

### Updated information relating to volcanic activity of Mount Agung, Bali

(As at 3pm on Monday 30 Oct 2017, AEDT, this updates our alert posted on 20 September 2017 at 4pm AEST)

The alert status of the Mount Agung volcano was downgraded from a level 4 to a high alert level 3 following a decrease in seismic activity. An exclusion zone remains in place however has been reduced in radius.

A change in the level of volcanic activity shall be considered a new, unforeseeable event with regard to cover under your current travel insurance policy.

For a change in the threat level or activity of Mount Agung to occur after **3pm AEST on 30 October 2017** and which causes direct disruption to travel bookings, cover shall be available under any policy purchased prior to that event.

We are monitoring the situation and will advise when this position changes. Refer to your providers following service interruptions; they can best assist with making alternative arrangements.

#### **Emergency Assistance and Contacts**

If you have an emergency, please contact our emergency assistance team as soon as possible on +61 2 9234 3170 or +61 2 8256 1570 or by email at [assist@we.com.au](mailto:assist@we.com.au). They are available 24 hours a day, 7 days a week. For the latest travel advice, refer to:

Bureau of Meteorology	<a href="http://www.bom.gov.au/info/vaac/advisories.shtml">www.bom.gov.au/info/vaac/advisories.shtml</a>
Qantas Airways	13 13 13; +62 21 25556300
Virgin Australia	13 67 89; +61 7 3295 2296
Jetstar Australia	13 15 38; + 61 3 9645 5999
Garuda Air	+62 21 2351 9999

#### **Any Questions?**

Please contact nib Customer Service on 13 14 63 or via our website at [www.nib.com.au](http://www.nib.com.au).

#### **Claims Information**

In the event of a claim covered by your policy, you must do everything you can to minimise and reduce the cost of the claim and provide all supporting documentation of the event and expenses incurred. If you intend to lodge a claim, please complete a claim form available from nib Customer Service or the nib website at <https://nib.we.com.au/claims>.

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