



# Chubb Travel Insurance Claims Response

## Mt Agung, Indonesia, Erupts Again

Bali's Mt Agung volcano has erupted again. Volcanic ash is a serious safety concern for aircraft and is dangerous to breathe. The airport is closed, forcing flight cancellations.

This means that Chubb will treat any claims related to volcanic activity, from policies purchased after 5pm on 29 June 2018, as 'foreseen' and therefore not covered.

For a full list of flights and updates, please visit your airline's website.

### Policy Response

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Chubb will assess all claims in accordance with the facts of each case, the Product Disclosure Statement (PDS) and the applicable Certificate of Insurance. Your cover will depend on the type of plan you purchased and your particular circumstances.

Chubb leisure travel insurance policies may have provisions (dependent on the policy you are covered under, level of cover and plan) to cover travel cancellation or disruption losses associated with volcanic activity.

If you are an insured person and you require emergency assistance, please contact Chubb Assistance on +61 2 8907 5666 (reverse charge via an operator is available).

If a travel cancellation or disruption loss does occur then please first contact your travel agent or the airline (before submitting a claim) to seek a refund or make alternate travel arrangements based on existing tickets. After this, if you still have a loss then you may wish to submit a claim along with the original and amended itineraries and relevant documents to substantiate your remaining loss.

Chubb leisure travel claims can be lodged [here](#).

If you are travelling or planning to travel and you require travel advice, please visit the Australian Government Smart Traveller website [here](#).