

# Volcanic eruption of Mount Agung, Bali - update

13 May, 2019

Please note this advice is an update, following the previous update made by QBE travel on [06 February 2019](#).

## Important information about cover on your QBE travel insurance policy

An embargo for policies issued by QBE was put in place in September 2017 when the eruption was first anticipated and remains in place. This means there is no cover for claims arising from any volcanic activity of Mount Agung for QBE policies purchased after 14:00 AEST on Thursday 21 September 2017. Click [here](#) for more information on this embargo.

Following the purchase of the QBE travel business by nib holdings limited in August 2018, all travel insurance policies insured by QBE Insurance (Australia) Limited will be serviced by nib Travel Services (Australia) Pty Limited from 13 May 2019. For any queries about your policy, contact nib on +61 3 8523 2777 or email [travel-service@nib.com.au](mailto:travel-service@nib.com.au).

## Important information about cover on travel policies issued by nib Travel Services (Australia) Pty Limited from 13 May 2019

Likewise, an embargo is also in place for travel insurance policies issued by nib Travel Services (Australia) Pty Limited; this means that there is no cover for claims arising from any volcanic activity of Mount Agung.

## Key points about Mount Agung

- Volcanic activity at Mount Agung is continuing – this is an ongoing eruption
- People near Mount Agung should be 'on alert' despite the activity reducing
- People are advised not to climb or conduct any activity in the Hazard Zone
- It is considered safe to travel in Bali outside of the Hazard Zone

## Tips for travellers

1. If you are in Bali, stay safe. Follow instructions from local authorities.
2. Contact your airline, cruise or tour operator to check if tourist services have been affected.
3. If you need to change your travel arrangements, contact your airline, cruise company or travel agent for assistance in the first instance. Refer to your policy wording for more detail or contact our Customer Service team to discuss your plans before making any changes.

4. While our policies have different limits and levels of cover, the following information will help when making a claim under a QBE policy issued before 14:00 21/9/2017.
  - a. If your flight is **cancelled or delayed**, you can claim cancellation costs or additional costs to defer or reschedule your flight, provided the additional cost is not greater than the cancellation fees or lost deposits which would have been incurred had the trip been cancelled.
  - b. If you need to stay in your location longer than expected, keep receipts for **additional accommodation**. You may be able to claim for these costs, depending on your policy and cover. Try to choose comparable accommodation to where you were staying before your travel plans were disrupted.
  - c. If you incur additional **meal expenses**, try to keep itemised receipts. There may be coverage under your policy for reimbursement of meals.
5. Injured or ill? Contact nib International Assistance as soon as possible. Keep itemised receipts of your overseas medical expenses. Also keep medical and admission/discharge reports from hospitals as these are useful when processing your claim.
6. You can lodge your claim while you are away or when you get home. Making a claim is easy. Just complete a claim form online at [www.nibtravelinsurance.com.au/travel-claims](http://www.nibtravelinsurance.com.au/travel-claims), email [travel-claims@nib.com.au](mailto:travel-claims@nib.com.au), or call +61 3 8523 2777.
7. Visit [www.smartraveller.gov.au](http://www.smartraveller.gov.au) for travel advice updates.
8. Need emergency medical assistance? nib International Assistance is here to help.
  - a. Call +61 3 8523 2800
  - b. Email [travel-assist@nib.com.au](mailto:travel-assist@nib.com.au)

#### Contact us

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