

Eruption of Kīlauea, Hawaii, United States of America

(Advice for the Policy Document dated 12 October 2017; as at 6pm on Monday 14 May 2018, NZST)

Following elevated seismic activity near Kīlauea, Hawaii, United States of America, surrounding areas have been impacted by eruptions of lava flow from volcanic fissures. There is an increased risk of an explosive eruption, and residents have been evacuated. News of this ongoing event has been widely publicised. If you enter into a policy after an event has occurred, cover may not be available for that event.

For policies purchased up to 7:00pm (NZST) on Friday 4 May 2018, cover is available where you have no option but to change your travel plans because your service provider cancels or restricts services as a result of any volcanic activity. Where your trip has not yet begun, cover is available for the lesser of rearrangement or cancellation costs.

Where travel has begun and you have no option but to change your travel plans, your policy covers the following benefits when they are listed under the plan you have purchased: medical expenses overseas; travel delay; cancellation costs or additional travel and/or accommodation expenses resulting directly from a provider cancelling or restricting your scheduled public transport services.

For policies purchased after 7:00pm (NZST) on Friday 4 May 2018, cover is not available for claims arising from any volcanic activity, including any new ash cloud events, as such events are no longer unforeseen.

This restriction of cover also applies to any travel plans made or changed after 7:00pm (NZST) on Friday 4 May 2018 where you are impacted by the volcanic activity.

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. They are available 24 hours a day, 7 days a week. For the latest travel advice, refer to:

Air New Zealand	0800 737 000
Qantas Airways	+64 9 3578900 (in Auckland); 0800 808 767
Hawaiian Airlines	(09) 977-2227
US Geological Survey	https://volcanoes.usgs.gov/volcanoes/kilauea/status.html

Any Questions?

Please contact nib Customer Service on 0800 888 nib (0800 888 642) or via our website at www.nib.co.nz/travel.

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 nibtravel.co.nz/claims.

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