

## Typhoon Mangkhut

(For the Policy Document effective 21 April; Advice as at 5:00pm on Thursday, 13 September 2018, NZST)

Typhoon Mangkhut (Ompong) is forecast to impact the Philippines and track towards China's southern coast, and is predicted to be the strongest Typhoon this year.

**For policies issued before 4:00pm (NZST) on Thursday 13 September 2018,,** cover is available where you have no option but to change your travel plans because your service provider cancels or restricts services due to circumstances arising from or related to this event. 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 issued after 4:00pm (NZST) on Thursday 13 September 2018,** cover is not available for claims arising from or in connection with this event, as this event is now known and no longer unforeseen.

**This restriction of cover also applies to any travel plans made or changed after 4:00pm (NZST) on Thursday 13 September 2018 where you are impacted by the event.**

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:

Air New Zealand	0800 737 000
Qantas Airways	+64 9 3578900 (in Auckland); 0800 808 767
Cathay Pacific	131 747; +800 2747 3333
Jetstar Australia	13 15 38; + 61 3 9645 5999
Air China	1800 860 999
Ministry of Foreign Affairs and Trade	<a href="https://www.safetravel.govt.nz/">https://www.safetravel.govt.nz/</a>

### **Any Questions?**

Please contact nib Customer Service on 0800 888 nib (0800 888 642) or via our website at <https://nibultimatehealthtravel.co.nz/>.

### **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](http://nibtravel.co.nz/claims).

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