

Updated information relating to volcanic activity of Mount Agung, Bali

(As at 5pm on Monday 30 Oct 2017, NZDT, this updates our alert posted on 20 September 2017 at 6pm NZST)

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 **5pm NZDT 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. 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
Virgin Australia	+61 7 3295 2296
Jetstar Australia	+61 3 9645 5999
Bureau of Meteorology	www.bom.gov.au/info/vaac/advisories.shtml

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.

nib travel insurance is issued by nib nz limited NZCN 606264. We are a registered Financial Service Provider and member of the Insurance and Savings Ombudsman dispute resolution scheme. This is general advice, and you should consider if this product suits your needs. Before you buy, please read the policy document available from www.nib.co.nz. This insurance is underwritten by certain underwriters at Lloyd's and is managed by Cerberus.