

**The following information concerns the potential civil unrest and protests in Thailand and applies to travel insurance policies issued prior to Friday 12 March 2010.**

**DFAT (The Department of Foreign Affairs and Trade) has advised the following on their website <http://www.smarttraveller.gov.au>:**

*“There is a strong possibility of violence and civil unrest in Thailand, particularly in Bangkok, during March 2010. A large scale demonstration by anti- government protesters is scheduled around the period 12 to 14 March and possibly beyond, in central Bangkok. Demonstrations in other parts of Thailand are also possible around this time.*

*The Thai Government has foreshadowed invoking the Internal Security Act (ISA) from 11 to 23 March in Bangkok and surrounding areas. Australians should avoid any prominent buildings associated with the Thai Government, such as Government House, the Parliament Building, the Supreme Court and military installations.*

*Grenade attacks, including against banks, have occurred in the past month and further attacks are possible over the coming weeks. In mid-February, the Thai Government announced increased security measures in light of political unrest and possible demonstrations in Bangkok and other parts of Thailand...”*

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

**If you are currently travelling and you are or have been injured as a result of the civil unrest we are able to assist you as your policy includes cover for emergency medical expenses.**

- If you need emergency medical assistance please contact our 24 hour Mondial Assistance Emergency Assistance team on +61 7 3305 7499 reverse charge or 1800 010 075 free call within Australia.
- Your policy also includes cover for additional accommodation and travel expenses if transport services have been cancelled, delayed or rescheduled as a result of the civil unrest.

**If you have not yet departed, your policy includes cover for cancellation of your journey, or the unused portions of your journey, as a result of the civil unrest.**

- Your policy includes cover when scheduled transport services have been cancelled or your accommodation has been made uninhabitable by civil unrest or if you are unable to reach your accommodation/destination.
- We recommend you contact your travel agent or travel provider regarding the best option in altering your trip. Some airlines are providing penalty- free options to amend travel arrangements and we also recommend you contact your airline for further details.

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

- You should take all reasonable steps to minimise your expenses and this includes rearranging your journey where possible.

- Read the Product Disclosure Statement that you received when you purchased your travel insurance policy. This will give you more detail about what your policy provides cover for and what it does not. For example, if you have a cancellation only policy, your policy does not include cover for additional expenses or overseas medical expenses.
- Please submit your travel insurance claim to us for consideration.
- You will need to submit all receipts for any additional accommodation and transport expenses. If you are claiming cancellation or additional expenses you will need to submit all documents showing what your original planned pre- paid arrangements were, along with any receipts and documents showing your new arrangements.
- Finally, to help Australians avoid difficulties overseas, the Department of Foreign Affairs and Trade maintains travel advisories for more than 160 destinations overseas via their website <http://www.smarttraveller.gov.au>. Their travel advice provides accurate, up- to-date information about the risks Australians might face overseas, assisting you to make well- informed decisions about whether, when and where to travel. We recommend that you stay up- to-date with their destination- specific travel advisories for the country of your destination as your travel insurance cover may be affected if you travel to high risk areas or situations.

### **Important Note:**

- All travel insurance policies include a number of general exclusions that apply to all claims— things like travelling against medical advice, unlicensed use of motor vehicles, epidemics or pandemics, ignoring official warnings and acts of war , insurrection or the taking of power by the military.
- Should the current situation in Thailand escalate from civil unrest to insurrection, war or the taking of power by the military, we will need to review our policy cover and we will issue a further advisory with that detail.

### **Contact us**

- If you have questions or queries, please contact our Mondial Assistance Information Hotline on 1800 012 234.