



# INTERNATIONAL TRAVEL INSURANCE

Product Disclosure Statement



LUCKY YOU'RE WITH

**AAMI**





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# Your AAMI Product Disclosure Statement

## The AAMI International Travel Insurance Policy

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This Product Disclosure Statement provides information about the product we offer: the AAMI International Travel Insurance Policy. When we agree to insure your travel, the policy comprises this booklet and your policy schedule which shows the detail of the policy particular to you. See page 53.

This Product Disclosure Statement was completed on 30 June 2009.

**Please read this booklet carefully and retain it so you can refer to it if required.**

## What to do if you require emergency assistance

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Please call us on +61 2 8987 1674 (we accept reverse charges through the international operator) at any time during your journey for emergency assistance with:

- medical treatment including –
  - finding medical facilities and monitoring your medical care,
  - evacuation or repatriation – we will decide if evacuation or repatriation is appropriate,
  - direct payment of hospital bills to the hospital if your claim is approved;
- contacting the issuer, when passports, travel documents or credit cards are lost;
- rescheduling travel plans disrupted by an emergency if your travel agent is not available to assist.

## What to do if your property is stolen, lost or damaged

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| <b>If your insured baggage, personal effects or travel documents are...</b> | <b>you must report the loss to...</b>  | <b>within... hours of the loss becoming known to you.</b> |
|---|--|---|
| stolen or maliciously damaged...  | the police or local government authority...  | 24  |
| lost or damaged when in the care of the transportation provider...          | the transportation provider...   | 72  |
| lost or damaged in other circumstances...                                   | our customer care hotline on +61 2 8987 1674 (we accept reverse charges through the international operator)... | 72  |

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When you claim for loss, theft or damage you have reported to the police, local government authority or transportation provider, you must provide us with a copy of the authority's or provider's report.

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## **How to contact us**

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When you are away from Australia, please call us on +61 2 8987 1674 (we accept reverse charges through the international operator).

When you are within Australia, call 13 22 44.

e-mail us at [travelclaims@aami.com.au](mailto:travelclaims@aami.com.au)

See also 'What to do if you need to claim' page 42.

## **Our commitment to you**

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When you are an AAMI policyholder and you need to claim on the policy, our claims service will take away the stress and hassle. We are here to help you 24 hours a day, every day of the year.



# Important preliminary information

## Who can be covered?

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AAMI travel insurance is for permanent Australian residents aged between 18 and 65 when the policy is issued and their dependant children under 18 years of age.

The people who can be covered are an adult policyholder, their spouse or partner, another adult who accompanies the policyholder on the journey, and their dependant children.

The AAMI single policy covers:

- the adult named as the policyholder on the insurance schedule, and

- if accompanied on the journey by a dependant child, that child as named on the insurance schedule.

The AAMI multi-person policy covers up to two adults and eight dependant children:

- the adult named as the policyholder on the insurance schedule, and

- the other adult and/or dependant children who accompany the policyholder on the journey and who are named on the insurance schedule.

## Where are you covered?

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AAMI travel insurance covers your overseas travel only if it starts and ends in Australia. We do not cover travel within Australia that is not an integral part of an international journey.



When you tell us the countries you will be visiting, your insurance schedule will name the region they fall within as covered under the policy. The regions and the countries within them are:

| <b>Region</b>    | <b>Countries</b>  |
|------------------|---|
| One              | Worldwide   |
| Two              | All countries <b>except</b> the USA, Canada, Japan and countries in Africa  |
| Three            | East Asia and the South Pacific Area<br><br>East Asia – Borneo, Brunei, Darussalam, Cambodia, China, Hong Kong, Korea, Laos, Macau, Malaysia, Myanmar (Burma), Philippines, Singapore, Taiwan, Thailand, Tibet, Vietnam<br><br>South Pacific Area (see Region Four below) |
| Four             | South Pacific Area<br><br>Cook Islands, East Timor, Fiji, Indonesia (including Bali), Java, Nauru, New Caledonia, New Zealand, Norfolk Island, Papua New Guinea, Samoa (American), Solomon Islands, Tahiti, Tonga, Vanuatu, Western Samoa                                 |
| <b>Stopovers</b> | You are also covered for the first 72 hours of each stopover in any country outside of the region you have selected.  |



## Period of cover

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The period of cover for:

- cancelled travel and accommodation is from the policy issue date to the policy end date;

- all other cover is from the departure date to the policy end date inclusive, up to a maximum period of 180 days.

The policy end date is the earlier of the policy end date shown on the insurance schedule and the date you return to your home in Australia.

The period you are covered for is shown on the insurance schedule.

## Extending the policy

You can apply to extend the policy for up to a further 180 days, provided it hasn't already expired. When you contact us, you must tell us if:

- there is a claim made against you or pending;

- you now suffer from a chronic or ongoing medical condition that you did not have when you purchased the policy. See 'AAMI travel insurance and pre-existing medical conditions' pages 39-41.

We will tell you if we will extend the policy, the premium payable, and how it is to be paid. When you pay us, we will send you a new insurance schedule.

## Free extension of the period of cover

If you are unable to return to your home in Australia within the period of cover because the overseas treating medical practitioner advises you in writing to extend your stay because of a medical condition, we will extend the period of cover to allow you to complete your journey by the next available and convenient means of transportation.



## **Some words in the policy have definite meanings**

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The AAMI travel insurance policy uses words that have definite meanings. To make sure you are aware of these words and their meanings, please read 'What do we mean by that' on pages 51 -55.

## **The policy does not cover some events, circumstances and situations**

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As you read through the policy, you will see there are some events, circumstances and situations it does not cover. To make sure you are aware of what is not included in your cover, please read the whole policy carefully including the section 'What we do not cover – general exclusions' beginning on page 36.

**See also** 'Important general information for you' beginning on page 47.

## **We rely on the accuracy of your information**

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When we agree to insure you or to pay your claim, our decision relies on the accuracy of the information you give us. If that information is not accurate, we can reduce or deny any claim you may make or cancel the policy. We never want to have to do that, so you must answer honestly, correctly and completely the questions we ask about:

- you and any other person insured under the policy;
- the travel you intend to or are undertaking;
- any events that result in a claim on the policy.

## **We also require you to...**

- observe the conditions contained in the policy;
- pay or agree to pay us the premium we charge and any excesses that apply.

## **Precautions that you need to take**

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You must at all times, and at your expense, take reasonable precautions to:

- protect your baggage, personal effects and travel documents against any initial or further loss or damage;
- keep your baggage and personal effects in good condition;
- prevent death, bodily injury, or illness to other people, or loss or damage to their property;
- obey any laws and regulations.

If you do not, we may reduce or refuse to pay any claim you may make.

## **How your employment affects the insurance**

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When a person named on the insurance schedule does paid work during any period of their journey, cover is suspended for that person, unless:

- the paid work is for his or her usual employer in Australia, and
- he or she arranged to do this paid work before they commenced the journey.

This policy does not cover legal liability arising from any form of employment or occupation.



## What we cover

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The policy provides cover for additional expenses caused by unexpected events during the period of cover while you are on an overseas journey. These additional expenses generally relate to:

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|   | <b>Pages</b> |
|---|--------------|
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Any excesses payable when you claim on the policy are shown on the insurance schedule as well as within our *AAMI International Travel Insurance – Premium, Excess & Claims Guide*. See page 45 for how to access the Guide.



## Medical expenses and additional expenses related to illness, injury and death

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### We will pay the reasonable cost of

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your **medical expenses** if:

they are incurred because you have contracted an illness or sustained an injury during your journey outside Australia, and

you allow us the option, at our expense and subject to medical advice, of returning you to your home in Australia, and

they are incurred within 12 months from the date the injury or illness first occurred.

your **dental expenses** if:

we have agreed they are necessary to repair damage caused by an injury sustained during your journey outside Australia.

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your **miscellaneous expenses** if you are hospitalised overseas for more than 48 hours. We will pay you \$100 for each 24 hour period after that.

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**travel and accommodation** for another person to travel to where you are and either stay with you or escort you home if the overseas treating medical practitioner advises you in writing:

to suspend your journey, and

that a companion or escort is necessary.

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**We will not pay**

your medical or dental expenses if they are:

- incurred in Australia;
- recoverable from Medicare, or a medical or hospital benefit fund;
- recoverable under any Reciprocal Health Agreement.

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**The most we will pay is**

Policy:

Single and Multi-person – Unlimited.

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Policy – in total:

Single – \$100/24 hour period up to \$6,000.

Multi-person – \$100/24 hour period up to \$10,000.

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any travel and accommodation expenses incurred after:

- the overseas treating medical practitioner advises you that you are able to resume your journey;

- you have returned home.

Policy:

Single and Multi-person – Unlimited.



## Medical and additional expenses continued

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**We will pay the reasonable cost of**

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**travel and accommodation incurred by you and additional** to travel and accommodation that is both pre-arranged and pre-paid if:

you cannot complete your journey because you sustain an injury or illness; or

you have to return to Australia because of the unexpected injury, illness or death during the period of cover of:

a relative;

your business partner, and you have to return for reasons of your business' continuation.

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you resume your journey, following your return to Australia because of your relative's or business partner's illness, injury or death during the period of cover.

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## **We will not pay**

if you do not provide us with the overseas treating medical practitioner's report confirming:

you are unfit to travel because of your illness or injury;

if you do not provide us with the report of the treating medical practitioner in Australia confirming the illness, injury or death;

if we do not agree in the case of illness or injury that it was serious enough to require your return;

for more than one traveller to return to Australia because of the unexpected injury, illness or death of your business partner.

---

if you resume your journey after the end of the period of cover. (You will require a new policy if you resume your journey after the end of the period of cover.)

## **The most we will pay is**

Policy:

Single and Multi-person – Unlimited, less any amounts that are recoverable on unused travel and accommodation.

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Policy – in total:

Single – up to \$2,000.

Multi-person – up to \$4,000.

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## Medical and additional expenses continued

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### We will pay the reasonable cost of

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at your estate administrator's option, **your overseas funeral (including any overseas cremation expenses)** or **returning your remains to your home**, if you die during the journey as a result of an illness contracted or an injury sustained during your journey.

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**child care** for the dependant children aged under 18 travelling with you if the overseas treating medical practitioner advises you in writing:

to suspend your journey, and  
you are incapacitated or hospitalised.

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### We will pay compensation

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if you sustain an injury during the period of cover which results in:

the permanent and total loss of sight in one or both eyes or the use of one or more limbs;  
your death.

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**We will not pay****The most we will pay is**

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Policy – in total:

Single – up to \$10,000.

Multi-person – up to \$15,000.

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any child care expenses after:

the overseas treating medical practitioner advises you that you are able to resume your journey;

you or the dependant children have returned home;

child care expenses for dependant children aged 18 or over.

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Policy – in total:

Single – up to \$2,000.

Multi-person – up to \$5,000.

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**We will not pay****We will pay**

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unless your disability or death is confirmed by the treating medical practitioner's report within 12 months of the injury occurring.

Policy – in total:

Single – \$10,000.

Multi-person – \$10,000 per person, up to \$25,000 in total.

Policy – in total:

Single – \$25,000.

Multi-person – \$25,000 per person, up to \$50,000 in total.

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## Baggage, personal effects, travel documents – delays, damage, loss and theft

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### The items we cover are:

**Baggage:** suitcases, travel bags and their contents including clothing that you take or purchase on your journey, **but not** animals; stock in trade, business assets, plant and equipment for any type of business including tools of trade and professional equipment; components, parts and accessories for any type of motorised vehicle and equipment; unset precious and semi-precious stones; firearms and weapons of any type. Baggage **does not** include travel documents.

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### We will pay the reasonable cost of

**repairing or replacing your baggage and personal effects lost, stolen or damaged during your journey.**

We will decide either to repair or replace your baggage and personal effects or to pay the cost of repairing or replacing them. See page 46.

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**Personal effects:** portable items normally carried or worn by you.

**Travel documents:** documents required for travelling such as passports, visas and airline tickets.

**We do not cover** fragile items made of glass or other brittle materials; credit cards, debit cards, cash in any form including instruments negotiable for cash such as travellers cheques.

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**We will not pay**

for damage to or loss of baggage or personal effects:

if you have not reported the theft to the police, local government authority or transportation provider and provided us with their written report;

if you have not reported a lost or damaged item to us within 72 hours;

where you have not taken reasonable care of and precautions for your baggage and personal effects;

(continued on page 23.)

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**The most we will pay is**

Policy – in total:

Single – up to \$6,000.

Multi-person – up to \$12,000.

Per item limits included in above –

Electronic equipment:  
Single – up to \$3,000.  
Multi-person – up to \$4,000.

Sporting equipment:  
Single – up to \$1,000.  
Multi-person – up to \$2,000.

All other items:  
Single – up to \$700.  
Multi-person – up to \$1,000.



## Baggage, personal effects, travel documents continued

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We will pay the reasonable cost of

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We will pay the reasonable cost of

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**replacing essential personal items if your baggage has been delayed** and is not returned to you within 12 hours of it being declared missing by your transportation provider.

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## **We will not pay**

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left unattended in a public place;

left in a motor vehicle unless –

the item was within a locked luggage compartment, or was completely concealed from outside view if there was no lockable compartment, and the vehicle was locked and was forcibly entered;

sent separately to the transport on which you are travelling;

when it does not occur during your journey;

for any decrease in the value of a pair, set or collection if the damaged or lost item forms part of the pair, set or collection. We pay only for the repair or replacement of the item which was damaged or lost.

---

### **We will not pay**

if baggage has been delayed, detained, confiscated or destroyed by customs officials, police, government or any other authority;

for loss of cash or negotiable instruments;

if baggage has been sent separately to the transport on which you are travelling or was not handled by your transportation provider;

(continued on page 25.)

### **The most we will pay is**

Policy – in total:

Single – up to \$450 for each 12 hour period your baggage is delayed, up to \$900.

Multi-person – up to \$700 for each 12 hour period your baggage is delayed, up to \$1,400.



## **Baggage, personal effects, travel documents continued**

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**We will pay the reasonable cost of**

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**replacing your travel documents lost, stolen or  
damaged** during your journey.

See also 'additional travel and accommodation  
necessarily incurred' - page 28.

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**We will not pay**

if the costs of replacing essential personal items are not:

incurred by you during the period of cover;

otherwise recoverable;

if you have not provided us with:

your transportation provider's written confirmation of the delay;

receipts for the items purchased.

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**The most we will pay is**

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for loss if you have not complied with the conditions of issue.

Policy – in total:

Single – up to \$500.

Multi-person – up to \$1,000.

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## Cancelled, interrupted or delayed journey

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### We will pay the reasonable cost of

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**travel and accommodation cancelled** due to unforeseen circumstances outside your control, **provided:**

you have already paid the expenses you are claiming for,

you cannot recover these expenses from anyone else,

you have not already undertaken that part of the journey you are claiming for, and

we have not already paid a claim that arises from the same event elsewhere under the policy.

### **The unforeseen circumstances we cover include:**

interruption of your scheduled public transport services caused by severe weather conditions, natural disaster, strike, civil commotion or riot, **but not** the events shown under "We will not pay ... because:" on pages 27 and 29.

### **We also pay:**

your **travel agent's cancellation fee**, if you provide us with your agent's invoice confirming the actual fee;

the cash equivalent of your **frequent flyer or similar scheme points** that are lost following cancellation of your airline ticket(s) purchased with those points if you provide us with your points provider's document showing the cash equivalent of the lost points.

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**We will not pay**

if:

you do not provide us with your transportation provider's report confirming the cancellation and its cause.

because:

you decide not to proceed with your journey;

of your financial circumstances or any business or contractual obligation;

there were not enough people for a group journey to proceed;

of transport or traffic delays, or delay, rescheduling, interruption or cancellation caused by the transportation provider, travel agent, tour operator or travel wholesaler;

of any government prohibition, regulation, restriction or intervention;

you failed to obtain an appropriate passport or visa;

(continued on page 29.)

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**The most we will pay is**

Unlimited,

less any amounts that are recoverable on unused travel and accommodation,

**other than:**

the travel agent's cancellation fee, for which we will pay in total, whichever is the lesser of:

the actual fee, and  
for a Single policy –

up to \$1,000 or 10% of the cost of the cancelled journey;

for a Multi-person policy –

up to \$2,000 or 10% of the cost of the cancelled journey.



## Cancelled, interrupted or delayed journey continued

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**We will pay the reasonable cost of**

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### **additional travel and accommodation necessarily incurred if:**

your scheduled transportation provider's service is interrupted due to –

- strike;
- riot;
- civil commotion;
- natural disaster; or
- severe weather conditions.

your journey is delayed because you are replacing your lost passport or essential travel documents;

you are directed into quarantine.

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## **We will not pay**

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because of your work or voluntary commitments;

because of the death, illness or injury of someone other than you, your relative, or your business partner;

for more than one traveller to return to Australia because of the unexpected injury, illness or death of your business partner;

if your journey cannot start or continue because of your death, illness or injury and we are not provided with the treating medical practitioner's report confirming that you cannot start or continue the journey.

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if:

you do not provide us with your transportation provider's report confirming the interruption;

you do not provide us with receipts for the expenses you claim for;

you can recover these expenses elsewhere.

if your passport or travel documents are confiscated by any government authority, customs official or police.

if you do not take reasonable steps to meet any quarantine regulations.

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## Cancelled, interrupted or delayed journey continued

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**We will pay the reasonable cost of**

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**tickets for special events you were not able to attend** due to unforeseen circumstances outside your control, provided:

you have already paid for the tickets you are claiming for,

you cannot recover their cost from anyone else, and the special event was to occur during your journey.

---

**We will not pay**

if:

you have not complied with the terms and conditions of issue of the tickets;

you decide not to attend;

you do not attend because of your financial circumstances or any business or contractual obligation;

you could not attend due to transport or traffic delays, or delay, rescheduling, interruption or cancellation caused by a transportation provider, travel agent, tour operator or travel wholesaler;

we have already paid a claim for the loss of your tickets elsewhere under the policy.

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**The most we will pay is**

Policy – in total:

Single – up to \$700.

Multi-person – up to \$2,000.



## Cancelled, interrupted or delayed journey continued

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### We will pay the reasonable cost of

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**additional travel, accommodation, meals and any rental vehicle relocation charge** necessarily incurred if:

your transportation provider has delayed your scheduled departure time for 12 hours or more and the cause of the delay is outside your control, you provide us with your transportation provider's report confirming the delay, these expenses are not otherwise recoverable, and you have provided us with receipts for the incurred expenses.

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### We will pay the reasonable cost of

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a **hire car insurance excess** that you must pay on a hire car insurance claim if –

you have hired a car and taken out insurance on that car,

you have lodged a claim with your hire car's insurer and they have agreed to pay that claim,

you provide us with a written report from the hire car company confirming you are liable to pay the excess, and

the event you claimed for occurred during your journey.

By car we mean any car, wagon, four wheel drive, campervan or motor home provided you hired it through a commercial agreement and did not use it for any business or income producing purpose.

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## The most we will pay is

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Policy – in total:

Single –

Travel: up to \$1,000.

Accommodation and meals: up to \$250 for each 12 hour period of delay, up to \$1,000.

Rental vehicle relocation: up to \$500.

Multi-person –

Travel: up to \$2,000.

Accommodation and meals: up to \$500 for each 12 hour period of delay, up to \$2,000.

Rental vehicle relocation: up to \$1,000.

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### We will not pay

if you have hired a car for any business or income producing purpose;  
for any other damages or liability you incur as a result of the event that gives rise to your hire car claim.

**Remember: this policy benefit does not replace hire car insurance.** You should always purchase hire car insurance separately when you hire a car.

### The most we will pay is

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Policy – in total:

Single –

up to \$2,000.

Multi-person –

up to \$4,000.



## Accidents for which you are legally liable

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### We will pay for your

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**legal liability** for claims against you arising out of an accident occurring during the journey, causing:

- injury to or the death of someone other than you;
- loss of or damage to property owned or controlled by someone other than you.

We will only pay for your liability for legal costs and expenses if they are reasonable and we agree to do so in writing before those costs and expenses are incurred.

---

## **We will not pay**

claims made against you more than 12 months after the end of the period of cover;

any penalties, fines, or punitive, exemplary or aggravated damages that you must pay;

for liability arising from:

your ownership or occupancy of any land or building;

the use of any motor vehicles, watercraft, hovercraft, aircraft or aircraft landing areas;

the transmission of any illness, sickness or disease;

an event that you have organised or are legally responsible for;

a legal liability which arises only because you have agreed to take that liability upon yourself;

any business, trade, profession or occupation conducted or operated or undertaken by you during the period of cover;

things done or not done intentionally or left undone intentionally by you, or any person acting on your behalf, with reckless disregard for the consequences.

---

## **We will pay for your**

Up to \$5 million in total for all claims including all legal costs and expenses.



## What we do not cover – general exclusions

**You are not covered under any section of the policy for damage, loss, cost or liability caused by or arising from or involving:**

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a pre-existing medical condition suffered by you, the persons named as travellers on the insurance schedule, or your or their relative or business partner, other than the pre-existing conditions shown on pages 40-41;

Acquired Immune Deficiency Syndrome (AIDS) or Human Immunodeficiency Virus (HIV) or their complications;

a human pandemic, epidemic or any other outbreak of infectious disease including any derivative or mutation of such diseases, or the threat or perceived threat of any such pandemic, epidemic or outbreak;

any sexually transmitted disease or virus;

pregnancy, childbirth, the health of a child under one month of age or complications arising from any of these;

any elective medical, dental, surgical or cosmetic procedure, or any complications as a result of these procedures, where you have arranged to undertake these procedures without our written consent;

exhaustion, stress, depression, anxiety, mental or nervous disorder;

the use or effect of alcohol or drugs;

intentional self-injury, suicide or attempted suicide;

loss or theft of or damage to property, or death, illness, or

injury, if you fail to take reasonable care and precautions;  
any unlawful act committed by you or any other person named on the insurance schedule;

any loss, damage or liability covered by the policy when you have agreed not to seek compensation from another person who is legally liable to compensate you for that loss, damage or liability;

motorcycling unless the motorcycle has an engine capacity of 200cc or less, is hired and the driver holds a current motorcycle licence if required by the country, state or place you are in;

professional sport (including training for professional sport), hunting, racing of any kind (other than on foot), football of any kind, flying except as a passenger in a scheduled commercial power-driven aircraft, any other aerial activity, rodeo riding, running with the bulls, sailing, mountain or rock climbing using ropes or guides, abseiling, diving using breathing apparatus (if you do not hold an open water diving licence), or competitive snow and ice sports;

any event that occurs during any period of your journey in which you do paid work, unless:

the paid work is for your usual employer in Australia, and

you arranged to do this paid work before you commenced your journey;

an event that occurs in a country that is not within the region specified on your insurance schedule;

anything directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss, injury, damage, liability, cost or expense;

anything directly or indirectly caused by, resulting from



or in connection with any action taken in controlling, preventing, suppressing or in any way relating to any act of terrorism;

any war, whether it has been formally declared or not, any hostilities, uprising, insurrection, revolt, rebellion, usurped power, revolution or coup d'état, or theft or confiscation of property as a result of any of these;

radioactivity or the use, existence or escape of any nuclear fuel, nuclear material, or nuclear waste;

the refusal, failure or inability of any person, company or organisation, (including but not limited to any airline, other transportation provider, hotel, car rental agency, tour or cruise operator, travel wholesaler, travel agent, booking agent or other agent for travel or tourism related services, facilities or accommodation), to provide services, by reason of their own financial failure or the financial failure of any person, company or organisation with whom or with which they deal;

consequential loss of any kind including loss of enjoyment or any financial loss (other than financial losses for which benefits are provided under the policy);

mechanical, structural, electrical, electronic or other failure or breakdown;

wear and tear, rust, deterioration or corrosion;

fraud or fraudulent means or devices used by you or someone acting on your behalf or any person living or travelling with you;

asbestos, asbestos fibres, or derivatives of asbestos in any form.

## **We will not pay for:**

medical expenses incurred for continuing treatment, including medication you began taking before the start of the period of cover;

medical, hospital, ambulance and dental expenses incurred in Australia or for any injury or illness that recurs after the end of the period of cover.

## **AAMI travel insurance and pre-existing medical conditions**

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### **What is a pre-existing medical condition?**

A pre-existing medical condition is:

any medical or dental condition for which investigation, medical advice or any treatment has been obtained, or for which prescribed drugs have been taken, within the 90 days before the policy issue date shown on your schedule, or

any medical or dental condition that has been diagnosed as chronic or ongoing in nature, regardless of whether you have undergone investigation or received medical advice or treatment or taken prescribed drugs within the 90 days before the policy issue date shown on your schedule.

The policy terms and conditions for a pre-existing medical condition:

include any complications or treatment that are directly or indirectly attributable to it;

apply to you, the persons named as travellers on the insurance schedule, and your or their relative or business partner.



On this page and page 41 'you' means you or your relative or business partner.

## **The policy does not provide any cover for claims arising from pre-existing medical conditions other than these:**

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**Asthma** – When you are less than 65 years of age and there has not been any exacerbation requiring treatment by a medical practitioner in the 12 months before you apply for cover.

**Breast Cancer / Prostate Cancer** – When you were diagnosed more than 12 months before you apply for cover, have not had any chemotherapy or radiotherapy in the 12 months before you apply for cover, and the cancer has not spread beyond the breast or prostate at any time. In respect of Prostate Cancer you must also have a PSA of 3.0 or less when you apply for cover.

**Cataracts / Glaucoma** – When you have no ongoing complications, are not on a waiting list for cataract surgery and have not had cataract surgery in the 30 days before you apply for cover.

**Coeliac Disease** – When the condition has not required treatment by a medical practitioner in the 6 months before you apply for cover.

**Diabetes / Glucose Intolerance** – If you were diagnosed more than 12 months before the start of the period of cover and have not had any complications in the 12 months before the start of the period of cover. You must also have a Blood Sugar Level reading between 4 and 10 and also be less than 50 years of age when you apply for cover.

**Ear Grommets** – When there is no current infection when you apply for cover.



**Epilepsy** – When there are no underlying medical conditions (e.g. previous head trauma, stroke) and you have not required treatment by a medical practitioner for a seizure in the 2 years before you apply for cover.

**Gastric Reflux** – When the condition does not relate to another underlying diagnosis (e.g. Hernia/Gastric Ulcer).

**Gout** – When the gout has remained stable for the 6 months before you apply for cover.

**Hay Fever (Allergic Rhinitis)** – When the condition has not required treatment by a medical practitioner in the 6 months before you apply for cover and you have no other known respiratory conditions e.g. Asthma.

**Hiatus Hernia** – When no hernia surgery is planned when you apply for cover.

**Hip / Knee Replacement** – When performed more than 6 months and less than 10 years before the start of the period of cover.

**Hypercholesterolemia (high cholesterol)** – When you have no known heart conditions when you apply for cover.

**Hypertension (high blood pressure)** – When you have no known heart conditions and the current Blood Pressure reading is lower than 165/95 when you apply for cover.

**Menopause** – Provided you do not suffer from Osteoporosis when you apply for cover.

**Peptic Ulcer** – When the condition has remained stable for the 6 months before you apply for cover.

**Underactive Thyroid** – When not as a result of a tumour.



# About claiming on the policy

## What to do if you need to claim

### **How to contact us to claim on the policy:**

when you are away from Australia, please call us on +61 2 8987 1674 (we accept reverse charges through the international operator).

when you are within Australia, call 13 22 44.

e-mail us at [travelclaims@aami.com.au](mailto:travelclaims@aami.com.au)

### **If you require emergency assistance**

Please call us on +61 2 8987 1674 (we accept reverse charges through the international operator) at any time during your journey for emergency assistance with:

medical treatment including –

finding medical facilities and monitoring your medical care;

evacuation or repatriation. We will decide if evacuation or repatriation is appropriate;

direct payment of hospital bills to the hospital if your claim is approved;

contacting the issuer, when passports, travel documents or credit cards are lost;

rescheduling travel plans disrupted by an emergency if your travel agent is not available to assist.

## What to do if your property is stolen, lost or damaged

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| <b>If your insured baggage, personal effects or travel documents are...</b> | <b>you must report the loss to...</b> | <b>within... hours of the loss becoming known to you.</b>                     |
|---|---------------------------------------|---|
|   |                                       | You must also provide us with a copy of the authority's or provider's report. |

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|                                  |   |    |
|----------------------------------|---|----|
| stolen or maliciously damaged... | the police or local government authority... | 24 |
|----------------------------------|---|----|

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|  |                                |    |
|--|--------------------------------|----|
| lost or damaged when it is with the transportation provider... | the transportation provider... | 72 |
|--|--------------------------------|----|

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|   |  |    |
|---|--|----|
| lost or damaged in other circumstances... | our customer care hotline on +61 2 8987 1674 (we accept reverse charges through the international operator)... | 72 |
|---|--|----|

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When you claim for loss, theft or damage you have reported to the police, local government authority or transportation provider, you must provide us with a copy of the authority's or provider's report.

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## Helping us to pay your claim

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When you provide us with the information we need, you help us make speedy and accurate decisions regarding your claim.

This information includes:

- original medical and dental certificates and specialist doctors' reports,
- police reports, transportation providers' reports, receipts, invoices, travel itineraries, airline, train or bus tickets, and
- any court documents or other communication you receive in relation to your claim.

We may require this type of information. If you are unable to provide information of this type, that establishes:

- the circumstance of and the extent of the damage, loss or liability incurred, and
- the ownership and value of any lost, damaged or stolen items,

then we may reduce or refuse to pay your claim.

## What happens when you claim on the policy

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After you have:

- told us about the event(s) that resulted in your claim,
- provided us with the information and documents we require, and
- we have completed any investigation needed to assess your claim,

we will tell you as soon as possible whether we will

pay your claim, and if we will, how much we will pay.

The policy is governed by the laws of Australia.

The cover provided by your policy is for amounts in Australian dollars. If we pay your claim for an expense incurred in a foreign currency, we will pay in Australian dollars using the currency conversion rate that applied on the date you incurred the expense.

For more information about how we pay travel claims, including examples of different payments, you can read our *AAMI International Travel Insurance – Premium, Excess & Claims Guide*. It is available on our website at [aami.com.au](http://aami.com.au) (under the Travel Insurance section) or call us on 13 22 44 if you would like us to post you a free copy.

## **Your responsibilities when you claim on the policy include:**

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### **Obtaining our written consent**

You must not make any admissions or settle any claims made against you regarding your liability for an accident without our prior written consent.

### **Giving assistance – information, notices, negotiating, defending and settling claims**

You must give us the information and assistance we reasonably request in evaluating the cause, extent and value of any claim. This may include:

- providing us with full details of the claim in writing,
- providing valuations, receipts or other evidence of ownership, expenditure or liability,
- providing written statements,
- providing other relevant documents,
- undergoing an interview or interviews about the



circumstances of the claim, and  
appearing in court and giving evidence.

You must promptly deliver to us any relevant letters and notices that come into your possession.

You must tell us if you become aware of any demands, court proceedings or offers of settlement.

We shall be entitled, but not obliged to defend or represent you in any legal proceedings relating to an accident or event which may give rise to a claim against us and to control, settle and deal with those proceedings as we see fit.

We will pay the legal and other reasonable related costs of defending any claim made against you, provided we appoint the solicitors who will defend the claim and we have told you in writing that we will pay their costs.

You must assist us in all our endeavours to negotiate, defend or settle any claim made under this policy and to exercise for our benefit your legal right of recovery against any other party (including a party involved in making good any damage or loss).

If you fail to assist us, or do not abide by any of these terms, we may reduce or refuse to pay your claim or be entitled to recover from you any monies paid under the claim.

## **What we do when we repair or replace your baggage and personal effects**

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If we decide to replace your baggage and personal effects, it will be with new baggage and personal effects.

If we decide to repair your baggage and personal effects, it will be with new materials and we will make

reasonable endeavours to match materials. Where this does not achieve an exact match, new materials that in our opinion match the damaged or lost baggage and personal effects as near as reasonably practicable will be used.

If we decide to pay the cost of repairing or replacing your baggage and personal effects, our payment will be the current retail price or the discounted price we may obtain, whichever is lower.

## **Excesses**

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An excess on the policy is the amount that you must first contribute towards each claim. If your claim is for more than one occurrence, the excess applicable to each occurrence will be payable.

The excesses that apply to the policy are shown on your insurance schedule as well as within our *AAMI International Travel Insurance – Premium, Excess & Claims Guide*. See page 45 for how to access the Guide. When you make a claim we may require you to pay the excesses or we may deduct the excesses from any payment we make. We will tell you when and how the excesses are to be paid or deducted.

## **Important general information for you**

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### **You can contact us:**

By phone:

within Australia – call 13 22 44;

from outside Australia – call +61 2 8987 1674 (we accept reverse charges through the international operator).

Via the internet: [aami.com.au](http://aami.com.au)

By mail: PO Box 14180, Melbourne City Mail Centre, Victoria 8001.



## **When we quote you a premium**

When we quote you a premium for AAMI travel insurance, some of the factors we take into account include:

- whether you need a single or multi-person policy,
- the region in which you are travelling, and
- the duration of your journey.

Government taxes and charges are included in the premium we quote.

For more information about the factors we take into account, you can read our *AAMI International Travel Insurance – Premium, Excess & Claims Guide*. It is available on our website at [aami.com.au](http://aami.com.au) (under the Travel Insurance section) or call us on 13 22 44 if you would like us to post you a free copy.

## **Changing your details may affect your premium**

A change to your policy details such as a change of travel destination may affect the premium you need to pay for the remainder of your period of cover. If a refund is payable, we will send you a cheque. Any additional premium must be paid immediately. If the additional premium is not paid, we may reduce the period of cover to match the amount you have paid.

## **Government taxes and charges**

AAMI shows on receipts any government taxes and charges such as Stamp Duty included in insurance premiums.

## **GST**

International travel insurance, including the cancellation



cover and any domestic flights required to connect with your international flights, is not subject to Australian GST.

## **Cooling off and cancelling the policy**

Federal law provides that you can cancel the policy within 14 days of its purchase. AAMI allows you to cancel the policy at any time. In both cases, unless you want to make a claim, we will refund you the unexpired portion of the premium less a cancellation processing fee of \$30.

To cancel the policy, please call AAMI on 13 22 44.

We can only cancel the policy by giving you written notice in accordance with the Insurance Contracts Act 1984.

## **The privacy of your personal information**

We are committed to protecting the privacy of your personal information. That commitment is reflected in the AAMI Customer Charter and in our compliance with the privacy law. For further information, please visit our website [aami.com.au](http://aami.com.au) or call us on 13 22 44 for a copy of our 'AAMI Travel and Your Personal Information' brochure.

## **AAMI's Customer Charter**

We are committed to always provide you with the highest standard of service. The AAMI Customer Charter is a written document containing service and reporting promises which we are bound to deliver. In fact, we impose a penalty on ourselves if we fail to do so.

This unique Charter was drawn up through consultation with our staff, our customers and industry regulators, and is reviewed annually. Compliance with our promises is independently audited every year and the results are reported publicly.



The AAMI Customer Charter, introduced in 1996 was Australia's first general insurance customer charter, and indeed, first retail customer charter. The Charter is your guarantee that we're always striving to deliver the best in customer service.

## **The AAMI Consumer Appeals Service**

If you are unhappy with anything we have told you or done for you, we want you to tell us about it. If we cannot resolve the matter to your satisfaction, other appeal services are available to you. See page 56 for full details.

## **The General Insurance Code of Practice**

AAMI is a signatory to the General Insurance Code of Practice which sets out a commitment by the general insurance industry to raise standards of service and to promote better relations between customers and insurers.

The Code describes standards in areas such as buying insurance, claims handling, responding to catastrophes and disasters, information and education and dispute resolution. The Code was introduced in 1995 with the backing of consumer groups, the federal government, insurers and the Insurance Council of Australia.

More information on the Code, or a copy of the Code, can be obtained from the Financial Ombudsman Service (FOS). You can contact the FOS on 1300 780 808 (local call cost), or you can access the Code at [www.codeofpractice.com.au](http://www.codeofpractice.com.au).

## What do we mean by that?

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**AAMI**, we, us, and our mean Australian Associated Motor Insurers Limited (ABN 92 004 791 744).

**Accident** means an accident or a series of accidents resulting from any one occurrence.

**Act of terrorism** means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), which from its nature or context is done for, or in connection with, political, religious, ideological, ethnic or similar purposes or reasons, including the intention to influence any government and/or to put the public, or any section of the public, in fear.

**Business partner** means a person on whom you rely to conduct your business, profession, trade or occupation.

**Collection** or **set** is a group of items of sufficiently common type, appearance or nature that:

- they reasonably belong together, or

- the group is devalued if one or more of the items is lost or damaged.

**Cover** and **covers** mean the protection provided by the policy.

**Damage** and **loss**.

- Damage** means actual physical damage.

- Loss** or **lost**, when used in the context of your property, means your property or a part of it being accidentally misplaced, destroyed, stolen or damaged beyond economical repair.

**Endorsement** means a special condition that applies to the policy. Any endorsements to the policy are shown on your insurance schedule.



**Excess.** An excess on the policy is the amount that you must first contribute towards each claim.

**Financial failure** means insolvency, bankruptcy, provisional liquidation, liquidation, winding up, the appointment of a receiver, manager or administrator, entry into any official or unofficial arrangement with creditors, stopping the payment of debts, a restructure or composition with creditors or the happening of anything of a similar nature under the laws of any jurisdiction.

**Home** means your usual place of residence in Australia.

**Incapacitated** means a qualified medical practitioner has certified in writing that you are medically unfit to care for the dependent children travelling with you.

**Injury** means an injury that first occurs during your journey and was sustained by violent, accidental, external and visible means.

**Journey** means the travel we insure you for that starts when you leave your home in Australia on an international trip and ends when you return to your home in Australia.

**Natural disaster** means an event caused by natural phenomenon and not human activity. For example: earthquake, flood, bushfire, storm or lightning.

**Negotiable instrument** means a legal document that represents money and that can be legally transferred in title from one person to another.

**Period of cover** means the period for which we have agreed to provide you with insurance cover.

Cover for travel and accommodation cancelled (see pages 26 - 33) is from the policy issue date to the policy end date inclusive.

Cover for all other benefits is from the departure date to the policy end date inclusive.

The policy end date is the earlier of the policy end date and the date you return to your home in Australia.

The period you are covered for is shown on the insurance schedule.

**Policy** means this booklet and your **policy schedule**.

Your **policy schedule** comprises the notices we give you which show the particular details and the current status of the policy. These notices are the most recent of your **insurance schedule** and any **receipt** we may send you.

Your **insurance schedule** sets out the information you have given us on which we have based our decision to insure you as well as the individual details of the policy. We will send you an updated insurance schedule whenever you advise us of a change in this information or these details.

**Provider** means the accommodation or transportation organisation, group or company you have arranged paid accommodation or scheduled transport with.

**Public place** means any place where the public has access. For example shops, planes, taxis, buses, trains, airports, railway stations, streets, museums, galleries, markets, hotel foyers, beaches, restaurants, and public toilets.

**Reasonable**, in the context of an 'expense', 'cost' or 'charge' means:

for medical or dental expenses, the usual and customary level of care for the country you are in,  
for other expenses, the standard you have booked for your trip, and  
as determined by us.



**Reciprocal Health Agreement** means an agreement between the Australian Government and the government of another country to provide medical facilities, treatment, medication or advice to Australian citizens and residents.

**Relative** means your spouse, defacto, parent, parent-in-law, grandparent, child, grandchild, son-in-law, daughter-in-law, brother, sister, brother-in-law, sister-in-law, fiancé(e), first cousin, niece, nephew, aunt, or uncle, who resides permanently in Australia.

**Sporting equipment** means equipment normally used for the purpose of a sporting activity. It does not include climbing equipment, watercraft greater than 3 metres in length, motor vehicles, guns or weapons of any kind.

**Theft** means actual or attempted theft or burglary.

**Travellers** means the persons named as travellers on the insurance schedule.

**Travelling companion** means a person over 18 years of age who is **not** named on the insurance schedule but who is a member of a group or party with which you are travelling for all or part of your journey.

**Unattended** means luggage and personal effects:

left with a person who is **not** named on your insurance schedule or who is **not** a travelling companion;

left or checked in with an accommodation or transportation organisation other **than your** provider;

left in a position you are not able to observe or from where you do not have any reasonable prospect of preventing its theft.

**You** and **your** mean the following people if they reside permanently in Australia:

the person named as the policyholder on the insurance schedule, and

each person named as a traveller on the insurance schedule.

When 'you' relates to **extending, cancelling or changing the details of the policy**, the policyholder is the only person who can cancel, extend or change the details of the policy.





# The AAMI Consumer Appeals Service

## What to do if you are not satisfied with us

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Here is how the AAMI Consumer Appeals Service helps you if you are dissatisfied with the results of your dealings with AAMI.

### 1. Who do you talk to?

If you are unhappy with anything:

we have told you or done for you, or  
that has been provided on our behalf,

please tell us. Most times we will be able to sort the matter out to your satisfaction.

When you are within Australia, you can phone us on 13 22 44.

When you are away from Australia, please call us on +61 2 8987 1674 (we accept reverse charges through the international operator).

You can also email us at [travelclaims@aami.com.au](mailto:travelclaims@aami.com.au)

### 2. The AAMI Customer Ombudsman

However, if you are not satisfied with our response, you can ring, write to or email the AAMI Customer Ombudsman with the details. The AAMI Customer Ombudsman will respond to you within five working days of receiving your letter or email.



### **3. Appealing to the independent dispute resolution scheme**

If you disagree with the AAMI Customer Ombudsman's decision, you can appeal to the Financial Ombudsman Service. We will tell you how to do this.

The Financial Ombudsman Service is an independent industry dispute resolution scheme. You can contact the service on 1300 780 808 (local call cost) or by email to [info@fos.org.au](mailto:info@fos.org.au). You can also visit the FOS website at [www.fos.org.au](http://www.fos.org.au). There is no charge for this service.

### **4. Are any decisions binding on you?**

You do not have to accept any decision the AAMI Customer Ombudsman or the FOS makes. You always have the option of seeking remedies elsewhere.

Any decision the AAMI Customer Ombudsman makes or the FOS makes is binding on AAMI, provided you also accept the decision.

#### **How to contact AAMI**

Telephone: 13 22 44 (24 hours a day, seven days a week).

#### **How to contact the AAMI Consumer Appeals Service**

Telephone: 1300 130 794 (local call cost).

9am to 5pm Australian EST Monday to Friday.

Fax: (03) 9529 1214.

Write to: The AAMI Customer Ombudsman, AAMI Limited, PO Box 14180, Melbourne City Mail Centre, Victoria 8001.

Email: [consumerappeals@aami.com.au](mailto:consumerappeals@aami.com.au)

#### **How to contact the Financial Ombudsman Service**

Telephone: 1300 780 808 (local call cost).

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





We're here to help you  
24 hours a day  
7 days a week

**13 22 44**

**[aami.com.au](http://aami.com.au)**

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**AAMI**

