

Hong Kong Protests

21 August 2019

Important information about cover on travel insurance policies issued by nib Travel Services (Australia) Pty Ltd.

Demonstrations in Hong Kong have been ongoing since June, including flight cancellations occurring from 5 August 2019.

News of disruption to travel services has been widely reported, and subsequent disruption is deemed to be a continuation of this same movement. There is no cover for claims arising from these events for policies purchased after **12:00am (AEST) on 7 August 2019**.

If your travel plans are affected

1. Contact your airline, cruise or tour operator to check if tourist services are affected.
2. 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 Centre to discuss your plans before making any changes.
3. Injured or ill? Contact the emergency assistance team as soon as possible. Their details are listed on your Certificate of Insurance.
4. 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 submit a claim, please complete the claim form and if you need help doing this, contact us.