time to time **we** may add covered activities. If **you** cannot see the activity **you** want cover for in this list, check the list on **our** website at [fastcover.com.au/activities](http://fastcover.com.au/activities).

Note that it is a condition of cover for all activities that **you** act in a reasonable way to protect **yourself**. The best way that **you** can do this is to enjoy **your** activities with a properly licensed outdoor pursuits or sports organisation and to follow their instructions.

Please also read the [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Travelling on Cruise Ships

Cover for travelling on **cruise ships** is available provided **you** specify this at the time **you** purchase **your policy**. Due to the ongoing **COVID-19 pandemic** the optional Cruise cover may not be available in some circumstances.

When **you** specify Cruise cover **your policy** includes all the benefits of a non-cruise **policy** and is extended to allow cover for certain medical expenses, transfer and repatriation benefits that **you** may need if **you** are **injured** or become **sick** and **you** have to be treated on-board or at an **overseas hospital** if that happens to be the nearest medical facility.

If **you** will be travelling on a river **cruise ship**, **you** do not need Cruise cover.

If travelling on a **cruise ship** within:

- Australian waters, the New Zealand or the Pacific Region for 1 night or more **you** must specify Cruise cover at time of purchase.

- Asia, Europe or Worldwide Regions for 4 nights or more **you** must specify Cruise cover at time of purchase.

## Travelling only within Australia

Only certain benefits of cover are available when **you** travel within Australia. Provided that **your** destination is at least 200km from **home**, **you** have cover under the following benefits:

- [Benefit 5: Trip Cancellation Expenses](#)
- [Benefit 6: Trip Disruption Expenses](#)
- [Benefit 7: Trip Resumption Expenses](#)
- [Benefit 9: Accidental Death](#)
- [Benefit 14: Luggage and Personal Effects](#)
- [Benefit 16: Travel Delay Expenses](#)
- [Benefit 17: Special Event Transport Expenses](#)
- [Benefit 18: Personal Liability](#)
- [Benefit 19: Rental Vehicle Excess](#)
- [Benefit 28: COVID-19 Trip Cancellation and Disruption](#)

There is no cover under any **policy** if **your** destination is less than 200km from **home**.

There is no medical cover within Australia as **your** medical expenses are covered by Medicare and/or **your** private health insurance.

## Accompanying Dependants

Free cover for up to 10 **accompanying dependants** is included under the Single and Family policies. Note that the benefit limits for Single and Family cover types apply to the combined total of all claims made by the travellers (including **dependants**) listed on the **Certificate of Insurance**.

There is no cover for **accompanying dependants** under the Duo policies.

Cover for **accompanying dependants** is optional under the Frequent Traveller Saver policies.

## Benefit Summary

The type of **policy** **you** purchase determines the level of cover **you** have.

- **Single Policies:** The benefit limits in the Benefit Summary apply to the combined total of all claims made by the travellers (including **dependants**) on a Single **Policy** that are listed on the **Certificate of Insurance**.
- **Duo Policies:** The benefit limits in the Benefit Summary apply separately to each traveller under a Duo Policy that is listed on the **Certificate of Insurance**.
- **Family Policies:** The benefit limits in the Benefit Summary are doubled for Family Policies (except as noted) and apply to the combined total of all claims made by the travellers (including **dependants**) listed on the **Certificate of Insurance**.

This table of benefits is a summary only. Please read the PDS for full terms and conditions, limitations and exclusions that apply.

\***Sub limits** in monetary and/or time limits apply.

Benefit name and number	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
1. <a href="#">Overseas 24/7 Emergency Medical Assistance</a> Refer to page 35.	Unlimited*	Unlimited*	Unlimited*	Unlimited*	No Cover	Unlimited*
2. <a href="#">Overseas Emergency Medical and Hospital Expenses</a> Refer to page 37.	Unlimited	Unlimited	Unlimited	Unlimited	No Cover	Unlimited
3. <a href="#">Overseas Emergency Dental</a> Refer to page 38.	\$1000	\$750	\$500	\$1000	No Cover	\$1000
4. <a href="#">Overseas Emergency Evacuation and Repatriation</a> Refer to page 39.	Unlimited	Unlimited	Unlimited	Unlimited	No Cover	Unlimited
5. <a href="#">Trip Cancellation Expenses</a> Refer to page 40.	Unlimited*	\$25,000*	No Cover	Unlimited*	Unlimited*	Unlimited*
6. <a href="#">Trip Disruption Expenses</a> Refer to page 43.	\$50,000*	\$30,000*	No Cover	\$50,000*	\$50,000*	\$50,000*
7. <a href="#">Trip Resumption Expenses</a> Refer to page 46.	\$3,000*	\$2,000*	No Cover	\$3,000*	\$3,000*	\$3,000*
8. <a href="#">Overseas Hospital Cash Payment</a> Refer to page 47.	\$5,000*	No Cover	No Cover	\$5,000*	No Cover	\$5,000*
9. <a href="#">Accidental Death</a> Refer to page 48.	\$25,000*	No Cover	No Cover	\$25,000*	\$25,000*	\$25,000*
10. <a href="#">Permanent Disability</a> Refer to page 49.	\$50,000*	No Cover	No Cover	\$50,000*	No Cover	\$25,000*
11. <a href="#">Loss of Income</a> Refer to page 50.	Max 26 weeks up to \$10,400*	No Cover	No Cover	Max 26 weeks up to \$10,400*	No Cover	Max 26 weeks up to \$10,400*

Benefit name and number	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
<b>12. <a href="#">Passports, Credit Cards &amp; Credit Card Fraud</a></b> Refer to page 51.	\$5,000	\$2,000	No Cover	\$5,000	No Cover	\$5,000
<b>13. <a href="#">Theft of Cash</a></b> Refer to page 52.	\$250	No Cover	No Cover	\$250	No Cover	\$250
<b>14. <a href="#">Luggage and Personal Effects</a></b> Refer to page 53.	\$15,000*	\$5000*	Optional up to \$2,000*	\$15,000*	\$7,500*	\$15,000*
<b>15. <a href="#">Delay of Luggage and Personal Effects</a></b> Refer to page 58.	\$750*	No Cover	No Cover	\$750*	No Cover	\$750*
<b>16. <a href="#">Travel Delay Expenses</a></b> Refer to page 59.	\$2,000*	No Cover	No Cover	\$2,000*	\$2,000*	\$2,000*
<b>17. <a href="#">Special Event Transport Expenses</a></b> Refer to page 60.	\$5,000	No Cover	No Cover	\$5,000	\$5,000	\$5,000
<b>18. <a href="#">Personal Liability</a></b> Refer to page 61.	\$5 million	\$2.5 million	\$1 million	\$5 million	\$5 million	\$5 million
<b>19. <a href="#">Rental Vehicle Excess</a></b> Refer to page 63.	Optional up to \$8,000	Optional up to \$8,000	No Cover	Optional up to \$8,000	\$5,000	Optional up to \$8,000
<b>20. <a href="#">Snow Sport Equipment</a></b> Refer to page 64.	No Cover	No Cover	No Cover	\$1,500	\$1,500	No Cover
<b>21. <a href="#">Snow Equipment Replacement Hire</a></b> Refer to page 66.	No Cover	No Cover	No Cover	\$1,500	\$1,500	No Cover
<b>22. <a href="#">Snow Prepaid Expenses</a></b> Refer to page 67.	No Cover	No Cover	No Cover	\$750	\$750	No Cover
<b>23. <a href="#">Snow Resort Closure</a></b> Refer to page 68.	No Cover	No Cover	No Cover	\$1,000*	\$1,000*	No Cover

Benefit name and number	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
<b>Optional Add On Packs</b>						
24. <a href="#">Adventure Pack</a> Refer to page 69.	Optional	Optional	Not available	Optional	Optional	Optional
25. <a href="#">Motorcycle Pack</a> Refer to page 71.	Optional	Optional	Optional	Optional	Not available	Optional
26. <a href="#">Bicycle Pack</a> Refer to page 73.	Optional up to \$15,000*	Optional up to \$15,000*	Not available	Optional up to \$15,000*	Optional up to \$15,000*	Optional up to \$15,000*
<b>COVID-19 Benefits</b>						
27. <a href="#">COVID-19 Overseas Emergency Medical, Hospital and Medical Evacuation Expenses</a> Refer to page 76.	Unlimited	Unlimited	Unlimited	Unlimited	No Cover	Unlimited
28. <a href="#">COVID-19 Trip Cancellation and Disruption</a> Refer to page 78.	\$5,000*	\$3,000*	No Cover	\$5,000*	\$3,500*	\$5,000*

## Optional Cover

### Adventure Pack

In addition to the Covered Sports and Leisure Activities that are covered (see page 12), the following listed amateur sports and activities are covered if **you** select this option.

Available for purchase with:

Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
✓	✓	Not available	✓	✓	✓

### Important

If **you** do not purchase the Adventure Pack and participate in the following activities, **you** will not have cover.

**You** must be aged 74 and under at the date of **policy** issue to purchase the Adventure Pack.

Refer to [Benefit 24: Adventure Pack](#) (page 69) for the full list of conditions.

## Additional Activities Covered by the Adventure Pack

- Abseiling
- Animal conservation and handling (*under appropriate supervision*)
- Animal / Sealife encounters (*in a controlled, enclosed environment with a licensed operator, no killer whales and no free diving*)
- Battle re-enactment (*not with firearms*)
- Boxing (*basic training only, no sparring, no competition*)
- Cave/river tubing
- Caving/potholing
- Contact sports: basketball, rugby, Australian Rules football, American football, dodgeball, field hockey, water polo, hurling, Gaelic football, lacrosse, roller derby, and squash.
- Deep sea fishing
- Diving underwater using an artificial breathing apparatus at a depth no greater than 30 metres (**you** must hold an open water diving licence recognised in Australia or dive with an instructor licensed for these activities)
- Expeditions to or on the Kokoda Track/Trail
- Flying fox/zip lining
- Hiking, trekking or tramping, peaking at altitudes between 3,000 metres up to 6,000 metres (*not higher*) but only where specialist climbing equipment is not required
- Martial arts (*basic training only, no sparring, no competition*)
- Outdoor rock climbing (*with ropes and appropriate safety gear; but not free climbing*)
- Quad biking & **recreational all-terrain vehicles** (*only single rider and no jumping, racing or competition*)
- Rafting or kayaking in rivers or rapids graded IV or V under the International Scale of River Difficulty (*but no competition or racing*)
- Sandboarding
- Sailing from 11 to 15 nautical miles off any land mass (*but not competition or racing*)
- Segway tours
- Shooting moving targets, (*e.g. clay pigeons*)
- Tandem parachuting, tandem sky diving, tandem hang gliding, tandem gliding and tandem paragliding (**you** must be in tandem with an instructor licensed for these activities)
- Water skiing, jet skiing, speedboating, wakeboarding & tubing (*must be with a licensed operator; no competition or racing; no stunts or jumping off ramps*)

From time to time **we** may add additional covered activities, if **you** cannot see the activity **you** want cover for in this list check the list on **our** website at [fastcover.com.au/activities](https://fastcover.com.au/activities).

Activities are not covered by **your** policy unless listed here or listed in the Covered Sports and Activities on page 12 or on **our** website at [fastcover.com.au/activities](https://fastcover.com.au/activities).

Please also refer to [General Exclusions](#) 34 to 38 on pages 84 to 84.

## Snow Sports

### Important

If **you** do not purchase the Snow Sports Plus Policy and participate in the following snow sport activities, **you** will not have cover.

**You** must be aged 69 and under at the date of **policy** issue to purchase the Snow Sports Plus Policy.

The Snow Sports Plus Policy provides cover for the following activities:

- Recreational skiing and snowboarding
- Big foot skiing and snowboarding
- Cross-country skiing and snowboarding (*along a designated cross-country ski route only*)
- Ice hockey (*not competitive*)
- Ice skating
- Lugeing (*on ice provided by a commercial operator and available to the general public only*)
- Mono skiing
- Snowmobiling
- Snowshoeing
- **Terrain park** skiing and snowboarding (*areas available to the general public only*)
- Tobogganing

The following activities are covered but must be done with a **professional snow sports instructor**:

- **Off-piste** skiing or snowboarding
- **Backcountry** skiing and snowboarding
- Cat skiing and snowboarding
- Glacier skiing and snowboarding
- Heli-skiing and snowboarding (*provided by a commercial operator and available to the general public only*)

**We** will not pay any claim or loss even if **you** have purchased the Snow Sports Plus Policy:

- Related to or **arising** from ski or snowboard racing (including training); ski or snowboard acrobatics, freestyle skiing or snowboarding
- **Backcountry**, cat, glacier or heli-skiing or snowboarding without a **professional snow sport instructor**; Cross-country skiing outside of a designated cross-country ski route; bobsleighting; parascending (over snow)
- If **you** ski or snowboard in violation of the regulations published by the ski resort.

- If **you** are participating in a professional capacity
- That **arises** outside the period 15th December to 15th April in Northern Hemisphere resorts, and 15th June to 30th September in Southern Hemisphere resorts. This exclusion will not apply to those resorts and heli-skiing operators which are open outside these time periods and have sufficient snow for normal skiing activities.

[General Exclusions](#) that apply to all benefits on pages 81 to 84 also apply if **you** purchase the Snow Sports Plus Policy.

## Motorcycle Pack

The Motorcycle Pack covers **you** for being the rider or passenger on a **motorcycle, moped or scooter**. **You** must be aged 74 and under at the date of **policy** issue to purchase the Motorcycle Pack.

Available for purchase with:

Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
✓	✓	✓	✓	Not available	✓

### Important

If **you** do not purchase the Motorcycle Pack and are the rider or passenger on a **motorcycle, moped or scooter** you will not have cover.

**You** must be aged 74 and under at the date of **policy** issue to purchase the Motorcycle Pack.

Conditions apply, including restrictions for engine size, licence types, see [Benefit 25: Motorcycle Pack](#) (page 71) for the full list of conditions.

Cover is available when riding on both sealed and unsealed public roads only. There is no cover for riding off road. There is no cover for motocross, off road, jumping, racing or competition of any sort.

## Bicycle Pack

Available for purchase with:

Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
✓	✓	Not available	✓	✓	✓



**Important**

If **you** do not purchase the Bicycle Pack **you** will not have cover for the bicycle(s) that **you** take with **you** on **your** trip.

No cover is provided for bicycles under [Benefit 14: Luggage & Personal Effects](#).

Refer to [Benefit 26: Bicycle Pack](#) (page 73) for the full list of conditions.

The Bicycle Pack only covers bicycles if, at the time the **Certificate of Insurance** is issued, they are:

- less than three (3) years old; and
- valued at \$1,500 or more; and
- free of defects.

The maximum amount **we** will pay for any one bicycle is \$5,000 and \$15,000 for all bicycles combined.

Please note: No cover is provided under this benefit for any bicycle accessories (including but not limited to tools, bicycle pumps, lights, helmets, etc.). These items are covered under [Benefit 14: Luggage and Personal Effects](#).

## Rental Vehicle Excess

This benefit covers the **rental vehicle** excess component of the **rental vehicle** insurance that **you** have with **your** car hire company.

**You** can purchase the Rental Vehicle Excess cover for either up to \$5,000 or \$8,000 with the Standard Saver, Comprehensive, Snow Sports Plus, Frequent Traveller Saver policies by paying additional premium. Rental Vehicle Excess cover of \$5,000 is automatically included in the Domestic Plus Policy. This option is not available with the Basics Policy.

Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Either \$8,000 or \$5,000	Either \$8,000 or \$5,000	Not available	Either \$8,000 or \$5,000	Automatically included	Either \$8,000 or \$5,000

**Important**

This cover does not take the place of **rental vehicle** insurance and only provides cover for the excess component up to the applicable benefit limit.

See [Benefit 19: Rental Vehicle Excess](#) (page 63) for the full list of conditions.

## Excess Removal

An **excess** applies to all claims that **you** make, unless explicitly stated under each benefit. **You** can choose to reduce or remove **your** standard **excess**.

The standard **excess** on our policies is as follows:

Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
\$200	\$200	\$200	\$200	\$200	\$200

### Important

By paying an additional premium **you** can reduce the **policy excess** to either \$100 or \$0.

Different **excesses** apply to travellers 80 to 89 years of age. Refer to [Benefit limits and excesses for travellers 80 – 89 years of age](#) (page 11) for more information on these **excesses**.

If **you** have purchased **your policy** while already **overseas**, the **excess** is \$500, and **you** cannot reduce this **excess**.

## Frequent Traveller Saver: Cover for Spouse & Dependants

This optional cover applies to the Frequent Traveller Saver Policy only.

**You** can purchase this option under the Frequent Traveller Saver Policy to cover **your accompanying** spouse or partner and **your dependant** children or grandchildren, provided they are travelling with **you** for 100% of the **trip**.

The benefit limits for the Frequent Traveller Saver Policy apply to the combined total of all claims made by the travellers (including **accompanying** spouse/partner and **dependants**) listed on the Certificate of Insurance.

## Words with Special Meaning

In this PDS certain words have the special meaning explained below. These words will appear bolded.

### Accompanying

means a person travelling with **you** for 100% of the **trip**.

### Advanced Terrain

means areas and terrain designated for expert skiers and snowboarders. Only applies to skiing or snowboarding.

### Adventure activities

means any activity listed as covered under [Adventure Pack](#) on page 17 where additional premium has been paid by **you** and 'Adventure' Pack appears on **your Certificate of Insurance**.

**Age-related limits**

means the limits that apply to **your** cover based on **your** age at the time of **policy** purchase.

**AICD/ICD**

means an implantable cardioverter-defibrillator (ICD), also known as an automated implantable cardioverter- defibrillator (AICD).

**Arise, Arises or Arising**

means directly or indirectly arising from, attributable to or in any way connected with.

**Backcountry**

means any area inside or outside a ski resort's boundaries that is NOT monitored or patrolled by resort authorities.

**Carrier(s)**

means an aircraft, vehicle, train, tram, **cruise ship**, ferry, vessel or any other public transport operated under a license for the purpose of transporting passengers. The definition excludes taxis.

**Certificate of Insurance**

(even if they are not in bold) means a separate document, which shows certain insurance details relevant to **you**. It may include additional terms, conditions, exclusions and limitations that amend the standard terms of this PDS.

**Chronic**

means a persistent and lasting condition in medicine. **We** do not consider that **chronic** pain has to be constant pain. In many situations it has a pattern of relapse and remission. The pain may be long-lasting, recurrent (occurred on more than 2 occasions) or characterised by long suffering.

**Close relative**

means **you** or **your travelling companion's** spouse, de facto partner, parent, parent-in-law, children (including adopted or fostered children), brother, sister, brother-in-law, sister-in-law, son-in-law, daughter-in-law, grandchild, grandparent, step-parent, step-son, step-daughter, fiancé or fiancée or guardian.

**Complications of Pregnancy and Childbirth**

means anything **you** have been diagnosed with or treated for in the past, including but not limited to the following:

- Toxemia (toxins in the blood)
- Gestational diabetes (diabetes **arising** because of pregnancy)
- Gestational hypertension (high blood pressure **arising** because of pregnancy)
- Pre-eclampsia (where **you** develop high blood pressure, carry abnormal fluid and have protein in **your** urine during the second half of pregnancy)
- Ectopic pregnancy (a pregnancy that develops outside of the uterus)
- Molar pregnancy or hydatidiform mole (a pregnancy in which a tumour develops from the placental tissue)
- Post-partum haemorrhage (excessive bleeding following childbirth)
- Retained placenta membrane (part or all the placenta is left behind in the uterus after delivery)

- Placental abruption (part or all the placenta separates from the wall of the uterus)
- Hyperemesis gravidarum (excessive vomiting because of pregnancy)
- Placenta previa (when the placenta is in the lower part of the uterus and covers part or all the cervix)
- Stillbirth
- Miscarriage
- Emergency caesarean section

A termination needed for medical reasons.

**COVID-19**

means the SARS-CoV-2 virus, the COVID-19 disease, or any mutation of either.

**Cruise ship**

means a commercially operated ocean-going vessel that is licensed to carry paying passengers, has on-board accommodation and trained medical staff.

**Dependant (s)**

means **your** children or grandchildren or children or grandchildren of whom **you** are the legal guardian, not in full time employment who are aged 20 and under and travelling together with **you** for 100% of the **trip**.

**Depreciation**

means the deduction from the original purchase price of an amount calculated to be the reduction in value because of wear and tear and/or the passing of time. The amount of such depreciation will be reasonably determined by **us**.

**Dollar or \$**

means Australian dollars.

**Downhill Mountain Biking**

means mountain biking where **you** travel (usually by ski lift or car) to the top of a hill or mountain with the specific intent of riding a marked or unmarked downhill trail. The descent is on steep, rugged and challenging terrain with obstacles such as rocks, boulders, jumps, drops, tree roots and other vegetation.

**Drone**

means any unmanned aircraft or ship that is guided remotely.

**Epidemic**

means a sudden development and rapid spreading of a contagious disease in a region where it developed in a simply endemic state or within a previously unscathed community.

**Excess(es)**

means the amount which **you** must first pay for each claim **arising** from the one event before a claim can be made under **your policy**.

**Family**

means:

- **you, your** spouse (or someone legally recognised in Australia as **your** de facto partner) and **your dependants**; or

- **you, your** spouse (or someone legally recognised in Australia as **your** de facto partner) and **your** grandchildren; or
- **you, your** son or daughter and **your** grandchildren.

**Financial collapse**

means:

- a) bankruptcy;
- b) entry into any official or unofficial scheme of arrangement;
- c) Insolvent;
- d) applying for or filing for insolvency protection;
- e) liquidation or provisional liquidation;
- f) a person or company conducting business under statutory protection under the law of any jurisdiction;
- g) winding up;
- h) presentation of a petition for the compulsory winding up of;
- i) restructuring or composition with creditors;
- j) stopping the payment of debts; or
- k) something having a substantially similar effect to any of (a) to (j) above happens in connection with the person or company under the law of any jurisdiction.

For the purpose of this definition only, 'Insolvent' means a person or company under administration or deemed insolvent (each as defined in the Corporations Act 2001 (Cth)).

**General Exclusion(s)**

means events or situations in which **you** would not have cover under any benefit.

**Home**

means the place where **you** permanently live in Australia and is the base from where **you** carry out the ordinary course (day to day activities) of **your** life for the purposes of **family**, employment, living and financial considerations.

**Hospital**

means an established hospital registered under any legislation that applies to it, that provides in-patient medical care.

**Injure, injured, injuring or injury**

means bodily injury caused solely and directly by violent, accidental, visible and external means, which happens at a definite time and place during **your period of insurance** and does not result from any illness, **sickness**, disease, or self-harm.

**Injury date**

means the date **you** are **injured** and will be deemed to be the earlier of:

- the date **your medical practitioner** reasonably diagnoses as the most likely date of the **injury**;
- the date **our medical practitioner** reasonably diagnoses as the most likely date of the **injury**;
- the date **you** first became aware of the **injury** or a reasonable person in the circumstances would have been aware of the **injury**;
- the date **you** first received medical treatment for the **injury**; and

- the date the **injury** is first diagnosed by a **medical practitioner**.

**Locked storage compartment**

means, but not limited to a glove box, enclosed centre console, or concealed cargo area of a car, station wagon, hatchback, van or motorhome. For a **motorcycle, moped or scooter** this means but not limited to, storage units, saddlebags, and under seat storage.

**Lost**

means any personal items owned by **you**, that are no longer in **your** possession and cannot be found or recovered.

**Luggage and personal effects**

means any personal items owned by **you** and that **you** take with **you**, or buy, on **your trip** and which are designed to be worn or carried about with **you**. This includes items of clothing, personal jewellery, photographic and video equipment, personal computers, electrical devices or portable equipment. However, it does not mean a bicycle, any business sample, passports, travel documents, cash, bank notes, currency notes, unset precious or semi-precious stones, watercraft of any type (except surfboards), furniture, furnishings, household appliances, hired items or items that **you** intend to trade.

**Medical practitioner**

means a qualified doctor of medicine or dentist registered to provide the relevant service in the place where **you** receive the services acting within the scope of their registration and pursuant to the relevant laws.

**Mental illness**

means any **sickness**, disorder or condition recognised or provided for in the latest edition of the Diagnostic and Mental Illness Statistical Manual of Mental Disorders.

**Moped or scooter**

means any two-wheeled or three-wheeled motor vehicle with an engine capacity of not greater than 50cc.

**Motorcycle**

means any two-wheeled or three-wheeled motor vehicle with an engine capacity greater than 50cc.

**Natural disaster**

means an extraordinary natural phenomenon such as floods, earthquakes, tsunamis, landslides, volcanic eruptions, atypical cyclonic storms, falling objects from space and aerolites, and in general any extraordinary atmospheric, meteorological, seismic or geological phenomenon.

**Overseas**

means in any country other than Australia.

**Off-piste**

means any area away from prepared ski runs that:

- a) is outside of resort boundaries; and
- b) is where skiing or snowboarding is allowed.

**Pandemic**

means a geographically widespread outbreak of an infectious disease that causes serious illness in humans.

**Permanent disability and permanently disabled**

means:

- a) **you** have totally lost all of the sight in one or both eyes; or the use of a hand or foot at or above the wrist or ankle; and
- b) the loss is for at least 12 months; and
- c) in **our** opinion after consultation with an appropriate medical specialist, will continue indefinitely.

**Period of insurance**

is the period **you** are insured for as defined under the heading [Period of insurance](#) on page 8.

**Policy**

means this document, the **Certificate of Insurance** and any other change to the terms of the **policy** otherwise advised by **us** in writing (such as endorsement).

**Pre-existing Medical Condition**

has the meaning defined in [What is a Pre-existing Medical Condition?](#) on page 31.

**Professional Snow Sport Instructor**

means the holder of an Alpine Level 4 certification recognised by the International Ski Instructors Association (ISIA) or the holder of a Canada Ski Guide (CSGI) Level 3 Certification (or ISIA recognised equivalent). Such guides have a minimum of 2 years' experience as a trainee guide and have completed the required training to lead groups in **backcountry** areas without supervision. They have been trained in all aspects of **backcountry** and avalanche safety and are familiar with the areas they are guiding and instructing in. They hold the required insurances and permits to guide groups in **backcountry** areas on a commercial basis.

**Public place**

means any place that the public has access to, including but not limited to planes, trains, trams, **cruise ships**, taxis, buses, air or bus terminals, stations, wharves, streets, museums, galleries, hotels, hotel foyers and grounds, beaches, restaurants, private car parks, public toilets and general access areas.

**Reasonable**

means, for medical or dental expenses, the standard level of care given in the country **you** are in or, for other expenses, the equivalent level **you** have booked and pre-paid for the rest of **your trip**.

**Recreational all-terrain vehicle**

means a small, open motor vehicle having three or more wheels fitted with large tyres designed chiefly for recreational use over Roadless terrain. They are sometimes referred to as quad-bikes, trikes or buggies.

**Recreational mountain biking**

means riding a bike in a forest and on mountain trails, up and down hills, but not competing, racing or jumping or **downhill mountain biking**.

**Relevant area**

means any

- a) area, region, state, territory or country; or
- b) part of an area, state, territory, region, or country

where **you** usually reside, have recently travelled to, are planning to travel to or are currently travelling in.

**Rental vehicle**

means a sedan, hatchback or station wagon, four-wheel drive or minibus/people mover, or a campervan/motorhome that does not exceed 4.5 tonnes, rented from a licensed motor vehicle rental company.

**Sick or sickness**

means a medical condition, not being an **injury**, which first occurs or first manifests during **your period of insurance**. **Sickness** includes **mental illness**.

For the purposes of this definition a **sickness** that first manifests itself on the earlier of:

- a) the date **your medical practitioner** reasonably diagnoses as the most likely date the sickness or symptoms of the **sickness** first occurred or manifested, whichever is the earlier;
- b) the date **our medical practitioner** reasonably diagnoses as the most likely date the **sickness** or symptoms of the **sickness** first occurred or manifested, whichever is the earlier;
- c) the date you first became aware of the **sickness** or symptoms of the **sickness**, whichever is the earlier;
- d) the date a reasonable person in the circumstances would have been aware of the **sickness** or symptoms of the **sickness**, whichever is the earlier; or
- e) the date the sickness or symptoms of the **sickness**, were first diagnosed by a **medical practitioner**, whichever is the earlier.

**Snow sports**

means:

- a) recreational skiing and snowboarding;
- b) big foot skiing and snowboarding;
- c) cat skiing and snowboarding;
- d) cross-country skiing and snowboarding (along a designated cross-country ski route only);
- e) glacier skiing and snowboarding;
- f) heli-skiing and snowboarding (provided by a commercial operator and available to the general public only);
- g) ice hockey (socially and not competitive);
- h) ice skating;
- i) lugeing (on ice and provided by a commercial operator and available to the general public only);
- j) mono skiing;
- k) **off-piste** skiing and snowboarding;
- l) **backcountry** skiing and snowboarding;
- m) snowmobiling;



- n) snowshoeing;
- o) **terrain park** skiing or snowboarding;
- p) tobogganing.

Important: Cat skiing and snowboarding, glacier skiing and snowboarding, heli-skiing and snowboarding, **off-piste** skiing and snowboarding and **backcountry** skiing and snowboarding must be done with a **professional snow sport instructor**.

**Snow sports equipment**

means skis, poles, ski boots and bindings, ski helmets, snowboards, snowboard boots and bindings

**Sound and Natural Teeth**

means whole or properly restored teeth with fillings only, where there is no other impairment to the teeth or periodontal disease, and are not in need of treatment other than for accidental dental injury.

**Special Events**

means pre-booked, pre-paid and pre-arranged wedding, funeral, conference, sporting event, cruise or tour package.

**Specified High Value Items**

means **luggage and personal effects** that have been listed as covered on **your Certificate of Insurance** with a nominated sum insured.

**Sub limit(s)**

means the maximum **dollar** amount **we'll** pay to cover a specific item, event or loss which **we've** described under a broader section benefit limit.

**Surface water activity**

body boarding, body surfing, paddle boarding, surfing, skim boarding, windsurfing.

**Terrain Park**

means an area containing terrain that allows skiers and snowboarders to perform tricks.

**Terrorism**

means any act which may or may not involve the use of, or threat of, force or violence where the purpose of the act is to further a political, religious, ideological aim or to intimidate or influence a government (whether lawfully constituted or not) or any section of the public or to put any section of the public in fear. Terrorism will also include any act that is verified or recognised by the (relevant) government as an act of terrorism or defined under any relevant legislation as an act of terrorism.

**Transit**

means any connection between flights where **you** need to change aircraft to enable **you** to continue to **your** planned destination, and where **you** do not leave the airport.

**Travel restriction(s)**

means any restriction or rule affecting a **relevant area**, including but not limited to the following: border closures, or imposition of a lockdown, lockout, closure, travel restriction, curfew, entry

requirement, border pass or travel permit system, mandatory isolation or quarantine requirements ordered by a government authority (local, country or otherwise).

**Travelling companion**

means a person with whom **you** have made arrangements to travel with for at least 75% of **your** trip before **your** policy was issued.

**Trip**

means for all **policies** other than **policies** purchased while **you** are **overseas**, the time when **you** leave **your home** to go directly to the place **you** depart from on **your** travels, and ends when **you** return to **your home**, provided however that for Domestic Plus **policies** **you** must be more than 200 kms from **your home**. For **policies** purchased while **you** are **overseas**, **trip** means **your** travel from the time when the **policy** is issued when **you** are **overseas** to the time when **you** return to **your home**.

**Unattended motor vehicle**

means **your** vehicle, **your** rental vehicle, or **your** travel companion's vehicle, that **you** or **your** travelling companion are not inside.

**Unspecified items**

means **luggage** and **personal effects** that have not been listed as covered on **your** Certificate of Insurance with a nominated sum insured.

**Unsupervised**

means:

- a) when **you** do not leave **your luggage** and **personal effects** in a secure place; or
- b) leaving **your luggage** and **personal effects** with a person **you** did not know prior to commencing your trip; or
- c) leaving **your luggage** and **personal effects** with a person not named on your **Certificate of Insurance** or who is not a **travelling companion**; or
- d) leaving **your luggage** and **personal effects** where they can be taken without **your** knowledge, including but not limited to on the beach, poolside while **you** swim, in the seat pocket of your plane seat and includes if **you** are asleep and your belongings are taken without **you** knowing; or
- e) leaving **your luggage** and **personal effects** at such a distance from **you** that **you** are reasonably unable to prevent them from being taken; or
- f) forgetting or misplacing **your luggage** and **personal effects**, leaving them behind or walking away from them.

**We, our and us**

means The Hollard Insurance Company Pty Ltd.

**You and your**

means the person(s) whose name(s) are set out on the **Certificate of Insurance**, and if **you** have a Single or Family cover type, **your dependants**.

## Pre-existing Medical Conditions

Please consider your medical history carefully. This includes any condition at any time in your entire life that you (including your dependants travelling with you) have:

- been diagnosed with, or
- taken or take medication for, or
- seen a **medical practitioner** (GP, physiotherapist, nutritionist, etc.), or
- had an operation/procedure, or
- had a test for (x-ray, blood test, scan, etc.), or
- received or currently receive any form of treatment.
- Except as provided under [Benefit 5: Trip Cancellation Expenses](#) and [Benefit 6: Trip Disruption](#), no cover is provided under this **policy** for any claims arising from, related to or associated with, a **pre-existing medical condition** of any person who is not named on your Certificate of Insurance.

### Important

Travel insurance **policies** provide cover for unexpected sudden **sicknesses** or injuries. **Pre-existing Medical conditions** are not covered unless:

- The condition is one of the 43 Covered [Pre-existing Medical Conditions](#) listed on pages 32 to 34; and
- **you** have not been hospitalised for that condition in the past 24 months; and
- **your** medications for the condition have remained unchanged for the past 6 months; and
- **you** meet the age and condition-specific requirements listed below.

## What is a Pre-existing Medical Condition?

**Pre-existing Medical Condition** means any medical or dental condition at any time prior to the purchase of the **policy**, or for Frequent Traveller Saver Policies the time at which any part of the **trip** is paid for (whichever occurs last):

- where investigation, tests, treatment, surgery, medical consultation and/or advice has been obtained (whether or not a formal diagnosis has been made);
- where drugs or other treatment has been prescribed;
- any **chronic** or ongoing medical condition; or
- any complications **arising** from such conditions referred to above whether direct or indirect.

This definition applies to **you**, **your travelling companion**, a **close relative** or any other person.

Cover is subject to the [General Exclusions](#) on pages 81 to 84 and the **policy** terms and conditions.

## Changes in health, new medical conditions or pregnancy before you travel

If any of the following events **arise** at any time after **you** buy **your policy**, but before the start of **your trip** (or each **trip** under **your** Frequent Traveller Saver plan), **you** must contact **your medical practitioner** and get written confirmation that **you** are fit to travel :

- a change in a **pre-existing medical condition** that was covered as specified under [Covered Pre-existing medical conditions](#);
- a new medical condition (or the symptom of one)
- a new pregnancy.

If **you** don't get written confirmation from **your medical practitioner** that **you** are fit to travel, or the **medical practitioner** declares **you** unfit to travel, **you** will not be covered for any claim that **arises** from that condition on **your trip** if **you** choose to travel.

If **your medical practitioner** declares **you** unfit to travel, then **you** may be covered under the terms of **your** existing **policy** to cancel **your trip** and make a claim under [Benefit 5: Trip Cancellation Expenses](#) (page 40).

## Covered Pre-existing Medical Conditions

The following 43 **Pre-existing Medical Conditions** are covered, provided that:

- **You** have not been hospitalised (including Day Surgery or Emergency Department attendance) for that condition in the past 24 months; and
- **Your** medications for that condition have remained unchanged for the past 6 months.

1. Acne
2. Allergies limited to Rhinitis, **Chronic** Sinusitis, Eczema, Food Intolerance, Hay Fever
3. Asthma, providing that **you**:
  - have no other lung disease, and
  - are less than 60 years of age at the date of **policy** purchase
4. Bell's Palsy
5. Benign Positional Vertigo
6. Bunions
7. Carpal Tunnel Syndrome
8. Cataracts
9. Coeliac Disease
10. Congenital Blindness
11. Congenital Deafness
12. \*Diabetes Mellitus (Type I), providing **you**:
  - were diagnosed over 12 months ago, and
  - have no eye, kidney, nerve or vascular complications, and
  - do not also suffer from a known cardiovascular disease, Hypertension, Hyperlipidaemia or Hypercholesterolaemia, and
  - are under 60 years of age at the date of **policy** purchase

13. \*Diabetes Mellitus (Type II), providing **you**:
  - were diagnosed over 12 months ago, and
  - have no eye, kidney, nerve or vascular complications, and
  - do not also suffer from a known cardiovascular disease, Hypertension, Hyperlipidaemia or Hypercholesterolaemia
14. Dry Eye Syndrome
15. Epilepsy, providing there has been no change to **your** medication regime in the past 12 months, and **you** are not on more than one anti-convulsant medication
16. Folate Deficiency
17. Gastric Reflux
18. Goitre
19. Glaucoma
20. Graves' Disease
21. Hiatus Hernia
22. \*Hypercholesterolaemia (High Cholesterol), provided **you** do not also suffer from a known cardiovascular disease and/or Diabetes
23. \*Hyperlipidaemia (High Blood Lipids), provided **you** do not also suffer from a known cardiovascular disease and/or Diabetes
24. \*Hypertension (High Blood Pressure), provided **you** do not also suffer from a known cardiovascular disease and/or Diabetes
25. Hypothyroidism, including Hashimoto's Disease
26. Impaired Glucose Tolerance
27. Incontinence
28. Insulin Resistance
29. Iron Deficiency Anaemia
30. Macular Degeneration
31. Meniere's Disease
32. Migraine
33. Nocturnal Cramps
34. Osteopenia
35. Osteoporosis
36. Pernicious Anaemia
37. Plantar Fasciitis
38. Raynaud's Disease
39. Sleep Apnoea
40. Solar Keratosis
41. Trigeminal Neuralgia
42. Trigger Finger
43. Vitamin B12 Deficiency

\* Diabetes (Type I and Type II), Hypertension, Hypercholesterolaemia and Hyperlipidaemia are risk factors for cardiovascular disease. If **you** have history of cardiovascular disease, and it is a **Pre-existing Medical Condition**, cover for these conditions are also excluded.

If you have a Pre-existing Medical Condition that is not included in this list of 43 conditions, then it is not covered and we will not pay for any claims where your medical history is a contributing factor.

## Pregnancy

Pregnancy is a **Pre-existing Medical Condition** that may be covered depending on **your** individual circumstances. Please read this section carefully if **you** are pregnant as there are important limitations to the benefits **you** are eligible to receive. **Our policy** only provides cover for **your** pregnancy in limited circumstances. There is no cover under any circumstances for childbirth at any stage of the pregnancy or for costs relating to the health or care of a newborn child.

### Cover available if you are pregnant

We will pay if **your** claim **arises** from unexpected serious **complications of pregnancy and childbirth** that occur:

- Up to the end of the 23<sup>rd</sup> week of pregnancy if **you** are pregnant with a single child; or
- Up to the end of the 19<sup>th</sup> week of pregnancy if **you** are pregnant with twins or multiple children.

Cover is subject to the exclusions described below and all other applicable terms and conditions, exclusions and limitations of the **policy**.

### Exclusions relating to claims arising from all pregnancies

We will not pay any claim or loss directly or indirectly related to or **arising** from:

- Childbirth at any stage of pregnancy (this means that if **you** deliver **overseas** there is no cover for costs related to the birth); or
- The health or care of a newborn child whatever the cause of the claim is (this means that if **you** deliver **overseas** for any reason, including premature birth, there is no cover for costs related to caring for the child or children); or
- **Your** pregnancy or the pregnancy of any other person after the:
  - end of the 23<sup>rd</sup> week of pregnancy with a single child; or
  - end of the 19<sup>th</sup> week of pregnancy with twins or multiple children; or
- **Your** pregnancy at any gestation or the pregnancy of any other person at any gestation:
  - Where the conception was medically assisted (including hormone therapy and In Vitro Fertilisation (IVF)); or
  - Where there have been **complications of pregnancy** or complications of **your** health that **you** have been advised may adversely affect this pregnancy; or
  - Where there have been **complications of pregnancy and childbirth** for any previous pregnancy; or
- Antenatal care, including medications and vitamins.

Complications means any secondary diagnosis occurring prior to, during the course of, concurrent with, or as a result of the pregnancy, which may adversely affect the pregnancy outcome.

## Benefits

This section outlines what “we will pay” and what “we will not pay” under each benefit in the event of a claim.

Each benefit includes a Benefit Summary that identifies which **policies** the benefit applies to, sets out the benefit limits and **sub limits**, and details any changes to **age-related limits** and **excesses**. Your **policy** type will appear in your **Certificate of Insurance**.

Cover is only provided where the relevant covered event occurs during the **period of insurance** and is subject to the terms and conditions of the **policy**.

### Benefit 1: Overseas 24/7 Emergency Medical Assistance

This benefit provides **you** with medical support services if **you** experience a medical emergency while **you** are **overseas**.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Frequent Traveller Saver	Domestic Plus
This benefit applies to	✓	✓	✓	✓	✓	No cover
Benefit limit 64 years of age & under	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	No cover
Benefit limit 65 to 69 years of age	Unlimited	Unlimited	Unlimited	Unlimited	Not available	No cover
Benefit limit 70 to 89 years of age	Unlimited	Unlimited	Unlimited	Not available	Not available	No cover
Sub limits	Funeral or cremation <b>overseas</b> and/or of bringing <b>your</b> remains back to <b>your home</b> in Australia: \$20,000.					No Cover
Excess 79 years of age and under*	\$200	\$200	\$200	\$200	\$200	No cover

Excess 80 to 89 years of age <sup>^</sup>	\$2,000	\$2,000	\$2,000	No cover	No cover	No cover
<p>* <b>Excess</b> applies for each claim unless <b>you</b> paid for the <b>excess</b> removal option when <b>you</b> purchased <b>your policy</b>. <b>Your excess</b> amount is shown on <b>your Certificate of Insurance</b>.  <sup>^</sup> Age <b>excess</b> cannot be removed.</p>						

We will pay

If, while on a **trip overseas**, **you injure yourself** or become **sick** **we** will arrange for:

- Access to a **medical practitioner** for emergency medical treatment while **overseas**.
- Any messages which need to be passed on to **your family** or employer in the case of an emergency.
- The provision of any written guarantees for payment of **reasonable** expenses for emergency hospitalisation while **overseas**.
- **Your** medical transfer or evacuation if **you** must be transported to the nearest **hospital** for emergency medical treatment **overseas** or be brought back to Australia with appropriate medical supervision.
- The return to Australia of **your dependants** if they are left without supervision following **your** hospitalisation or evacuation.
- If **you** die as a result of an **injury** or a **sickness** during **your trip**, **we** will pay for the reasonable cost of either a funeral or cremation **overseas** and/or of bringing **your** remains back to **your home** in Australia. The maximum amount **we** will pay is \$20,000 in total for each insured person named in the **policy**.

We will not pay

- For claims **arising** from **Pre-existing Medical** Conditions except as specified under the heading Covered Pre-existing Medical Conditions on pages 32 to 33.
- If **you** didn't select 'Adventure', 'Cruise', 'Motorcycle, moped or scooter' or 'Snow' at the time **you** took out **your** policy or prior to **your** departure date, and pay the appropriate additional premium.
- For medical evacuation, funeral services or cremation or bringing **your** remains back to Australia unless it has been first approved by **us**.
- If **you** decline to promptly follow **our** reasonable medical advice (and **we** also will not be responsible for subsequent medical, **hospital** or evacuation expenses).
- For medical evacuation or the transportation of **your** remains from Australia to an **overseas** country.
- For medical treatment or ambulance transportation which is provided in Australia.
- For any claim under a Domestic Plus Policy.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.



## Benefit 2: Overseas Emergency Medical and Hospital Expenses

This benefit provides cover for **your** unexpected medical and **hospital** expenses incurred while **you** are overseas.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Frequent Traveller Saver	Domestic Plus
This benefit applies to	✓	✓	✓	✓	✓	No cover
Benefit limit 64 years of age & under	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	No cover
Benefit limit 65 to 69 years of age	Unlimited	Unlimited	Unlimited	Unlimited	Not available	No cover
Benefit limit 70 to 89 years of age	Unlimited	Unlimited	Unlimited	Not available	Not available	No cover
Excess 79 years of age and under*	\$200	\$200	\$200	\$200	\$200	No cover
Excess 80 to 89 years of age^	\$2,000	\$2,000	\$2,000	No cover	No cover	No cover
<p>*<b>Excess</b> applies for each claim unless <b>you</b> paid for the <b>excess</b> removal option when <b>you</b> purchased <b>your</b> policy. <b>Your</b> excess amount is shown on <b>your</b> Certificate of Insurance.</p> <p>^ Age <b>excess</b> cannot be removed.</p>						

### We will pay

- Subject to the age limits set out in the Benefit Summary above, for the reimbursement of the **reasonable** medical or **hospital** expenses incurred by **you** until **you** get back to Australia if **you** are **injured** or become **sick overseas**.

The medical or **hospital** expenses must have been incurred due to a claimable event and confirmed in writing by a **medical practitioner**. **You** must make every effort to keep **your** medical or **hospital** expenses to a minimum.

If **we** reasonably determine that **you** should return to Australia for treatment (based on the information that is available to **us** at the time) and **you** do not agree to do so then **we** will pay **you**

the amount that **we** determine would cover **your overseas** medical expenses and/or related costs had **you** agreed to **our** recommendation. **You** will then be responsible for any ongoing or additional costs relating to or **arising** out of the event **you** have claimed for.

We'll only pay for **overseas** treatment received and/or **hospital** accommodation for a maximum of 12 months from the date the **sickness** first manifested itself or from the **injury date**.

**We will not pay**

- For claims **arising** from **Pre-existing Medical Conditions** except as specified under the heading [Covered Pre-existing Medical Conditions](#) on pages 32 to 33.
- For any claims arising from activities listed under **Adventure Activities**, **Cruise**, **Motorcycle**, **moped** or **scooter** or **Snow Sports** unless the additional cover is selected at the time **you** took out **your policy** or prior to **your** departure date, and **you** pay the appropriate additional premium.
- For planned medical procedures, cosmetic treatments, or other non-emergency medical treatments or for any complications or other claims **arising** from such procedures or treatments.
- For the continuation or follow up of medical treatment (including medication and ongoing immunisations) that started prior to **your trip**.
- For more than the applicable limits set out in the Benefit Summary above.
- When **you** have not notified **us** as soon as practical of **your** admittance to **hospital**.
- If **you** do not take **our** advice.
- After 2 weeks of treatment by a chiropractor or physiotherapist unless approved by **us**.
- For medical treatment or ambulance transportation which is provided in Australia. For routine medical check-ups.
- If **you** have received medical care that is covered by a Reciprocal Health Care Agreement between Australian and another country. The list of countries that Australian has a Reciprocal Health Care Agreement with can be found at [smartraveller.gov.au](http://smartraveller.gov.au).

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

### Benefit 3: Overseas Emergency Dental

This benefit provides cover for unexpected dental expenses while **you** are **overseas**.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Frequent Traveller Saver	Domestic Plus
This benefit applies to	✓	✓	✓	✓	✓	No cover
Benefit limits all ages	\$1,000	\$750	\$500	\$1,000	\$1,000	

Excess*	\$200	\$200	\$200	\$200	\$200	
* <b>Excess</b> applies for each claim unless <b>you</b> paid for the <b>excess</b> removal option when <b>you</b> purchased <b>your policy</b> . <b>Your excess</b> amount is shown on <b>your Certificate of Insurance</b> .						

**We will pay**

- Up to the limits set out in the Benefit Summary above, for the cost of **overseas** emergency dental treatment for dental costs incurred which the treating dentist certifies in writing is for the relief of sudden and acute pain to **sound and natural teeth**.

**We will not pay**

- For claims **arising** from **Pre-existing Medical Conditions** except as specified under the heading [Covered Pre-existing Medical Conditions](#) on pages 32 to 33.
- For planned medical procedures, cosmetic treatments, or other non-emergency medical treatments or for any complications or other claims **arising** from such procedures or treatments.
- For damage to dental prostheses, bridges or crowns.
- For dental treatment involving the use of precious metals.
- For any costs after 2 weeks of treatment by a dentist unless approved by **us**.
- For any costs incurred in Australia.
- For routine dental check-ups.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 4: Overseas Emergency Medical Evacuation and Repatriation

This benefit provides for **your** medical evacuation to a medical facility and repatriation to Australia if **you** are seriously **injured** while **overseas**.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Frequent Traveller Saver	Domestic Plus
This benefit applies to	✓	✓	✓	✓	✓	No cover
Benefit limit 64 years of age & under	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	

Benefit limit 65 to 69 years of age	Unlimited	Unlimited	Unlimited	Unlimited	Not available	
Benefit limit 70 to 89 years of age	Unlimited	Unlimited	Unlimited	Not available	Not available	
Excess 79 years of age and under*	\$200	\$200	\$200	\$200	\$200	
Excess 80 to 89 years of age^	\$2,000	\$2,000	\$2,000	Not available	Not available	
<p>* <b>Excess</b> applies for each claim unless <b>you</b> paid for the <b>excess</b> removal option when <b>you</b> purchased <b>your policy</b>. <b>Your excess</b> amount is shown on <b>your Certificate of Insurance</b>.</p> <p>^ Age <b>excess</b> cannot be removed.</p>						

### We will pay

- Up to the limits set out in the Benefit Summary above, for **your overseas** medical transfer, evacuation (medivac) or repatriation if **you** must be transported to the nearest **hospital** for emergency medical treatment or be brought back to Australia with appropriate medical supervision.

### We will not pay

- If **you** decline to promptly follow **our** reasonable medical advice based on the information that is available to **us** at that time (and **we** also will not be responsible for subsequent medical, **hospital** or evacuation expenses).
- For medical evacuation or the transportation of **your** remains from Australia to an **overseas** country.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 5: Trip Cancellation Expenses

This benefit reimburses **you** for **your** pre-booked travel arrangements (e.g. flights, accommodation or tours) if **you** need to unexpectedly cancel **your trip** due to claimable reasons outside of **your** control.

	Comprehensive	Standard Saver	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver	Basics
This benefit applies to	✓	✓	✓	✓	✓	No cover
Benefit limit 64 years of age & under	Unlimited	\$25,000	Unlimited	Unlimited	Unlimited	
Benefit limit 65 to 69 years of age	Unlimited	\$25,000	Unlimited	Unlimited	Not available	
Benefit limit 70 to 89 years of age	Unlimited	\$25,000	Not available	Unlimited	Not available	
Sub limits	Travel agent's cancellation fees: \$1,500 Cancellation due to a <b>close relative's sickness</b> or <b>injury</b> due to a <b>pre-existing medical condition</b> not covered under this <b>policy</b> : 25% of <b>your</b> non-refundable claim expenses up to a maximum of \$2,000					
Excess*	\$200	\$200	\$200	\$200	\$200	
Excess 80 to 89 years of age^	\$2,000	\$2,000	Not available	\$2,000	Not available	
<p>* <b>Excess</b> applies for each claim unless <b>you</b> paid for the <b>excess</b> removal option when <b>you</b> purchased <b>your policy</b>. <b>Your excess</b> amount is shown on <b>your Certificate of Insurance</b>.</p> <p>^ Age <b>excess</b> cannot be removed.</p>						

### Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- Once a claim is made under this benefit for the Comprehensive, Standard Saver, Snow Sports Plus and Domestic Plus **policies**, **your policy** ends, and another travel insurance **policy** will need to be purchased for a new **trip**.
- Wherever claims are made by **you** under this benefit and Benefit 6: Trip Disruption Expenses for cancelled or alternative travel arrangements for the same or similar expense, **we** will pay for the greater of the two amounts, but not both.
- This benefit does not provide cover for claims that **arise** from **COVID-19**. The cover we provide specific to **COVID-19** is found under [Benefit 27](#) and [Benefit 28](#) on pages 76 to 80.

We will pay

Up to the limits set out in the Benefit Summary above, for the unexpected cancellation of **your** pre-booked and pre-paid **trip** bookings which are cancelled or shortened at any time through circumstances neither expected nor intended by **you** and outside **your** control. **We** will pay the cost of:

- **Your** cancellation, rescheduling fees and lost deposits for travel and accommodation arrangements that **you** have paid in advance and cannot recover in any other way. **We** will pay the lesser of cancellation or rescheduling.
- The travel agent's cancellation fees up to \$1,500 where all monies have been paid or the maximum amount of the deposit has been paid at the time of the cancellation. However, **we** will not pay more than the level of commission or service fees normally earned by the agent, had **your trip** not been cancelled. **We** will require written evidence of the travel agent's fee.
- **Your** cancellation, rescheduling fees and lost deposits for travel and accommodation arrangements that **you** have paid in advance and cannot recover in any other way if **You**, **your close relative** or **travelling companion** are a member of the armed forces, police, fire, nursing or ambulance services and **you** must stay in Australia because of an emergency or **you** are posted **overseas** unexpectedly.
- **Your** loss of frequent flyer or similar air travel points **you** used to purchase an airline ticket following the cancellation of that airline ticket, if **you** cannot recover the lost points from any other source. **We** calculate the amount **we** pay **you** as follows:
  - the cost of an equivalent class airline ticket based on the quoted retail price at the time the ticket was issued, less **your** financial contribution; multiplied by:
  - the total value of the points lost, divided by the total number of points used to obtain the ticket.
- Where the reason **you** need to cancel or amend **your trip** is due to a **sickness** or **injury** resulting in the hospitalisation or death of a **close relative**, then the most **we** will pay under this benefit and [Benefit 6: Trip Disruption](#) in total is 25% of **your** non-refundable claim expenses up to a maximum of \$2,000. Where **you** can reasonably demonstrate that the hospitalisation or death is not related to a **pre-existing medical condition** (other than those covered by this policy), then **we** will pay up to the benefit limit.

We will not pay

- For any claims related to **COVID-19** except as described in Benefit 28: COVID-19 Trip Cancellation and Disruption.
- For any **pre-existing medical conditions**, except ones covered as specified under 'Covered Pre-Existing Medical Conditions' in the section [Pre-existing medical conditions](#) on pages 31 to 34.
- If **you** were aware of any reason, before **your period of insurance** commenced, that causes **your trip** to be cancelled, abandoned or shortened.

- For the death, injury or sickness of your close relative if it arises from a pre-existing medical condition except as specified under 'We will pay'.
- As a result of you or your travelling companion changing plans or deciding not to continue with the intended trip.
- If your claim relates to the financial collapse of any travel agent, airline or other carrier, tour or accommodation provider.
- As a result of a tour operator or wholesaler being unable to complete arrangements for any tour because there were not enough people to go on the tour.
- For any claim or loss arising out of any business, financial or contractual obligations. This exclusion does not apply to claims where you or your travelling companion are made redundant from full-time employment in Australia provided you or they were not aware that the redundancy was to occur before you purchased your policy.
- As a result of delays or rescheduling by a bus line, airline, shipping line or rail authority unless it is due to a strike, riot, hijack, civil protest, severe weather or natural disaster.
- As a result of the breakdown of any means of transport.
- As a result of an act or threat of terrorism.
- If you can claim your additional travel and accommodation expenses from anyone else.
- For costs which you have paid on behalf of any other person, unless that person is also an insured person named on your Certificate of Insurance.
- As a result of mental illness (including depression, anxiety, stress, mental or nervous conditions) suffered by you, a close relative or another person unless:
  - a mental illness diagnosis has been made by a psychiatrist or psychologist that is a registered and certified mental health professional; and
  - the registered psychiatrist or psychologist certifies that the mental illness prevents you from starting or finishing your trip; and
  - the mental illness has first occurred or first manifested during your Period of Insurance.
- For overseas cruise ship deposits if you didn't select 'Cruise' cover when you purchased your policy.
- For a return flight home if you didn't have a prepaid return flight home when the unexpected event occurred.
- For alternative travel arrangement costs if we have paid your cancelled or unused pre-paid costs.
- For travel or accommodation that was upgraded to a different nature and/or class that you originally booked, unless approved by us.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 6: Trip Disruption Expenses

This benefit reimburses you for reasonable additional travel and accommodation expenses which you incur whilst you are still on your trip if it is interrupted due to circumstances out of your control.

	Comprehensive	Standard Saver	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver	Basics
This benefit applies to	✓	✓	✓	✓	✓	No cover
Benefit limit all ages	\$50,000	\$30,000	\$50,000	\$50,000	\$50,000	
Sub limits	Cost of <b>your</b> return to Australia or other destination if <b>you</b> shorten <b>your overseas trip</b> because <b>your close relative</b> is hospitalised or dies after the <b>policy</b> is issued, due to a <b>pre-existing medical condition</b> not covered under this <b>policy</b> : 25% of <b>your</b> non-refundable claim expenses up to a maximum of \$2,000.					
Excess*	\$200	\$200	\$200	\$200	\$200	
* <b>Excess</b> applies for each claim unless <b>you</b> paid for the <b>excess</b> removal option when <b>you</b> purchased <b>your policy</b> . <b>Your excess</b> amount is shown on <b>your Certificate of Insurance</b> .						

### Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- If **you** need to return to Australia and did not have a return ticket booked to Australia before the circumstances giving rise to a claim under this benefit happened, **we** will reduce the amount of **your** claim by the price of the fare to Australia from the place **you** planned to return to Australia from. The fare will be at the same fare class as the one **you** left Australia on.
- Wherever claims are made by **you** under this benefit and [Benefit 5: Trip Cancellation Expenses](#) for cancelled or alternative travel arrangements for the same or similar expense, **we** will pay for the greater of the two amounts, but not both.
- The claim must **arise** during **your trip**.
- This benefit does not provide cover for claims that **arise** from **COVID-19**. The cover we provide specific to **COVID-19** is found under [Benefit 27](#) and [Benefit 28](#) on pages 76 to 80.

#### We will pay

- Up to the limits set out in the Benefit Summary above, for the reimbursement of the reasonable additional travel and accommodation expenses if a disruption to **your trip** (whether domestic or **overseas**) **arises** from the following reasons:
  - **your** scheduled or connecting transport is cancelled, delayed, shortened or diverted because of a strike, riot, hijack, civil protest, severe weather or **natural disaster**. The event must have begun after **we** issued the **Certificate of Insurance**.



- **you** unknowingly break any quarantine rule.
- **you** lose **your** passport, travel documents or credit cards or they are stolen.
- An accident occurs involving **your** mode of transport. **You** must have written confirmation of the accident from an official body in the country where the accident happened.
- **your home** is rendered uninhabitable by fire, explosion, earthquake or flood.
- Up to the limits set out in the Benefit Summary above, for the reimbursement of the reasonable additional accommodation and travel expenses if **you** cannot travel because of an **injury** or **sickness** which occurred or first manifested itself while on the **trip** and which needs immediate treatment from a **medical practitioner** who certifies that **you** are unfit to travel. **We** will also reimburse **your** reasonable additional accommodation and travel expenses for **you** to be with **your travelling companion** if they cannot continue their **trip** for the same reason.
- Up to the limits set out in the Benefit Summary above, for the reimbursement of the reasonable accommodation and travel expenses of **your travelling companion** or a **close relative** to travel to **you**, stay near **you** or escort **you** if **you** cannot travel because of an **injury** or **sickness** which occurred or first manifested itself while on the **trip**. If **you** are in **hospital** suffering from a life-threatening or other serious condition, or are evacuated for medical reasons. They must travel, stay with **you** or escort **you** on the written advice of a **medical practitioner** and with **our** prior approval.
- Up to the limits set out in the Benefit Summary above, for the reimbursement of the reasonable cost of **your** return to Australia if it is medically necessary for **you** to shorten **your overseas trip**. **You** must obtain written advice from a **medical practitioner**. **We** will only pay the cost of the fare class that **you** had planned to travel at (unless otherwise authorised by **us**) and **you** must take advantage of any pre-arranged return travel to Australia.
- Up to the limits set out in the Benefit Summary above, for the reimbursement of the reasonable cost of **your** return to Australia if **you** shorten **your overseas trip** because **your close relative** is hospitalised or dies in Australia after the **policy** is issued, and at the time of **policy** issue **you** were unaware of the likelihood of such hospitalisation or death. The most **we** will pay under this benefit and [Benefit 5: Trip Cancellation](#) in total is \$2,000. Where **you** can reasonably demonstrate that the hospitalisation or death is not related to a **pre-existing medical condition** (other than those covered under this **policy**), then **we** will pay up to the benefit limit.

### We will not pay

- For any claims related to **COVID-19** except as described in [Benefit 28: COVID-19 Trip Cancellation and Disruption](#).
- For any **pre-existing medical conditions**, except ones as specified under [Covered Pre-Existing Medical Conditions](#) in the section [Pre-existing medical conditions](#) on pages 31 to 34.
- If **you** were aware of any reason, before **your period of insurance** commenced, that may cause **your trip** to be cancelled or disrupted or delayed.

- If the death, injury or sickness of your close relative arises from a Pre-existing Medical Condition, except as specified under 'We will pay'.
- As a result of you or your travelling companion changing plans or deciding not to continue with the intended trip.
- If your claim relates to the financial collapse of any travel agent, airline or other carrier, tour or accommodation provider.
- If you can claim your additional travel and accommodation expenses from anyone else.
- For costs which you have paid on behalf of any other person, unless that person is also an insured person named on your Certificate of Insurance.
- As a result of delays or rescheduling by a bus line, airline, shipping line or rail authority unless it is due to a strike, riot, hijack, civil protest, severe weather or natural disaster.
- Any additional expenses caused by planned medical procedures, cosmetic treatments, or other non-emergency medical treatments.
- Additional expenses relating to telephone calls and mobile data (other than calls to notify us of your emergency).
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 7: Trip Resumption Expenses

This benefit provides cover for you to continue your trip after it was interrupted due to circumstances out of your control.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
This benefit applies to	✓	✓	No cover	✓	✓	✓
Benefit limit all ages	\$3,000	\$2,000		\$3,000	\$3,000	\$3,000
Excess*	\$200	\$200		\$200	\$200	\$200
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy. Your excess amount is shown on your Certificate of Insurance.						

### We will pay

- Up to the limits set out in the Benefit Summary above, to reimburse the reasonable airfares for you to return to the place you were when your overseas trip was interrupted if:
  - during your trip your close relative in Australia dies unexpectedly or is hospitalised following a serious injury or a sickness (except arising from a Pre-existing Medical Condition);

and

- o it is possible for **your trip** to be resumed; and
- o at the date **you** return to Australia there is more than 14 days remaining of the **period of insurance**, as noted on **your Certificate of Insurance**; and
- o **you** resume **your trip** within 6 months of **your** return to Australia.

If **your close relative's** hospitalisation or death has resulted from a **Pre-existing Medical Condition** or **you** are unable to reasonably demonstrate that **your close relative's** hospitalisation or death is not related to a **Pre-existing Medical Condition**, then the most **we** will pay under this benefit in total is \$1,500.

**We will not pay**

- For any claims related to **COVID-19** except as described in [Benefit 28: COVID-19 Trip Cancellation and Disruption](#).
- If the death, **injury** or **sickness** of **your close relative** arises from a **Pre-existing Medical Condition**, except as specified above.
- If **you** were aware of any reason, before **your period of insurance** commenced, that may cause **your trip** to be cancelled or disrupted or delayed.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 8: Overseas Hospital Cash Payment

This benefit reimburses **you** for **your** out-of-pocket non-medical expenses (e.g. taxi fares or phone calls) if **you** have been admitted to a **hospital** during **your overseas trip**.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
This benefit applies to	✓	No cover	No cover	✓	No cover	✓
Benefit limit all ages	\$5,000			\$5,000		\$5,000
Excess	\$0			\$0		\$0

**We will pay**

- Up to the limits set out in the Benefit Summary above, if **you** suffer an **injury** or **sickness** on an **overseas trip**, \$50 for each 24-hour period **you** are in **hospital** after **you** are in **hospital** for more than 48 continuous hours.

We will not pay

- For the first 48 continuous hours you are in hospital.
- If you cannot claim for overseas medical expenses in [Benefit 2: Overseas Emergency Medical and Hospital Expenses](#).
- For any claims related to COVID-19.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 9: Accidental death

This benefit pays a lump sum payment to your estate if you pass away during your trip due to an unexpected injury.

	Comprehensive	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver	Standard Saver	Basics
This benefit applies to	✓	✓	✓	✓	No cover	No cover
Benefit limit 79 years of age and under	\$25,000	\$25,000	\$25,000	\$25,000		
Benefit limit 80 to 89 years of age	\$20,000	\$20,000	\$20,000	\$20,000		
Sub limits	Death of any one accompanying dependant: \$5,000					
Excess all ages	\$0	\$0	\$0	\$0		

We will pay

- Your estate, up to the limits set out in the Benefit Summary above, if:
  - You are injured during your trip and you die because of that injury within 12 months of the injury date; or
  - During your trip, the mode of transport you are travelling on disappears, sinks or crashes and you are presumed dead and your body is not found within 12 months.

**We will not pay**

- For death caused by suicide or for any reason other than caused by **injury** as defined under [Words With Special Meaning](#) on page 25.
- For any claims related to **COVID-19**. For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 10: Permanent Disability

This benefit pays **you** a lump sum payment if **you** become **permanently disabled** due to an **injury** sustained on **your overseas trip**.

	Comprehensive	Snow Sports Plus	Frequent Traveller Saver	Standard Saver	Basics	Domestic Plus
This benefit applies to	✓	✓	✓	No cover	No cover	No cover
Benefit limit 79 years of age and under	\$50,000	\$50,000	\$25,000			
Benefit limit 80 to 89 years of age	\$20,000	\$20,000	\$20,000			
Sub limits	Permanent disability of any one accompanying dependants: \$5,000					
Excess all ages	\$0	\$0	\$0			

**We will pay**

- Up to the limits set out in the Benefit Summary above, if **you** are **injured** during **your trip**; and if because of the **injury**, **you** become **permanently disabled** within 12 months of the **injury date**.

**We will not pay**

- For **permanent disability** caused by any reason other than **injury**.
- For **injury** caused by self-harm.
- For any claims related to **COVID-19**.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 11: Loss of income

This benefit is a weekly payment up to \$400 per week that **you** receive for up to 26 weeks after **you** return from **your overseas trip**, if **you** are unable to return to **your** usual occupation in Australia, because **you** are disabled due to an **injury** that **you** sustain on **your overseas trip**.

	Comprehensive	Snow Sports Plus	Frequent Traveller Saver	Standard Saver	Basics	Domestic Plus
This benefit applies to	✓	✓	✓	No cover	No cover	No cover
Benefit limit all ages	\$10,400	\$10,400	\$10,400			
Sub limits	Per week up to 26 weeks: \$400					
Excess	\$0	\$0	\$0			

### Important Cover Conditions

Cover under this benefit is subject to the following conditions:

**You must:**

- Obtain a medical report from **your medical practitioner overseas** regarding the nature of **your injury** and confirming **your** disablement.
- Obtain a medical report from **your medical practitioner** in Australia once **you** return **home** outlining the treatment plan for **your** return to **your** usual occupation in Australia, the expected return to work date or length of expected disablement.
- Provide **us** with satisfactory evidence of **your** employment in Australia and **your** scheduled return to work date after **your trip**, confirming that **you** had work to return to in Australia.
- Provide **us** with satisfactory evidence of **your** lost income by providing **us** with **your** recent payslips.
- **We** will only pay if **you** cannot perform **your** normal or suitable alternative work and **you** lose all **your** income.
- This benefit does not provide cover for claims that **arise** from **COVID-19**. The cover we provide specific to **COVID-19** is found under [Benefit 27](#) and [Benefit 28](#) on pages 76 to 80.

**We will pay**

- Up to the limits set out in the Benefit Summary above, if **you** are **injured** during **your trip** and become disabled within 30 days of the **injury date** because of the **injury**, and
- The disablement continues for more than 30 days after **your** return to **your home** (**your** “waiting period”),
- **We** will pay **you** up to \$400 per person, per complete week of continued disability following the waiting period for a period of up to 26 weeks to replace **your** lost weekly wage, net of income tax, that meets the cover conditions above.

**We will not pay**

- For any claims related to **COVID-19**.
- For the first 30 days of **your** disablement from the time **you** return to **your home**.
- For the loss of income of **dependants**.
- For loss of income for any job which **you** held while **overseas**.
- For more than the applicable limits set out in the Benefit Summary above.
- For any **sickness** **you** develop from **your trip**.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 12: Passports, Credit Cards & Credit Card Fraud

This benefit reimburses **you** for expenses **you** incur to replace **your** travel documents if they are **lost**, stolen or damaged while **you** are on **your overseas trip**.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	✓	✓	No cover	✓	No cover	✓
Benefit limit all ages	\$5,000	\$2,000		\$5,000		\$5,000
Excess	\$0	\$0		\$0		\$0

**We will pay**

- Up to the limits set out in the Benefit Summary above, to reimburse **you** the replacement costs (including communication costs) of **your** travel documents, including passports, credit / debit cards or travellers cheques **you** lose or which are stolen from **you** or destroyed during **your trip**.

- Up to the limits set out in the Benefit Summary above, for any loss resulting from the fraudulent use of any credit / debit card held by **you** following the loss of the card during **your trip**. We will only cover those amounts not covered by any guarantee given by the bank or issuing company to **you** as the cardholder covering such losses.

**We will not pay**

- If **you** do not report the theft as soon as practicable, but preferably within 24 hours to the police and, in the case of credit / debit cards and travellers cheques, to the issuing bank or company in accordance with the conditions under which the cards or cheques were issued; and
- If **you** cannot prove that **you** made a report to the above relevant persons by providing **us** with a written statement from them.
- If **your** passports, credit / debit cards or travellers cheques are not carried on **your** person when travelling on **carriers**.
- If **your**, passports, credit / debit cards or travellers cheques are **lost** or stolen from **your** accommodation where a safe or locker has been provided and **you** fail to use it.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

### Benefit 13: Theft of Cash

This benefit reimburses **you** for cash that is stolen from **your** person while **you** are on **your** overseas trip.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	✓	No cover	No cover	✓	No cover	✓
Benefit limit all ages	\$250			\$250		\$250
Excess	\$0			\$0		\$0

**We will pay**

Up to the limit set out in the Benefit Summary above, for theft of cash, bank notes, currency notes, postal orders or money orders that have been stolen from **you** whilst on **your** person during **your trip**, using force or violence, or the threat of force or violence.



**We will not pay**

- If **you** do not report the theft as soon as practicable, but preferably within 24 hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the theft occurred. **You** must prove that **you** made a report by providing **us** with a written statement from whoever **you** reported it to.
- The cash, bank notes, currency notes, postal orders or money orders were not on **your** person at the time they were stolen.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 14: Luggage and Personal Effects

This benefit provides cover for damage, loss or theft of **your** own personal items which **you** take with **you** on **your** trip.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit applies to	✓	✓	Optional	✓	✓	✓
Benefit limit for all <b>unspecified items</b> combined	\$15,000	\$5,000	\$2,000	\$15,000	\$7,500	\$15,000
Sub limits for any single unspecified item or set	Personal computers, video recorders & cameras: \$3,000 Mobile phones and other portable communication equipment: \$1,500 Small mobile hand-held computers including tablet devices like iPads: \$1,000 Any other unspecified item or set: \$750					
Benefit limit for all Specified High Value items combined	\$10,000	Not available	Not available	\$10,000	\$10,000	\$10,000
	Sub limit for any single <b>Specified High Value Item</b> or set: \$5,000					
Excess*	\$200	\$200	\$200	\$200	\$200	\$200
* <b>Excess</b> applies for each claim unless <b>you</b> paid for the <b>excess</b> removal option when <b>you</b> purchased <b>your</b> policy. <b>Your excess</b> amount is shown on <b>your Certificate of Insurance</b> .						

## Unspecified items

Your **luggage and personal effects** which are covered as per the benefit limits below are referred to as **unspecified items**. You do not need to declare **your unspecified items**.

### Limits for unspecified items

The maximum **we** will pay for all **unspecified items** combined depends on **your policy** as described in the Benefit Summary above. The maximum **we** will pay for any single **unspecified item** or set is:

- \$3,000 for personal computers, video recorders or cameras
- \$1,500 for mobile phones, satellite phones, and other portable communication equipment
- \$1,000 for small mobile hand-held computers including tablet devices like iPads;
- \$750 for any other **unspecified item** or set.

All **luggage and personal effects** are considered **unspecified items** unless **you** have declared them and they appear on **your Certificate of Insurance** as **Specified High Value Items**.

## Specified Items

Under this benefit, **you** have the option to declare and protect **your** eligible **unspecified items** by increasing the value of these items for the payment of additional premium. These declared items are called **Specified high value items**.

### Limits for Specified High Value Items

The maximum **we** will pay for all **Specified High Value Items** combined is \$10,000. The maximum **we** will pay for any single **Specified High Value Item** or set is \$5,000.

**You** cannot purchase cover to increase the value of jewellery, fragile or brittle items, bicycles and watercraft other than surfboards.

### Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- **You** must take care to reasonably protect and secure **your luggage and personal effects** at all times. This means:
  - **You** must not leave **your luggage and personal effects** behind in any mode of transport, for example, in the airplane or taxi.
  - **You** must not leave **your luggage and personal effects** unsupervised or in a **public place**, for example at the restaurant table while **you** go to the restroom, the beach while **you** go in the water or in the hotel lobby while **you** wait to check in.
  - **You** must not leave **your luggage and personal effects** in an **unattended motor vehicle**:
    - overnight under any circumstances (this includes even in a locked boot or **locked storage compartment**).
    - during the daylight hours other than obscured from view in a locked boot or **locked storage compartment**.

- **You** must not transport **your** jewellery, mobile phone, camera, video camera, personal computer, computer equipment or their accessories in the cargo hold of any **carrier**.
- **You** must carry **your** jewellery, watches, mobile phones, and travel documents on **your** person when using transport providers.
- **You** must use the safe or locker provided to **you** by **your** accommodation to store **your** jewellery or travel documents.
- Where a claim is for the loss or theft of, or damage to, **luggage and personal effects**, **you** must:
  - where it is reasonably possible, report the loss or theft as soon as practicable, but preferably within 24-hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the loss or theft occurred.
  - provide **us** with a copy of the written report to the police or office of the bus line, airline, shipping line or an office of the bus line, airline, shipping line or rail authority **you** were travelling on.
- If a claim relates to a mobile phone or device with phone capabilities, **you** must supply **us** the IMEI (International Mobile Equipment Identity) number. **You** must also block the IMEI number with **your** telecommunications provider.

### We will pay

- Up to the limits set out in the Benefit Summary above, if during **your trip**, **you** have complied with the conditions of cover listed above and an item of **your luggage and personal effects** is permanently **lost**, stolen or accidentally damaged, **we** will, at **our** option (acting reasonably):
  - Repair the item
  - Replace the item, or
  - Pay **you** the amount it would cost **us** to repair or replace the item.

The most **we** will pay if **your luggage and personal effects** are stolen from **your unattended motor vehicle** during daylight hours, provided **you** have complied with the conditions of cover, is \$200 for each item, and \$2,000 in total for all stolen items, even if **you** have purchased **Specified High Value Item Cover**.

Subject to the item **sub limits** set out on the Benefit Summary above, the most **we** will pay is the original purchase price of the item less any **depreciation** that applies. **Depreciation** will be calculated as detailed under the heading [Depreciation](#) on page 88.

No **depreciation** will be applied to **luggage and personal effects** purchased duty free prior to **your** departure, **luggage and personal effects** purchased during **your trip**, or **Specified High Value Items** listed on **your Certificate of Insurance**.

Where an item is part of a pair or set, **we** will pay no more than the value of the **lost**, damaged or stolen part, regardless of any special value that the item may have had as part of a pair or set.

A pair or related set of items are considered as only one item and the appropriate single item limit will be applied. For example, but not limited to:

- a camera, lenses (attached or not), tripod and accessories; or
- a matching pair of earrings.

### We will not pay

- If **you** have not exercised reasonable care at all times for the safety and security of **your** personal items. The level of care required is relative to the value of the item. The more expensive the item, the greater the level of care **we** expect **you** to take.
- If **your luggage and personal effects** were left **unsupervised** in a **public place**.
- If **you** have not taken all reasonable actions within **your** power to recover **your luggage and personal effects**.
- For the loss, theft, or damage of jewellery, mobile phone, camera, video camera, personal computer, computer equipment or their accessories that were transported in the cargo hold of any **carrier**. This does not apply in the case of personal electronic devices transported by aircraft if **you** are instructed by the airline or relevant authority to check the devices in due to government regulation.
- For the loss, theft or damage of jewellery, watches, mobile phones, cash, bank cards or travel documents not carried on **your** person when using transport providers.
- If **your** jewellery, watches, mobile phones, camera, video camera, personal computer, computer equipment, are **lost** or stolen from **your** accommodation where a safe or locker has been provided and **you** fail to use it.
- For the loss, theft or damage to items left in an **unattended motor vehicle**, unless the items are taken from a locked boot or a **locked storage compartment** and were obscured from view, (including obscured from view if the cargo area of the vehicle is not concealed) between sunrise and sunset local time, and there is evidence of damage or forced entry which is confirmed by a police report.
- If the **luggage and personal effects** were left with a **motorcycle, moped or scooter**, even if they were obscured from view in the locked boot or **locked storage compartment**.
- If the **luggage and personal effects** were being sent unaccompanied or by post, courier or under a freight contract.
- If **you** do not report (when it is reasonably possible to do so) the loss, theft or misplacement of the **luggage and personal effects** as soon as practicable, but preferably within 24 hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft or misplacement occurred. **You** must prove that **you** made such report by providing **us** with a written statement from whoever **you** reported it to.

- If the loss relates to a mobile phone or device with phone capabilities and **you** are unable to supply the IMEI (International Mobile Equipment Identity) number. **You** are also required to block the IMEI number with **your** telecommunications provider of the stolen or **lost** mobile phone or device. **We** will not pay if the IMEI has not been blocked.
- If the loss or damage is to, or of, sporting equipment (including bicycles and surfboards) while in use.
- The loss, theft or damage is to or of bicycles unless **you** have purchased the optional Bicycle Cover and it is listed on the **Certificate of Insurance**.
- The loss, theft or damage is to household equipment, mobile phone prepaid minutes **you** have not used, mobile rental charges or payments, motor vehicles and accessories, or items of a perishable nature (meaning items that can decay or rot and will not last for long).
- The loss, theft or damage is to watercraft of any type (other than surfboards).
- The loss, theft or damage is to a Segway or a hovercraft.
- The loss or damage **arises** from any process of laundering, cleaning, repair or alteration.
- The loss or damage **arises** from ordinary wear and tear, deterioration, atmospheric or weather conditions, insects, rodents or vermin.
- The loss or damage **arises** from an electrical or mechanical breakdown.
- If the loss or damage is to, or of, fragile items made of glass or other brittle materials (such as glassware, china, ceramics, pottery, etc) or is an electronic component which is broken or scratched, unless either:
  - it is the lens of spectacles, binoculars or photographic or video equipment; or
  - the breakage or scratch was caused by a crash involving a vehicle in which **you** were travelling.
- **You** are entitled to be reimbursed by the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft, or damage occurred. However, if **you** are not reimbursed the full amount of **your** claim, **we** will pay the difference between the amount of **your** loss and what **you** were reimbursed, up to the limit of **your** cover (allowing for **depreciation** due to age, wear and tear).
- For more than the applicable limits set out in the Benefit Summary above.
- For damage to a **drone** while in use or confiscation of a **drone** by authorities whether in use or not.
- If the loss, theft or damage is to items that do not belong to **you**.
- For negotiable instruments (such as cash (except as covered under the “theft of cash” section), gift cards, precious metals or securities).
- For information stored on any electronic device or other media, including software.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 15: Delay of Luggage and Personal Effects

This benefit reimburses **you** for expenses **you** incur if **you** have to purchase necessary clothing and personal items (e.g. tooth brush and pjs) because **your luggage and personal effects** are delayed, misdirected or misplaced.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	✓	No cover	No cover	✓	No cover	✓
Benefit limit all ages	\$750			\$750		\$750
Excess*	\$200			\$200		\$200
* <b>Excess</b> applies for each claim unless <b>you</b> paid for the <b>excess</b> removal option when <b>you</b> purchased <b>your policy</b> . <b>Your excess</b> amount is shown on <b>your Certificate of Insurance</b> .						

### Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- **You** must obtain written confirmation of delay, misdirection, or misplacement from the **carrier** who was responsible for **your luggage and personal effects**, the length of the delay, and details of any compensation provided to **you**. **We** will deduct any amount **we** pay **you** under this benefit for any subsequent claim for permanently **lost luggage and personal effects**.
- This benefit does not provide cover for claims that **arise** from **COVID-19**. The cover we provide specific to **COVID-19** is found under [Benefit 27](#) and [Benefit 28](#) on pages 76 to 80.

#### We will pay

- Limits set out in the Benefit Summary above, if any items of **your luggage and personal effects** are delayed, misdirected or misplaced by the **carrier** for more than 12 hours whilst **you** are on **your trip**, and in **our** opinion, it was reasonable for **you** to purchase essential items of clothing or other personal items.

#### We will not pay

- If **you** are entitled to compensation from the bus line, airline, shipping line or rail authority **you** were travelling on for the relevant amount claimed. However, if **you** are not reimbursed the full amount, and **your** loss is coverable under **your policy**, **we** will pay the difference

between the amount of **your** expenses and what **you** were reimbursed up to the limit of **your** cover.

- If **your luggage and personal effects** are delayed on the final return leg of **your trip home**.
- Once **you** return to **your home** or after the **period of insurance**.
- For any claims related to **COVID-19**.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 16: Travel Delay Expenses

This benefit reimburses **you** for additional expenses **you** incur, because **your** pre-booked transport is delayed for more than 6 hours from **your** scheduled departure time.

	Comprehensive	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver	Standard Saver	Basics
Benefit limit applies to	✓	✓	✓	✓	No cover	No cover
Benefit limit all ages	\$2,000	\$2,000	\$2,000	\$2,000		
Sub limit	For each 24-hour period of delay: up to \$200					
Excess	\$0	\$0	\$0	\$0		

### We will pay

- Up to the limits set out in the Benefit Summary above, to reimburse up to \$200 for each traveller (excluding **dependants** travelling with their parents or grandparents on Single or Family policies) listed on the **Certificate of Insurance** for the reasonable additional meals and accommodation expenses if a delay to **your trip**, for at least 6 hours from the time **your carrier** was scheduled to depart, **arises** from circumstances outside **your** control.
- Up to the limits set out in the Benefit Summary above, to reimburse up to \$200 for each traveller (excluding **dependants** travelling with their parents or grandparents on Single or Family policies) listed on the **Certificate of Insurance** for each subsequent full 24-hour period that the delay continues beyond the initial 6-hour delay from the time **your carrier** was scheduled to depart.

### We will not pay

- If the delay to **your trip** arises from:
- The **financial collapse** of any travel agent, airline or other **carrier**, tour or accommodation provider; or

- An act or threat of terrorism.
- If **you** can claim **your** additional meals and accommodation expenses from anyone else.
- If **you** have not checked in for **your trip** at or before the recommended time.
- If **you** did not get a written statement from the appropriate transport company or authority confirming the reason for the delay and how long it lasted.
- For any claims related to **COVID-19**.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 17: Special Event Transport Expenses

This benefit provides cover if **your** scheduled transport is unable to convey **you** to **your special event** on time.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	✓	No cover	No cover	✓	✓	✓
Benefit limit all ages	\$5,000			\$5,000	\$5,000	\$5,000
Excess*	\$200			\$200	\$200	\$200
* <b>Excess</b> applies for each claim unless <b>you</b> paid for the <b>excess</b> removal option when <b>you</b> purchased <b>your policy</b> . <b>Your excess</b> amount is shown on <b>your Certificate of Insurance</b> .						

### We will pay

- For **special events** occurring **overseas** during **your overseas trip**, we will pay **your** reasonable additional travel expenses, up to the limits set out in the Benefit Summary above, to reach the **special event** on time if **your** scheduled transport is cancelled, delayed, shortened or diverted during **your overseas trip** and that means **you** would not arrive on time.
- For **special events** occurring in Australia during **your domestic trip**, we will pay **your** reasonable additional travel expenses, up to the limits set out in the Benefit Summary above, to reach the **special event** on time if **your** scheduled transport is cancelled, delayed, shortened or diverted during **your domestic trip** other than for a **COVID-19** related **travel restriction** and that means **you** would not arrive on time.



**We will not pay**

- If the cancellation, delay, shortening or diversion of **your** scheduled transport **arises** from the **financial collapse** of any transport, tour or accommodation provider.
- For **special events** occurring in Australia as part of an **overseas trip**.
- For **special events** occurring outside of the **period of insurance**.
- If **your** claims **arises** as a result of a **travel restriction**.
- If **your** claim **arises** from an act or threat of **terrorism**.
- For any claims related to **COVID-19**.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 18: Personal liability

The Personal Liability benefit provides cover for expenses incurred when **you** cause bodily injury, and/or property damage in an accident, or series of accidents during **your trip**.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	✓	✓	✓	✓	✓	✓
Benefit limit all ages	\$5,000,000	\$2,500,000	\$1,000,000	\$5,000,000	\$5,000,000	\$5,000,000
Excess*	\$200	\$200	\$200	\$200	\$200	\$200
* <b>Excess</b> applies for each claim unless <b>you</b> paid for the <b>excess</b> removal option when <b>you</b> purchased <b>your policy</b> . <b>Your excess</b> amount is shown on <b>your Certificate of Insurance</b> .						

### Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- **You** must not admit fault or liability for the claim, or incur any legal costs without **our** prior written approval.

We will pay

- **Your** legal liability, up to the limits set out in the Benefit Summary above, for payment of compensation in respect of:
  - Someone else's death or **injury**; and/or
  - The physical loss of, or damage to, someone else's property
 which is caused by an accident or a series of accidents attributable to one source or originating cause that occurs during **your trip**.
- **Your** reasonable legal expenses, up to the limits set out in the Benefit Summary above, for settling or defending the above claim made against **you** where the claim is covered by the **policy**.

We will not pay

For anything **you** have to pay because of a legal claim against **you** for causing **injury**, death or loss or damage to, or of, property, if the claim **arises** out of or is for:

- **Injury** to **you**, **your travelling companion**, or to a **close relative** or employee of either of **you**.
- Damage to property belonging to **you**, or in **your** care or control, or belonging to, or in the care or control of, **your close relative**, or **your travelling companion**, or to an employee of either of **you**.
- An unlawful, wilful or malicious act by **you**.
- The ownership, custody or use of any mechanically propelled vehicle, including but not limited to any motor vehicle, **motorcycle**, **moped** or **scooter**, quad bike/**recreational all-terrain vehicle**, jet ski, motorboat, hoverboard, hovercraft, Segway, electric bicycle, or power assisted bicycle.
- The ownership, custody or use of any firearm or weapon, aerial device, or watercraft.
- The conduct of a business, profession or trade.
- Any loss, damage or expenses which are covered or should have been covered under a statutory or compulsory insurance policy, statutory or compulsory insurance or compensation scheme or fund, or under workers' compensation legislation, an industrial award or agreement, or accident compensation legislation.
- Any fine or penalty or aggravated, punitive, exemplary, liquidated damages and any other damages resulting from the multiplication of compensatory damages.
- Disease that is transmitted by **you**.
- Any relief or recovery other than monetary amounts.
- A contract that imposes on **you** a liability which **you** would not otherwise have;
- Assault and/or battery committed by **you** or at **your** direction.
- Conduct intended to cause **injury**, property damage or liability with reckless disregard for the consequences of **you** or any person acting with **your** knowledge, consent or connivance.
- For more than the applicable limits set out in the Benefit Summary above.
- Operation of a **drone**.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 19: Rental Vehicle Excess

This benefit covers the **rental vehicle** excess component of the **rental vehicle** insurance that you have with **your** car hire company.

	Comprehensive	Standard Saver	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver	Basics
Benefit limit applies to	Optional	Optional	Optional	✓	Optional	No cover
Benefit limit all ages	Up to \$8,000	Up to \$8,000	Up to \$8,000	\$5,000	Up to \$8,000	
Excess*	\$200	\$200	\$200	\$200	\$200	
* <b>Excess</b> applies for each claim unless <b>you</b> paid for the <b>excess</b> removal option when <b>you</b> purchased <b>your</b> policy. <b>Your excess</b> amount is shown on <b>your Certificate of Insurance</b> .						

### Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- **You** only have this benefit if **you** purchased the optional **Rental Vehicle** Excess cover in connection with an eligible **policy**. The amount of **your** cover will be listed on **your Certificate of Insurance**.
- This cover does not take the place of **rental vehicle** insurance and only provides cover for the excess component that **you** become liable to pay in the event of collision or theft.
- This benefit does not provide cover for claims that **arise** from **COVID-19**. The cover we provide specific to **COVID-19** is found under [Benefit 27](#) and [Benefit 28](#) on pages 76 to 80.

#### We will pay

- Up to the amount listed on **your Certificate of Insurance** to reimburse the **rental vehicle** insurance excess or the cost of repairing the vehicle, whichever is the lesser, if a **rental vehicle** **you** have rented from a licensed rental company during **your trip** is involved in a motor vehicle accident while **you** are driving, or is damaged or stolen while in **your** custody. **You** must provide a copy of the repair account and/or quote. There is no cover relating to any other costs, including the costs to independently fix the damage.

- Up to \$500 for the cost of returning **your rental vehicle** to the nearest depot if **your attending medical practitioner** certifies in writing that **you** are unfit to do so during **your trip**.

**We will not pay**

- For the theft or damage to **your rental vehicle** if:
  - the **rental vehicle** is operated or used in violation of the rental agreement, including by any person not designated in the **rental vehicle** contract as an authorised driver and by any person not named on **your Certificate of Insurance**;
  - you** were operating the **rental vehicle** while affected by alcohol or any other drug in a way that is against the law of the place **you** are in;
  - you** were operating the **rental vehicle** without a licence for the purpose that **you** were using it; or
  - the vehicle does not meet the definition of **rental vehicle** in this **policy**.
- For any claims related to COVID-19.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 20: Snow Sports Equipment

This benefit provides cover for **your** ski or snowboard equipment, if they are **lost**, stolen or accidentally damaged.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	No cover	No cover	No cover	✓	✓	No cover
Benefit limit all ages				\$1,500	\$1,500	
Excess*				\$200	\$200	
* <b>Excess</b> applies for each claim unless <b>you</b> paid for the <b>excess</b> removal option when <b>you</b> purchased <b>your policy</b> . <b>Your excess</b> amount is shown on <b>your Certificate of Insurance</b> .						

### Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- There is no cover while **snow sports equipment** is in use.
- You** must take care to protect and secure **your snow sports equipment** at all times. This means:

- You must not leave **your snow sports equipment** **unsupervised** or in a **public place** or at any time in the passenger compartment of an **unattended motor vehicle**.
- You must not store **your snow sports equipment** in an **unattended motor vehicle** overnight.
- You must, when **you** are transporting **your snow sports equipment** by aircraft, securely pack it in a ski or snowboard case or other container designed for **snow sports equipment**.
- You must, when transporting **your snow sports equipment** by motor vehicle, only leave it obscured from view in the locked boot or **locked storage compartment**.
- Limits apply if **your snow sports equipment** is stolen from an **unattended motor vehicle**.
- Where a claim is for the loss or theft of, or damage to, **snow sports equipment**, **you** must (where it is reasonably possible to do so):
  - report the loss or theft as soon as practicable, but preferably within 24-hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the loss or theft occurred.
  - provided **us** a copy of the written report to the police or office of the bus line, airline, shipping line or an office of the bus line, airline, shipping line or rail authority **you** were travelling on.

### We will pay

- Up to the limits set out in the Benefit Summary above, if during **your trip**, **snow sports equipment** owned by **you** is permanently **lost**, stolen, accidentally damaged, **we** will, at **our** option:
  - Repair the item
  - Replace the item, or
  - Pay **you** the amount it would cost **us** to repair or replace the item.

Subject to the limits shown in the Benefit Summary above, the most **we** will pay is the original purchase price of the item less any **depreciation** that applies. **Depreciation** will be calculated as detailed under the heading [Depreciation](#) on page 88.

No **depreciation** will be applied to **snow sports equipment** purchased duty free prior to **your** departure, **snow sports equipment** purchased during **your trip**.

Where an item is part of a pair or set, **we** will pay no more than the value of the **lost**, damaged or stolen part, regardless of any special value that the item may have had as part of a pair or set.

If **your snow sports equipment** is stolen from an **unattended motor vehicle** then the most **we** will pay under any circumstances is \$200 for each item, pair or set, and \$1,000 in total for all stolen items.

We will not pay

- if the loss or damage is to, or of, **snow sports equipment** while it is in use.
- if the **snow sports equipment** was left **unsupervised** in a **public place**.
- If **you** leave **your snow sports equipment** in any aircraft, **cruise ship**, ferry, train, tram, taxi or bus or in any hotel or motel room after **you** have checked out.
- If the **snow sports equipment** was left in an **unattended motor vehicle** while being transported, unless it was obscured from view in the locked boot or **locked storage compartment** of a motor vehicle.
- If the **snow sports equipment** was left in an **unattended motor vehicle** overnight, even if it was obscured from view in the locked boot or **locked storage compartment** of a motor vehicle.
- If the **snow sports equipment** was being sent unaccompanied or under a freight contract.
- If the loss or damage **arises** from any process of cleaning, repair or alteration.
- If the loss or damage **arises** from ordinary wear and tear, deterioration, atmospheric or weather conditions, insects, rodents or vermin.
- If the **snow sports equipment** suffers an electrical or mechanical breakdown.
- If **you** are entitled to be reimbursed by the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft or damage occurred. However, if **you** are not reimbursed the full amount of **your** claim, **we** will pay the difference between the amount of **your** loss and what **you** were reimbursed, up to the limit of **your** cover (allowing for **depreciation** due to age, wear and tear).
- If **you** do not report the loss, theft or damage as soon as practicable, but preferably within 24-hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft or damage occurred. **You** must prove that **you** made such report by providing **us** with a written statement from whoever **you** reported it to.
- for more than the applicable limits set out in the Benefit Summary above

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 21: Snow Equipment Replacement Hire

This benefit reimburses **you** for the cost to hire **snow sports equipment** if your own **snow sports equipment** has been misdirected, delayed, damaged, **lost** or stolen.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	No cover	No cover	No cover	✓	✓	No cover
Benefit limit all ages				\$1,500	\$1,500	
Excess*				\$200	\$200	

\* **Excess** applies for each claim unless you paid for the **excess** removal option when you purchased your policy. Your **excess** amount is shown on your Certificate of Insurance.

**We will pay**

Up to the limits set out in the Benefit Summary above, for hiring replacement **snow sports equipment** that is necessary to continue with **your** original itinerary if **snow sports equipment** owned by **you** has been misdirected or delayed for a period of more than 24-hours.

**We will not pay**

- Unless **we** accept a claim by **you** under [Benefit 20: Snow Sports Equipment](#) for accidental loss, theft of, or damage to **snow sports equipment** owned by **you**.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 22: Snow Prepaid Expenses

This benefit reimburses **you** for the unused portion of **your** pre-booked and pre-paid lift passes, **snow sports equipment** hire or lessons, if **you** are unable to participate in **snow sports** because **you** are **injured** or become **sick** during **your** trip.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	No cover	No cover	No cover	✓	✓	No cover
Benefit limit all ages				\$750	\$750	
Excess*				\$200	\$200	
* <b>Excess</b> applies for each claim unless you paid for the <b>excess</b> removal option when you purchased your policy. Your <b>excess</b> amount is shown on your Certificate of Insurance.						

### Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- **You** must provide **us** with written confirmation from the **medical practitioner** of the nature of **your** injury or sickness.

We will pay

- Up to the limits set out in the Benefit Summary above, if **you** are **injured** or become **sick** during **your trip** and are unable to utilise the full duration of **your** pre-booked and pre-paid lift passes, **snow sports equipment** hire, or lessons, **we** will reimburse **you** the percentage amount of the unused portion for each insured person.

We will not pay

- If the claim **arises** from activities not defined as **Snow Sport**.
- If the claim **arises** outside the period 15<sup>th</sup> December to 15<sup>th</sup> April in northern hemisphere resorts and 15<sup>th</sup> June to 30<sup>th</sup> September in southern hemisphere resorts. This exclusion will not apply to those resorts which are open outside these time periods and have sufficient snow for normal skiing activities.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

### Benefit 23: Snow Resort Closure

This benefit reimburses **you** for the cost of transport and lift passes at an alternate ski resort if the ski resort **you** had originally planned to attend is closed for more than 24-hours because there is not enough/too much snow, bad weather and power failure.

	Snow Sports Plus	Domestic Plus	Comprehensive	Standard Saver	Basics	Frequent Traveller Saver
Benefit limit applies to	✓	✓	No cover	No cover	No cover	No cover
Benefit limit all ages	\$1,000	\$1,000				
Sub limits	Up to \$100 in total per 24-hour period for up to 10 days					
Excess*	\$200	\$200				

\* **Excess** applies for each claim unless **you** paid for the **excess** removal option when **you** purchased **your policy**. **Your excess** amount is shown on **your Certificate of Insurance**.

### Important Cover Conditions

Cover under this benefit is subject to the following conditions:



- If **you** have a claim under this benefit **you** must get written confirmation from the management of the resort stating the reason for the closure and how long the closure lasted.

**We will pay**

- Up to the limits set out in the Benefit Summary above, if during **your** stay at **your** pre-booked and pre-paid holiday resort all ski lift systems are closed for more than 24-hours because there is not enough snow, too much snow, bad weather or a power failure, **we** will reimburse:
  - the cost of transport to the nearest open resort;
  - the cost of lift passes at the alternate resort.

**We will not pay**

- If the claim **arises** outside the period 15th December to 15<sup>th</sup> April in Northern Hemisphere resorts and 15th June to 30th September in Southern Hemisphere resorts. This exclusion will not apply to those resorts which are open outside these time periods and have sufficient snow for normal skiing activities.
- The claim relates to resorts that do not have skiing facilities greater than 1,000 metres above sea level.
- For any claims related to **COVID-19**.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 24: Adventure Pack

This benefit provides optional cover for the adventurous activities listed below.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
This benefit applies to	Optional	Optional	No cover	Optional	Optional	Optional
Excess*	\$200	\$200		\$200	\$200	\$200
* <b>Excess</b> applies for each claim unless <b>you</b> paid for the <b>excess</b> removal option when <b>you</b> purchased <b>your</b> policy. <b>Your excess</b> amount is shown on <b>your Certificate of Insurance</b> .						

## Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- **You** only have this benefit if **you** purchased the Adventure Pack in connection with an eligible **policy**.
- **You** must be aged 74 and under at the date of **policy** issue to purchase the Adventure Pack.
- **You** must comply with the participation limitations and conditions of **Adventure Activities** you participate in. These limitations and conditions are provided in italics following each activity they apply to.
- Cover for all **Adventure Activities** is limited to amateur participation.

### We will pay

For claims that are covered by the benefits of **your policy** (except not [Benefit 10: Permanent Disability](#), [Benefit 11: Loss of Income](#) or [Benefit 18: Personal Liability](#)) if **you** have purchased the Adventure Pack and the claim **arises** out of **your** amateur participation in the following **Adventure Activities**:

- Abseiling
- Animal conservation and handling (*under appropriate supervision*)
- Animal / Sealife encounters (*in a controlled, enclosed environment with a licensed operator, no killer whales and no free diving*)
- Battle re-enactment (*not with firearms*)
- Boxing (*basic training only, no sparring, no competition*)
- Cave/river tubing
- Caving/potholing
- Contact sports: basketball, rugby, Australian Rules football, American football, dodgeball, field hockey, water polo, hurling, Gaelic football, lacrosse, roller derby, and squash.
- Deep sea fishing
- Diving underwater using an artificial breathing apparatus at a depth no greater than 30 metres (*you must hold an open water diving licence recognised in Australia or dive with an instructor licensed for these activities*)
- Expeditions to or on the Kokoda Track/Trail
- Flying fox/zip lining
- Hiking, trekking or tramping, peaking at altitudes between 3,000 metres up to 6,000 metres (*not higher*) but only where specialist climbing equipment is not required
- Martial arts (*basic training only, no sparring, no competition*)
- Outdoor rock climbing (*with ropes and appropriate safety gear; but not free climbing*)
- Quad biking & **recreational all-terrain vehicles** (*only single rider and no jumping, racing or competition*)

- Rafting or kayaking in rivers or rapids graded IV or V under the International Scale of River Difficulty (*but no competition or racing*)
- Sandboarding
- Sailing from 11 to 15 nautical miles off any land mass (*but not competition or racing*)
- Segway tours
- Shooting moving targets, (e.g. clay pigeons)
- Tandem parachuting, tandem sky diving, tandem hang gliding, tandem gliding and tandem paragliding (*you must be in tandem with an instructor licensed for these activities*)
- Water skiing, jet skiing, speedboating, wakeboarding & tubing (*must be with a licensed operator; no competition or racing; no stunts or jumping off ramps*)

**We will not pay**

- If **you** do not comply with the participation conditions described in italics after certain **Adventure Activities**.
- If **you** were 75 years of age or older at the date of **policy** issue.
- If **you** participate in any **Adventure Activities** other than as an amateur.
- If **you** participate in any **Adventure Activities** in a race or timed format.
- The claim or loss is for **permanent disability** under [Benefit 10](#), loss of income under [Benefit 11](#), or personal liability under [Benefit 18](#).
- For any medical or ancillary expenses incurred in Australia.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 25: Motorcycle Pack

This benefit provides optional cover for riding or being a passenger on a **motorcycle, moped or scooter**.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	Optional	Optional	Optional	Optional	No Cover	Optional
Excess*	\$200	\$200	\$200	\$200		\$200
* <b>Excess</b> applies for each claim unless <b>you</b> paid for the <b>excess</b> removal option when <b>you</b> purchased <b>your policy</b> . <b>Your excess</b> amount is shown on <b>your Certificate of Insurance</b> .						

## Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- You only have this benefit if you purchased the Motorcycle Pack.
- You must be aged 74 and under at the date of policy issue to purchase the Motorcycle Pack.
- There is no cover for motocross, jumping, racing or competition of any sort.
- There is no cover for riding off road, cover is available when riding on either sealed or unsealed public roads only.
- There is no cover under the [Benefit 19: Rental Vehicle Excess](#) for **motorcycles, moped or scooter**.
- There is no cover under the [Benefit 14: Luggage & Personal Effects](#) for items left with a **motorcycle, moped or scooter**, even in a **locked storage compartment**.
- If you are the rider of a **motorcycle, moped or scooter** with an engine capacity of 50cc or less you must hold a current Australian Drivers Licence and a licence valid for the country that you are riding in.
- If you are the rider of a **motorcycle, moped or scooter** with an engine capacity greater than 50cc you must hold a current Australian Motorcycle Licence valid for the same class of **motorcycle**, regardless of the local laws and a licence valid for the country that you are riding in.
- If you are the passenger on a **motorcycle, moped or scooter** the person in control must hold a current licence valid for the same class of **motorcycle, moped or scooter** that is valid for the country that you are riding in.
- If you hold a Provisional Australian Driver's Licence you must comply with the restrictions of this type of license, regardless of the local laws.

### We will not pay

- If you were under the influence of drugs or alcohol.
- If you were not wearing a helmet.
- If you were acting in an unlawful manner.
- If you are the rider of a **motorcycle, moped or scooter** with an engine capacity of 50cc or less and do not hold a current Australian Drivers Licence and a licence valid for the country that you are riding in.
- If you are the rider of a **motorcycle, moped or scooter** with an engine capacity greater than 50cc and do not hold a current Australian Motorcycle Licence valid for the same class of **motorcycle**, regardless of the local laws and a licence valid for the country that you are riding in.
- If you are the passenger on a **motorcycle** and the person in control does not hold a current licence valid for the same class of **motorcycle** valid for the country that you are riding in.
- If you are riding or are the passenger on a **motorcycle, moped or scooter** being ridden off road or on a closed road.
- For any medical or ancillary expenses incurred in Australia.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 26: Bicycle Pack

This benefit provides optional cover for bicycle loss, theft or damage.

	Comprehensive	Standard Saver	Snow Sports Plus	Domestic	Frequent Traveller Saver	Basics
Benefit limit applies to	Optional	Optional	Optional	Optional	Optional	No cover
Benefit limit all ages	Up to \$15,000	Up to \$15,000	Up to \$15,000	Up to \$15,000	Up to \$15,000	
	\$5,000 for any one bicycle					
Excess*	\$200	\$200	\$200	\$200	\$200	
* <b>Excess</b> applies for each claim unless <b>you</b> paid for the <b>excess</b> removal option when <b>you</b> purchased <b>your</b> policy. <b>Your excess</b> amount is shown on <b>your Certificate of Insurance</b> .						

### Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- **You** only have this benefit if **you** purchased the Bicycle Pack in connection with an eligible policy.
- There is no cover while a bicycle is in use.
- **Your** bicycle must be less than 3 years old and have a value of at least \$1,500.
- The most **we** will pay per bicycle is \$5,000, and up to \$15,000 in total for all bicycles.
- The most **we** will pay for bicycle accessories is \$750 as **luggage and personal effects**. **You** may choose to cover additional bicycle accessories under **Specified High Value Items**.
- **You** must take care to protect and secure **your** bicycle at all times. This means:
  - **You** must, whenever **your** bicycle is **unsupervised** in a **public place**, secure the bicycle frame and wheels to a fixed object with an **approved lock**.
  - **You** must not store **your** bicycle outside overnight (including in a motor vehicle, in a **locked storage compartment**, or on a bicycle rack).
  - **You** must, when **you** are transporting **your** bicycle by aircraft, securely pack it in a bike case or other container designed for bicycles.
  - **You** must, when **you** are transporting **your** bicycle by motor vehicle, keep it obscured from view inside the locked boot or **locked storage compartment**, or locked and secured to a properly fixed bicycle rack via the lockable security provision of the bicycle rack.
- Where a claim is for the loss or theft of, or damage to, a bicycle, **you** must:
  - report the loss or theft as soon as practicable, but preferably within 24-hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the loss or theft occurred.

- provide **us** with a copy of the written report to the police or office of the bus line, airline, shipping line or an office of the bus line, airline, shipping line or rail authority **you** were travelling on.
- provide **us** with evidence of the broken lock or securing device or forced entry into a boot or **locked storage compartment**.

### We will pay

If, during **your trip**, a bicycle owned by **you** is permanently **lost**, stolen, or accidentally damaged **we** will at **our** option (acting reasonably):

- Repair the item; or
- Replace the item; or
- Pay **you** the amount it would cost **us** to repair or replace the item.

Subject to the limits shown in the Benefit Summary above, the most **we** will pay is the original purchase price of the item less any **depreciation** that applies. **Depreciation** will be calculated as detailed under the heading [Depreciation](#) on page 88.

No **depreciation** will be applied to bicycles purchased duty free prior to **your** departure or during **your trip**.

Where an item is part of a pair or set, **we** will pay no more than the value of the **lost**, damaged or stolen part, regardless of any special value that the item may have had as part of a pair or set.

### We will not pay

- If the bicycle is more than 3 years old at the time the **Certificate of Insurance** was issued.
- If the bicycle has a value of less than \$1,500.
- If the loss or damage is to, or of, a bicycle while in use.
- If the bicycle was left **unsupervised** in a **public place** unless the bicycle frame and wheels were secured to a fixed object with an **approved lock**.
- If the bicycle is damaged while being transported by aircraft and **you** have not securely packed it in a bike case or other container designed for bicycles.
- If the bicycle is **lost**, stolen or damaged while being transported by motor vehicle unless it has been obscured from view inside the locked boot or **locked storage compartment** or locked and secured to a properly fixed bicycle rack via the lockable security provision of the bicycle rack.
- If the bicycle is **lost**, stolen or damaged while stored outside overnight (including in a motor vehicle, in a **locked storage compartment**, or on a bicycle rack).
- If the bicycle has a mechanical, electrical or electronic breakdown.

- For damage **arising** from or caused whilst **your** bicycle is being transported on a motor vehicle mounted bicycle rack.
- For damage **arising** from or caused by **your** bicycle being driven over by a motor vehicle.
- For scratching or denting or any cosmetic damage that does not impair the function and performance of the bicycle.
- If **you** leave **your** bicycle in any aircraft, **cruise ship**, ferry, train, tram, taxi or bus, or in any hotel or motel room after **you** have checked out.
- For repairing pre-existing or old damage, faulty workmanship, or incomplete repairs that existed at the time the **Certificate of Insurance** was issued.
- For crushing, cracking or deformation of **your** bicycle caused by tightening or clamping.
- For loss or damage that **arises** from ordinary wear and tear or deterioration.
- If the loss or damage **arises** from any process of cleaning, repair or alteration.
- If the loss or damage **arises** from atmospheric or weather conditions, insects, rodents or vermin.
- If the bicycle was being sent unaccompanied or under a freight contract.
- If **you** are entitled to be reimbursed by the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft or damage occurred. However, if **you** are not reimbursed the full amount of **your** claim, **we** will pay the difference between the amount of **your** loss and what **you** were reimbursed, up to the limit of **your** cover (allowing for **depreciation** due to age, wear and tear).
- If **you** do not report the loss, theft or damage as soon as practicable, but preferably within 24-hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft or damage occurred. **You** must prove that **you** made such report by providing **us** with a written statement from whoever **you** reported it to.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 27: COVID-19 Overseas Emergency Medical, Hospital and Medical Evacuation Expenses

This benefit provides you with overseas medical expenses and medical support services if you experience a medical emergency due to contracting COVID-19 while you are in a country listed on your Certificate of Insurance.

	Comprehensive	Standard Saver	Snow Sports Plus	Basics	Frequent Traveller Saver
This benefit applies to	✓	✓	✓	✓	✓
Benefit limit	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Sub limits	Funeral or cremation and/or bringing your remains back to your home in Australia: \$20,000.				
Excess	\$200	\$200	\$200	\$200	\$200
Excess applies for each claim unless you paid for the excess removal option when you purchased your policy. Your excess amount is shown on your Certificate of Insurance.					

### Important Cover Conditions

Cover under Benefit 27 is subject to the following conditions:

- There is no cover for the cost of any COVID-19 testing unless undertaken as part of your hospitalisation.
- The medical or hospital expenses must be confirmed in writing by a medical practitioner. You must make every reasonable effort to keep your medical or hospital expenses to a minimum.
- If we determine that you should return to Australia for treatment and you do not agree to do so then we will pay you the amount that we determine, acting reasonably, would cover your medical expenses and/or related costs overseas had you agreed to our recommendation. You will then be responsible for any ongoing or additional costs relating to or arising out of the event you have claimed for.
- We will only pay for treatment received and/or hospital accommodation during the 12 months period after the sickness first manifested itself or the injury date and within the Period of insurance.
- If you need to return to your home and do not hold a return ticket, we will reduce the amount of your claim by the price of the new fare. The fare will be at the same fare class as the one you left for your trip on.



**We will pay**

Subject to terms and conditions, limits and exclusions included in this document and the PDS, **we** will pay for the reimbursement of the reasonable emergency medical, **hospital** or medical evacuation expenses incurred by **you** until **you** get back to Australia if **you** are diagnosed with **COVID-19** in a country listed on **your Certificate of Insurance**.

**We will not pay**

**We** will not pay for any claims, costs, or losses under Benefit 27: **COVID-19 Overseas Emergency Medical, Hospital and Medical Evacuation** expenses arising from or related to:

- Any claim if **you** purchased this **policy** whilst already **overseas**, or if travelling domestically (including any domestic portion of an **overseas trip**), have already left **your home**.
- Any **COVID-19** testing costs unless undertaken as part of **your** hospitalisation in a country listed on **your Certificate of Insurance**.
- Any claim where **your COVID-19** diagnosis is made within 72 hours of the **policy** being purchased.
- Any **Pre-existing Medical Condition**, except as described under the heading Covered **Pre-existing Medical Conditions** on pages 31 to 34 of the PDS.
- When **you** have not notified **us** as soon as practical of **your** admittance to **hospital**.
- **Medical evacuation**, funeral services or cremation or bringing **your** remains back to Australia unless it has been first approved by **us**.
- If **you** decline to promptly follow **our** reasonable medical advice (and **we** also will not be responsible for subsequent medical, **hospital** or **medical evacuation** expenses).
- The continuation or follow up of medical treatment (including medication and ongoing immunisations) that started prior to **your trip**.
- After 2 weeks of treatment by a chiropractor or physiotherapist unless approved by **us**.
- **Medical evacuation** or the transportation of **your** remains from Australia to an **overseas** country.
- Emergency medical treatment, **hospital**, or **medical evacuation** expenses which is provided to **you** in Australia (including any gap payments).
- If **you** have received medical care that is covered by a Reciprocal Health Care Agreement between Australia and the country **you** are being treated in.
- More than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## Benefit 28: COVID-19 Trip Cancellation and Disruption

This benefit provides cover for **trip** cancellation and disruption related to **you** contracting COVID-19 and other circumstances as explained below.

	Comprehensive	Standard Saver	Snow Sports Plus	Domestic Plus	Basics	Frequent Traveller Saver
This benefit applies to	✓	✓	✓	✓	No cover	✓
Benefit limit per adult	\$5,000	\$3,000	\$5,000	\$3,500		\$5,000
Excess	\$200	\$200	\$200	\$200		\$200

**Excess** applies for each claim unless **you** paid for the **excess** removal option when **you** purchased **your** policy. Your **excess** amount is shown on your **Certificate of Insurance**.

### Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- The benefit limits set out in the Benefit Summary above apply to all claims combined. On a Single Policy, the limit applies to the combined claims by all travellers listed on the **Certificate of Insurance**. On a Duo Policy each traveller has their own limit and the limit applies to that person's combined claims. On a Family Policy the benefit limit is doubled and applies to all claims combined for all travellers.
- Any **COVID-19** diagnoses must be confirmed by a polymerase chain reaction (PCR) test.
- The relevant **COVID-19** diagnosis must be made 72 hours or more after **policy** purchase.
- There is no cover for the cost of any **COVID-19** testing unless undertaken as part of **your** hospitalisation.
- Refunds or credits **you** are eligible to receive will be deducted from the amount payable on **your** claim.
- If **you** need to return to **your home** and do not hold a return ticket, **we** will reduce the amount of **your** claim by the price of the new fare. The fare will be at the same fare class as the one **you** left for **your trip** on.
- Wherever claims are made by **you** under this benefit for cancellation and alternative travel arrangements for the same or similar expense, **we** will pay for the greater of the two amounts, but not both. For example, if you have to cancel and rebook, **we** will pay for the cancellation cost or the cost of the replacement accommodation, whichever is greater, but not for both.

**We will pay****1. Trip cancellation and rearrangement expenses**

If **you** pre-booked and pre-paid **trip** bookings (such as flights, accommodation, and tours) are cancelled or shortened at any time during **your period of insurance** (but at least 72 hours or more after **policy** purchase) because:

- **you** unexpectedly test positive for **COVID-19** and because of the test result **you** fail to meet a cross-border entry requirement; or
- **you** are unexpectedly prevented from boarding an airline, bus line, shipping line or rail authority because **you** have tested positive for **COVID-19** or failed a screening procedure administered by the airline, bus line, shipping line or rail authority; or
- a **medical practitioner** certifies that **you** are medically unfit to travel due to **your COVID-19** diagnosis; or
- **you** have a **close relative** in Australia who is unexpectedly hospitalised in a critical condition with **COVID-19** or unexpectedly dies due to **COVID-19**,

**We will pay:**

up to the limits set out in the Benefit Summary for **you** cancellation, rescheduling fees and lost deposits for travel and accommodation arrangements that **you** have paid in advance and cannot recover in any other way (such as a travel credit). We will pay the lesser of cancellation or rescheduling.

**2. Alternative travel expenses**

If during **your trip** **you** incur additional accommodation and travel expenses because:

- **you** are personally directed by a government health authority to isolate or quarantine because **you** have tested positive for **COVID-19**; or
- **you** are personally directed by a government health authority to isolate or quarantine because **you** are a close contact of someone named on **your Certificate of Insurance** who has tested positive for **COVID-19**; or
- **you** are prevented from boarding an airline, bus line, shipping line or rail authority because **you** have tested positive for **COVID-19** or failed a screening procedure administered by the airline, bus line, shipping line or rail authority

**We will pay:**

up to the limits set out in the Benefit Summary for reasonable additional accommodation and travel expenses **you** incur until **you** are able to continue **your trip** at the earliest possible time. This includes the reasonable additional accommodation costs related to **your** isolation or quarantine.

**3. Cost of caring for dependants travelling with you**

If during **your trip**, **you** are unable to take care of **your dependants** who are travelling with **you** in **your** full-time care because **you** have been diagnosed with **COVID-19**,

We will pay:

**your** reasonable additional costs for a registered or appropriately qualified childcare worker to take care of **your dependants** travelling with **you** in **your** fulltime care.

We will not pay

We will not pay for any claims, costs, or losses under Benefit 28: **COVID-19 trip** Cancellation and Disruption **arising** from or related to:

- Any **travel restriction** related to a **relevant area** prior to or during **your trip** including but not limited to border closures, lockdowns, lockouts or other **travel restrictions** imposed within Australia or **overseas**
- Any claim for additional accommodation or travel expenses, occurring before **your** first pre-paid scheduled transport, where it is reasonable for **you** to return to **your** usual place of residence.
- Any claim if **you** travel **overseas** to any country other than listed on **your Certificate of Insurance**.
- Any claim where **your** or **your close relative's COVID-19** diagnosis is made within 72 hours of the **policy** being purchased.
- Any claim **arising** from someone not named on **your Certificate of Insurance** being diagnosed with **COVID-19** or being classified as a close contact, other than a **close relative** in Australia who is unexpectedly hospitalised in a critical condition with **COVID-19** or unexpectedly dies due to **COVID-19**.
- Any claim if **you** purchased this **policy** while already overseas if **you** do not meet each of the eligibility criteria listed on page 3,
- Any claim if **you** have already left **your home** if **you** are travelling domestically (including any domestic portion of an **overseas trip**).
- Any costs without proof of the amount, and if **we** are reimbursing **you** directly, proof that **you** have paid it.
- Any **trip** that includes travel on cruise ships unless the "cruise" option is selected at the time **you** took out **your policy** and is shown on **your Certificate of Insurance**.
- **You** or **your travelling companion** changing plans or deciding not to continue with the intended **trip** after the imposition of any **travel restriction**, change in government advice or status of the number of **COVID-19** cases in a **relevant area**.
- Any **Pre-existing Medical Condition**, except as described under the heading Covered **Pre-existing Medical Conditions** on pages 31 to 34 of the PDS.
- Any tour operator or wholesaler, travel agent, airline or other carrier or accommodation provider cancelling any part of the **trip** due to any reason **arising from COVID-19**.

Please also read [General Exclusions that apply to all benefits](#) on pages 81 to 84.

## General Exclusions that apply to all benefits

To the extent permissible by law, **we** will not pay under any circumstances if:

1. **You** do not act in a responsible way to protect **yourself** and **your** property.
2. **You** do not do everything **you** can reasonably do to reduce **your** loss as much as possible.
3. **Your** claim **arises** from consequential loss of any kind, including but not limited to financial loss, loss of enjoyment, or the devaluation or depreciation of currency.
4. **Your** claim **arises** from **you** being aware at the time of purchasing the **policy** of something that would give rise to **you** making a claim under this **policy**.
5. **Your** claim **arises** from a loss which is recoverable by compensation under any workers compensation or transport accident laws or by any government sponsored fund, plan, or medical benefit scheme, or any other similar type legislation required to be effected by or under a law.
6. **Your** claim **arises** from errors or omissions in any booking arrangements, failure to obtain relevant visa, passport or travel documents, or being rejected access to a country on arrival for any reason.
7. **Your** claim **arises** from **you** acting unlawfully or breaking any government prohibition, laws or regulation including visa requirements.
8. **Your** claim **arises** from a government authority detaining anyone, or confiscating or destroying anything.
9. **Your** claim **arises** from any government prohibition, regulation or intervention.
10. **Your** claim **arises** from:
  - a. **you** participating in motocross, off road, jumping, racing or competition of any sort even if **you** have purchased the Adventure Pack or Motorcycle Pack;
  - b. the use of a two-wheeled or three-wheeled motor vehicle unless **you** as the driver or a passenger are wearing a crash helmet (this is irrespective of the law in the country **you** are in).
11. **Your** claim **arises** from **you** being in control of a **motor vehicle** without a current Australian driver's licence.
12. **Your** claim **arises** from **you** being:
  - a. in control of a **motorcycle, moped or scooter**:
    - i. without a current Australian **motorcycle** licence valid for the same class of bike (**motorcycle**)
    - ii. without a current Australian driver's licence (**moped or scooter**)
    - iii. without a licence valid for the country that **you** are riding in
  - b. a passenger on a **motorcycle, moped or scooter** that is in the control of a person:
    - i. without a current licence valid for the same class of bike (**motorcycle**)
    - ii. without a current driver's licence (**mopeds or scooters**)
    - iii. without a licence valid for the country that **you** are riding in
13. **Your** claim **arises** from **you** being in control of a **recreational all-terrain vehicle** (including but not limited to quad-bikes, trikes and buggies) or are a passenger on a **recreational all-terrain vehicle** unless **you**:
  - a. are under the direct supervision of a properly licensed recreational organisation, and;

- b. are obeying all relevant safety codes; and
  - c. are wearing protective gloves and a **motorcycle** rider's helmet
14. **Your claim arises** from or is related to or is associated with:
- a. an actual or likely **epidemic** or **pandemic**; or
  - b. the threat of an **epidemic** or **pandemic**,

except when specifically contemplated under [Benefit 27: COVID-19 Overseas Emergency Medical, Hospital and Medical Evacuation Expenses](#) and/or [Benefit 28: COVID-19 Trip Cancellation and Disruption](#).

Refer to [who.int](http://who.int) and [smartraveller.gov.au](http://smartraveller.gov.au) for further information on **epidemics** and **pandemics**.

15. **Your claim arises** from **you** not following advice in the mass media or any government or other official body's warning:
- a. of a strike, riot, bad weather, civil protest or contagious disease (including an **epidemic** or **pandemic**); or
  - b. against travel to a particular country or parts of a country or against remaining in a particular country or parts of a country; or
  - c. where a travel advisory risk rating of 'Do Not Travel' (or equivalent if this term is replaced) was issued by the Australian Department of Foreign Affairs and Trade before the start date of **your trip** ; and
  - d. **you** did not reasonably take appropriate action to avoid or minimise any potential claim under **your policy** (including delay of travel to the country or part of the country referred to in the warning).

Refer to [who.int](http://who.int) and [smartraveller.gov.au](http://smartraveller.gov.au) for further information.

16. **Your claim arises** from any act of war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.
17. **Your claim arises** from a nuclear reaction or contamination from nuclear weapons or radioactivity.
18. **Your claim arises** from a biological and/or chemical materials, substances, compounds or the like used directly or indirectly for the purpose to harm or to destroy human life and/or create public fear.
19. **Your claim arises** from any search and rescue costs charged to **you** by a government, regulated authority or private organisation connected with finding and rescuing an individual.
20. **Your claim arises** from or is related to or is associated with any **Pre-existing Medical Condition**, except as described under the heading [Covered Pre-existing Medical Conditions](#) on pages 31 to 34 or to the extent specifically contemplated under [Benefit 5: Trip Cancellation Expenses](#), [Benefit 6: Trip Disruption Expenses](#), or [Benefit 7: Trip Resumption Expenses](#).

21. **Your claim arises** from **you** taking a blood-thinning prescription medication, including but not limited to Warfarin (also known under the brand names Coumadin, Jantoven, Marevan, and Waran).
22. **Your claim arises** from or is in respect of travel booked or undertaken against the advice of any **medical practitioner**.
23. **Your claim arises** from or is associated with pregnancy, childbirth or related complications except as specified under [Pregnancy](#) on page 34.
24. **Your claim arises** from or involves a **hospital** where **you** are being treated for addiction to drugs or alcohol, or are using it as a nursing, convalescent or rehabilitation place.
25. **Your claim arises** from or involves the cost of medication in use at the time the **trip** began or the cost for maintaining a course of treatment **you** were on prior to the **trip**.
26. **Your claim arises** from:
  - a. **your, your** spouse or partner, **close relative** or **your travelling companion's** suicide or attempted suicide; or
  - b. **your, your** spouse or partner, **close relative** or **your travelling companion** injuring yourself or themselves deliberately or putting yourself in danger (unless **you** are trying to save a human life).
27. **Your claim arises** from a sexually transmitted disease.
28. **Your claim arises** directly or indirectly from **you, your** partner, or **your travelling companion** using alcohol or drugs (unless the drugs have been prescribed by **your medical practitioner**).
29. **You** receive private **hospital** or medical treatment where **we** have advised **you** that there is:
  - a. Public funded services or care available to **you** at **your** destination; or
  - b. A treatment at a public **hospital** is available under a Reciprocal Health Agreement between the Government of Australia and the government at **your** destination.
30. **We** determine that **you** should return to Australia for treatment and **you** do not agree to do so. Under this circumstance **we** will pay **you** the amount that **we** determine would cover **your overseas** medical expenses and/or related costs had **you** agreed to **our** recommendation. **You** will then be responsible for any ongoing or additional costs relating to or **arising** out of the event **you** have claimed for.
31. **Your claim arises** from any medical procedures in relation to **AICD/ICD** insertion during **overseas trip**. **We** will exercise **our** right to organise a repatriation to Australia for this procedure to be completed if **you, your travelling companion** or a **close relative** (as listed on **your Certificate of Insurance**) requires this procedure due to sudden and acute onset which occurs for the first time during **your period of insurance** and it is not directly or indirectly related to a **Pre-existing Medical Condition**.
32. **Your claim arises** from or is any way related to the death, terminal diagnosis or hospitalisation of any person aged 85 years and over at the time of the claimable event (other than the insured), regardless of the country in which they live.
33. **Your claim arises** from or relates to any event or occurrence where providing such cover would result in **us** contravening the Health Insurance Act 1973 (Cth), the Private Health Insurance Act 2007 (Cth) or the National Health Act 1953 (Cth) (as amended or superseded).



34. **Your claim arises** from **you** racing or participating in any race or timed activity (other than on foot).
35. **Your claim arises** from **you** participating in any **snow sports** unless **you** have purchased the Snow Sport Plus Policy if travelling internationally or the Domestic Plus Policy if travelling within Australia.
36. **Your claim arises** from **you** participating in any sports or recreational activities not listed in the 'Covered Sports and Leisure Activities' list (page 12), except as provided under the Adventure Pack (page 17) if **you** have purchased the Adventure Pack option.
37. **Your claim arises** from **you** participating in professional sport in a professional capacity of any kind.
38. **Your claim arises** from **you** participating in **downhill mountain biking** even if **you** have purchased the Adventure Pack or Bike Pack.
39. **Your claim arises** from an event where a Travel Alert for that event was issued by **us** prior to the issue of **your Certificate of Insurance**. Events include (but is not limited to): strike, riot, hijack, civil protest, severe weather, **natural disaster** or contagious disease.
40. **Your claim arises** from any person, company or organisation (including but not limited to any airline, or other **carriers**, accommodation provider, car rental agency, travel agency including online travel agencies, online travel and leisure retailer, tour or **cruise ship** operator, travel wholesaler, booking agent or other providers of facilities or travel or tourism-related services), refusing, failing or not having ability to provide services, facilities or accommodation, due to their own **financial collapse** or the **financial collapse** of any other person, company or organisation providing facilities or travel or tourism-related services.
41. The provision of cover or a liability to pay any claim or provide any benefit under the policy would expose **us** and/or **our** reinsurer(s) to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, the European Union, United Kingdom or United States of America.
42. **Your claim** is caused deliberately or accidentally by the use of, or inability to use, any application, software or programme in connection with any electronic device (for example a computer, laptop, smartphone, tablet or internet-capable electronic device).

## Help and emergencies

### When you have an emergency

In the event of an **overseas** emergency, contact **us** immediately. **Our** helpful emergency and claims teams will be there 24 hours a day, 7 days a week to assist **you** when **you** need **us** most.



### Emergency Contacts

☎ In Australia: (02) 8320 7999

☎ From overseas: +61 2 8320 7999

✉ [emergency@fastcover-assist.com.au](mailto:emergency@fastcover-assist.com.au)

## If you are hospitalised

Then **you** or a member of **your** travelling party, must contact **us** as soon as possible. **Our** emergency assistance team is available 24 hours a day every day. They can help **you** with medical problems, locating the nearest medical facilities, bringing **you home** if medically necessary, locating embassies and consulates and liaising with loved ones and work colleagues if necessary.

If **you** do not contact **us** when **you** require emergency assistance when it is reasonably possible to do so, then to the extent permissible by law, **we** may not pay for these expenses or for any evacuation or airfares that have not been approved or arranged by **us**.

If **you** are not hospitalised but **you** are being treated as an outpatient and the total cost of such treatment will exceed \$2,000 **you** must contact **us**.

**You** are free to choose **your** own **medical practitioner** or **we** can appoint an approved **medical practitioner** to see **you**, unless **you** are treated under a Reciprocal Health Agreement. **You** must, however, advise **us** of **your** admittance to **hospital** or **your** early return to Australia based on written medical advice. If **you** do not get the medical treatment **you** expect, **we** can assist **you**, however **we** and the agents of the insurer, may not be able to help **you** for any problems that result from **you** choosing **your** own **medical practitioner**.

## How to claim


For general claims you must give us notice of your claim as soon as you can on your return home by contacting us on:

### Claims Contacts

 [fastcover.com.au/claims](https://fastcover.com.au/claims)

 [claims-fch@fastcover.com.au](mailto:claims-fch@fastcover.com.au)

 In Australia: 1300 409 322 (9am to 5pm Sydney time weekdays)

 From overseas: +61 2 8215 7239

You will be asked to complete and return our claim form. If the claim form is not fully completed by you, we will not be able to process your claim. We can reduce your claim by the amount of any prejudice we suffered because of any delay by you in submitting a completed claim form.

## What you need to do when making a claim

### For medical, hospital or dental claims

Contact us as soon as possible so that we may assist in your care and pre-approve expenses.

### For other claims

You must notify us and submit full details in writing within 30 days of your return.

### For loss or theft of your luggage and personal effects

Report it to the police as soon as practicable, but preferably within 24 hours and obtain a written notice of your report.

### For damage or misplacement of your luggage and personal effects

Caused by the airline or any other operator or accommodation provider, report the damage or misplacement to an appropriate official as soon as practicable, but preferably within 24 hours of discovering the loss and obtain a written report, including any offer of settlement that they may make.

### For all liability claims

Do not admit fault or liability or offer or promise to pay any money, or become involved in litigation, without our approval.

### For all claims

You must give us any information, at your expense, that we reasonably ask for to support your claim. Information such as but not limited to police reports, valuations, medical reports, original receipts or alternative evidence of ownership will be required. Where it is reasonably possible to

do so, **you** must do this within the timeframes requested. **We** may ask **you** to provide **us** with translations into English, if required, of such documents to enable **us** to carry out **our** assessment of **your** claim. If **you** cannot prove the ownership and/or proof of a covered event, **we** may not be able to process **your** claim or pay **you**.

**You** must agree to have a blood alcohol and/or breath analysis where local laws permit, where it is necessary for **us** to assess **your** claim.

**You** can ask **us** to waive any obligation that **you** believe is unfair or unreasonable. **We** will consider **your** circumstances when deciding whether to waive the obligation.

**We** choose how **we** settle claims. It is the decision of **our** claims department to repair or replace damaged / lost / stolen items or cash settle the claim, whichever is the lesser. **We** will repair or depreciate depending on the age and condition of the item or replace with the equivalent in today's market based on the original item's specifications. Claim payments to **you** will be made in Australian dollars to **your** nominated Australian bank account. The rate of currency exchange that will apply is the rate on the date **you** incurred the expense or suffered the loss, as applicable.

## **Excess**

This refers to the amount(s) **you** are required to pay or bear **yourself** when **you** make a claim under **your** policy. **Your** policy excess is listed on **your** Certificate of Insurance. If **you** are claiming for more than one incident, this will be treated as a separate claim and the **excess** is applicable to each incident claimed.

## **Claims processing**

**We** will process **your** claim within 10 business days of receiving a completed claim form and all necessary supporting documentation. If **we** need additional information, a written notification will be sent to **you** within 10 business days.

## Depreciation

Depreciation will be applied to claims for **luggage and personal effects** as follows:

Depreciation Table for Unspecified Luggage and Personal Effects <i>(not applicable to Specified High Value Items or items purchased whilst on your trip)</i>			
Luggage and Personal Effects Item Claimed	Types of items <i>(but not limited to the below examples)</i>	Depreciation amount applied from the date of purchase. <i>(Applied for each month you have owned the item)</i>	Maximum depreciation applicable (% of original purchase cost)
Toiletries	Cosmetics, moisturiser, skin care, make-up, perfume, hair products and medications	3% per month	Maximum of 80%
Computers and Electrical Devices	Personal Computers, video recorders, cameras, photographic equipment, mobile phones, tablets, personal computers, and electronics devices or equipment	1.75% per month	Maximum of 60%
Clothing, Shoes, Luggage and Books	<b>Your</b> clothing (including sporting clothing), shoes, suitcase, handbags, jackets, underwear, accessories <i>(but not jewellery)</i> , Prescription eye glasses and sun glasses.	1.75% per month	Maximum of 80%
Camping, Sporting and Snow Sports equipment, musical and leisure equipment (but not clothing)	Skis, snowboards, guitars, bicycles, tennis racket, golf clubs.	1% per month	Maximum of 60%
Jewellery	Earrings, Ring, Necklace, Bracelet	0.25% per month	Maximum of 25%
All other items		1.25% per month	Maximum of 60%

### If you can claim from another party

If you can make a claim against another party in relation to a loss or expense covered under this policy and they do not pay you the full amount of your claim, we will only make up the difference (less applicable excess). You must claim from them first.

## Other insurance

If any loss, damage or liability covered under this **policy** is covered by other insurance policy(ies), **you** must give **us** details. **We** may seek contribution from **your** other insurer. **You** must give **us** any information **we** reasonably ask for to help **us** make a claim from **your** other insurer.

## Assistance with recovery

If **you** are aware of any third party that **you** or **we** may recover money from, **you** must inform **us** of such third party.

**We** may, at **our** discretion undertake in **your** name and on **your** behalf, control and settle proceedings for **our** own benefit to recover compensation or secure indemnity from any party in respect of anything covered by this **policy**. **You** are to assist and permit to be done, all acts and things as required by **us** for the purpose of recovering compensation or securing indemnity from other parties to which **we** may become entitled or subrogated, upon **us** paying **your** claim under this **policy** regardless of whether **we** have yet paid **your** claim and whether or not the amount **we** pay **you** is less than full compensation for **your** loss.

Once **we** pay **your** total loss **we** will keep all money left over. If **we** pay **you** for **lost** or damaged property and **you** later recover the property or it is replaced by a third party, **you** must pay **us** the amount of the claim **we** paid **you**.

## Salvage

If required, **you** must send **our** claims department any damaged items for evaluation. After a claim has been settled, any salvage **you** have sent into **our** claims department will become **our** property.

## Goods and Services Tax

### How GST affects your claim if you are a business traveller

If **you** are entitled to claim an input tax credit in respect of a cost for which a claim is made, or would be entitled to an input tax credit if **you** were to incur the relevant cost (i.e. in replacing a **lost** or stolen item), the amount **we** would otherwise pay will be reduced by the amount of that input tax credit.

### Travel within Australia only

If **you** are entitled to claim an input tax credit in respect of **your** premium **you** must inform **us** of the amount of that input tax credit (as a percentage) at the time **you** first make a claim. If **you** fail to do so, **you** may have a liability for GST if **we** pay **you** an amount under this **policy**.

## Fraudulent claims and misleading conduct

Submitting an insurance claim that is not true, correct, did not occur, is misleading or exaggerated is a criminal offence under Australian Law and can lead to prosecutions. If **you** submit a claim which is fraudulent, or false in any respect, or there is a material alteration in the risk, **we** may deny part of, or all of the claim, to the extent permitted by law. If **you**, or someone authorised and acting for **you**, submits to **us** any false or misleading information **you** may be prosecuted. Additionally, **your policy** may be cancelled by **us** under the law and no refund of premium will be made.

Insurance fraud and fraudulent claims force the cost of **your** insurance to increase. For the community and **your** benefit, **we** encourage **you** to assist in reducing insurance fraud by reporting it to:

### General Contacts

✉ [info@fastcover.com.au](mailto:info@fastcover.com.au)

☎ 1300 409 322 (9am to 6pm Sydney time weekdays)

💻 [fastcover.com.au/contact](http://fastcover.com.au/contact)

All information will be treated with full confidentiality and protected to the full extent of the law.

## Important matters

Under **your** policy there are rights and responsibilities that **you** and **we** have. Here are some **you** should be aware of.

### Jurisdiction and governing law

The **policy** is governed by and construed in accordance with the law of New South Wales, Australia and **you** agree to submit to the exclusive jurisdiction of the courts of New South Wales. **You** agree that it is **your** intention that this Jurisdiction and Governing law clause applies.

### Changes to the PDS

From time to time and where permitted by law, **we** may change parts of the **policy**. If **we** do so, any updates which are not materially adverse to **you** from the point of view of a reasonable person deciding whether to buy this insurance, may be found on the Fast Cover Travel Insurance website at [fastcover.com.au/pds](http://fastcover.com.au/pds). Should **you** wish to receive a paper copy of the latest PDS please contact **us** at [fastcover.com.au/contact](http://fastcover.com.au/contact) and **we** will send **you** a copy free of charge. Should **we** substantially amend this PDS, **we** will issue **you** a Supplementary Product Disclosure Statement (SPDS) which will provide details of these amendments.

### Financial Claims Scheme and Compensation Arrangements

In the unlikely event Hollard were to become insolvent and could not meet its 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 and for more information see <http://www.fcs.gov.au>.

Because of this it is not subject to the Australian Financial Services licensee Corporations Act 2001 (Cth) requirement to have compensation arrangements in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of that Act. Hollard has compensation arrangements in place that are in accordance with the Insurance Act.

## The General Insurance Code of Practice

Hollard (**we**, **us**, or **our** in this section) is a member of the Insurance Council of Australia and is also a signatory to the General Insurance Code of Practice (the Code). The objectives of the Code are to:

- Commit **us** to high standards of service;
- Promote better, more informed relations between **us** and **you**;
- Maintain and promote trust and confidence in the general insurance industry;
- Provide fair and effective mechanisms for resolving complaints **you** make about **us**; and
- Promote continuous improvement of the general insurance industry through education and training.

The Code Governance Committee (CGC) is the independent body that monitors and enforces **our** compliance with the Code. It also aims to drive better Code compliance, helping the insurance industry to improve its service to consumers.

For more information about the CGC, or to obtain a copy of the Code please visit [insurancecode.org.au](http://insurancecode.org.au).

## Dispute Resolution

### If you have a complaint

**We** hope that **you** never have a complaint, but if **you** do **we** will do our best to work with **you** to resolve it through the following process:

### Our internal complaints process

#### Step 1: Call 1300 409 322 and let us know about your concerns

Help **us** help **you** by providing as much information as possible so **we** can resolve **your** matter as fast as **we** can. Where **we** can't resolve **your** concern immediately, **we** will resolve it within a reasonable period.

#### Step 2: Contact Internal Dispute Resolution Committee

If **we** haven't responded to **your** complaint, or if **you're** not satisfied with how **we've** tried to resolve it, **you** can ask for **your** complaint to be escalated for an Internal Dispute Resolution (IDR) review by a Dispute Resolution Specialist.

Post: Fast Cover, Locked Bag 2018, St Leonards NSW 1590

Email: [resolution@hollard.com.au](mailto:resolution@hollard.com.au)

Call: 02 9253 6600

The Dispute Resolution Specialist will provide in writing **our** final decision within 30 days from when **we** first became aware of **your** complaint, unless **we've** requested an extension from **you** and **you've** agreed to give **us** more time.

#### Step 3: Seek an external review of our decision

If **you're** not happy with the final decision, or if **we've** taken more than 30 days to respond to **you** from the date **you** first made **your** complaint, **you** may contact the Australian Financial Complaints Authority (AFCA) at:

Phone: 1800 931 678

Post: GPO Box 3 Melbourne VIC 3001

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

The AFCA service is provided to **you** free of charge. **You** are able to lodge a complaint with AFCA within 2 years of **you** receiving **our** final IDR response under step 2. A decision by AFCA is binding on **us** but is not binding on **you**. **You** also have the right to seek further legal assistance.

## Financial Services Guide (FSG)

Fast Cover is responsible for this FSG. This FSG provides **you** with information about the financial services that they provide in relation to Fast Cover Travel Insurance (to help **you** decide whether or not to use those services) as well as information on how they are remunerated in relation to the services, how they deal with complaints and how they can be contacted.

In this FSG references to:

### **Hollard**

means The Hollard Insurance Company Pty Ltd ABN 78 090 584 473, AFSL 241436.

### **Fast Cover**

means Fast Cover Pty Ltd ABN 98 143 196 098, AR 381399.

### **You and Your**

means the person(s) whose name(s) are set out on the **Certificate of Insurance**, and if **you** have a Single or Family cover type, **your dependants**.

Fast Cover Travel Insurance is promoted by Fast Cover and insured by Hollard. Details about these companies are given in this document. The Fast Cover Travel Insurance PDS (PDS) including the Policy Terms and Conditions are set out in this document. The PDS contains information on the benefits and significant characteristics of the product and is aimed to assist **you** in making an informed decision about whether to buy it or not. Before **you** acquire the product, **you** should read the PDS carefully and use it to decide whether to purchase the product.



## About us

Hollard is the insurer and issuer of Fast Cover Travel Insurance Policies.

Fast Cover promotes Fast Cover Travel Insurance. Fast Cover is not the insurer.

Fast Cover is an Authorised Representative of Hollard that permits it to deal in and provide general advice on behalf of Hollard regarding certain general insurance products issued by Hollard, including Fast Cover Travel Insurance.

Fast Cover does not act for **you** and does not provide personal advice about Fast Cover Travel Insurance. Only Hollard can issue, vary and cancel Fast Cover Travel Insurance Policies, which it does through an arrangement with Fast Cover.

## Important information you should know

The above persons and organisations have not and will not consider whether Fast Cover Travel Insurance is appropriate for **your** personal objectives, financial situation or needs as they do not provide such services to **you**. Therefore, **you** need to consider the appropriateness of any information given to **you**, having regard to **your** personal circumstances before buying Fast Cover Travel Insurance. **You** need to read the PDS (Benefits 1 to 28 of this document) including the **policy** terms, conditions and **General Exclusions** that apply to all benefits to determine if the product is right for **you**. If **you** require personal advice, **you** need to obtain the services of a suitably qualified adviser.

## Remuneration

When **you** purchase a Fast Cover Travel Insurance Policy **you** pay the premium to Hollard for the product. This amount is agreed with **you** before the product is purchased. Fast Cover may be compensated for the services it provides. Fast Cover's compensation is included in the total amount **you** pay. Fast Cover receives a portion of the insurer's premium for promoting Fast Cover Travel Insurance policies.

## How we protect your privacy

We value **your** privacy. Our Privacy Policy, available at [fastcover.com.au/privacy](https://fastcover.com.au/privacy), sets out how we protect **your** personal information. Fast Cover Pty Ltd and The Hollard Insurance Company Pty Ltd are subject to the privacy principles under the Privacy Act 1988.

In connection with Fast Cover Travel Insurance:

- Personal information is collected directly from the person involved or, where that is not reasonably practical, from other sources;
- Personal information is collected for processing insurance applications; administering policies; assessing and paying claims under the **policy**; considering any other application which may be made to a recipient and performing administrative operations (including for example accounting, risk management and staff training);
- Hollard and those with whom it has alliance and service arrangements may receive personal information for primary purposes of planning, researching and developing and identifying products and services that may interest **you** and (unless **you** ask it not to) telling

**you** about products and services offered by Hollard, its related bodies corporate and alliance arrangements.

The personal information **we** collect may include:

- Your name, date of birth, address, other contact details, occupation, financial information such as Your bank account details, details of the items you want to insure (including the location of those items where this applies) or the cover you want to take out, details of any other people you are including on the proposal or policy, and details of insurance claims you have made.

**We** may also collect the following sensitive personal information about **you** and any other people **you** are including on the proposal or policy (**We** will obtain consent before collecting sensitive personal information unless **we** are required or permitted by law to collect it without consent):

- Medical details, details of any criminal convictions and details of any insurance claims made (including details of personal injuries or medical conditions).

Personal information may be disclosed to third parties in connection with the above purposes, including to reinsurers, related companies, advisers, persons involved in claims, medical and emergency repatriation service providers, external claims data collectors and verifiers, **our** employees, agents and other persons where required by law. By applying for cover, **you** consent to the above. **Your** consent applies whether **you** become or remain the insured; and

**We** may from time to time disclose personal information to **overseas** recipients and where practically possible disclose details of such recipients at **your** request.

To access **your** personal information (including correcting or updating it), make a complaint about a breach of privacy or if **you** have any other query relating to privacy, please contact **us** via **our** contact details which are set out in this document.

## Dispute Resolution

### If you have a complaint

**We** hope that **you** never have a complaint, but if **you** do **we** will do **our** best to work with **you** to resolve it. Please follow **our** [complaints process](#) detailed on page 91.

## Authorised for issue

This FSG was prepared by Fast Cover (as it relates to the financial services provided by it) and Hollard has authorised the distribution of this FSG by Fast Cover.

Date of issue: 12 February 2022

### Fast Cover

Call: 1300 409 322

Email: [info@fastcover.com.au](mailto:info@fastcover.com.au)

Fast Cover Pty Ltd

ABN 98 143 196 098

AR No. 381399

My policy number:

24 Hour Emergency Assistance

Overseas: +61 2 8320 7999  
In Australia: 02 8320 7999

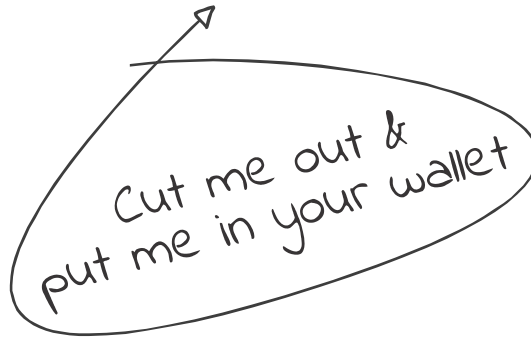
**fastcover**  
Travel Insurance made simple

My policy number:

24 Hour Emergency Assistance

Overseas: +61 2 8320 7999  
In Australia: 02 8320 7999

**fastcover**  
Travel Insurance made simple



As an existing Fast Cover traveller, you & your family & friends never have to pay full price again!

Visit [fastcover.com.au/5-off](https://fastcover.com.au/5-off)  
Phone 1300 409 322

\*Not to be used in conjunction with any other offer. Please note some discounts (Original Discount) may have already been applied to premiums when a product is purchase through a certain channel (for example, online). In such a case, the greater of the discount offered in this offer and the Original Discount will be applied. You must have an existing policy or refer to an existing policy holder to be eligible for the discount. Discount only available if you tell us the name of the existing Fast Cover traveller either with you call is or visit the above URL.

**fastcover**  
Travel Insurance made simple

