

# Chubb Trip Protection and Chubb Cancellation and Luggage

Combined Policy Wording,  
Product Disclosure Statement  
(PDS) and Financial Services  
Guide (FSG)

CHUBB®

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# Chubb Trip Protection and Chubb Cancellation and Luggage

## Combined Policy Wording, Product Disclosure Statement (PDS) and Financial Services Guide (FSG)



### Travel tips to stay healthy

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#### *Before you travel*

- Take out travel insurance before you leave home. You never know when a medical or dental emergency could occur.
- Visit your doctor and dentist for a general check-up before you leave. Ask about any vaccinations relevant to your destination. Ensure your regular vaccinations such as the flu shot and tetanus shot are up to date. Get your doctor to print a list of all your current medications, their generic names, dosages and frequency taken. Print a spare copy and keep it separate from your main luggage.
- Pack a week's supply of your regular medications in your carry-on luggage. This way, if your luggage is lost or delayed you won't have any concern over taking your medication as required.

#### *While you are travelling*

- Drink plenty of water on your flight to stay hydrated. Avoid alcohol and caffeine, as these can dehydrate you faster. Use moisturiser to prevent your hands from drying out.
- Deep Vein Thrombosis (DVT) commonly affects the elderly and those with heart disease or circulatory problems. Sitting still for long periods of time (such as on a plane) can increase these risks.

#### *In case of emergency*

- Find out the emergency services contact numbers for the regions you are travelling in. Record the numbers for police, ambulance, your travel insurance provider and the nearest Australian Embassy.
- Make a photocopy of your passport and travel documents including travel insurance policy, travellers cheques, visas and credit cards. Carry a copy with you, separate from your main luggage and leave a copy with a family member or friend at home.

These travel tips are intended as general information only, they do not take into consideration your personal circumstances. Chubb does not accept any liability arising from any reliance upon these travel tips.

## General Enquiries

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If You have any questions about Your Policy, You can either:

- Email Chubb at [travel.au@chubb.com](mailto:travel.au@chubb.com)
- Call Chubb on 1800 803 548 (Monday to Friday 8:30am-5:00pm)

## Chubb Assistance

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### *Emergency assistance around the world*

In the event of a medical or similar emergency whilst overseas simply phone **+61 2 8907 5666**, reverse the charge and get immediate help in locating medical assistance in Your local area.

For all non-emergency matters, contact Chubb Customer service on **+61 1800 803 548**.

Where Your claim is excluded or falls outside the Policy coverage, the provision of Emergency Assistance by Chubb Assistance will not in itself be an admission of liability.

Considerable effort is made to locate, assess and reassess medical facilities and other services worldwide. However, the medical standards, sanitary conditions, reliability of telephone systems and facilities for urgent medical evacuations differ from country to country and accordingly, it is not always possible to have control over these factors. In the circumstances, responsibility for any loss, medical complication or death resulting from any factor reasonably beyond Our control, cannot be accepted by Chubb Assistance or Us.

# Policy Wording and Product Disclosure Statement (PDS)

**General Advice Warning:** Any general advice that may be contained within this Policy Wording and Product Disclosure Statement (PDS) or accompanying material does not take into account Your individual objectives, financial situation or needs. You need to decide if the limits, type and level of cover are appropriate for You.

Chubb Trip Protection, and Chubb Cancellation and Luggage is issued by Chubb Insurance Australia Limited (**Chubb**) ABN 23 001 642 020, AFSL 239687, of Grosvenor Place, Level 38, 225 George Street, Sydney NSW 2000 and arranged and promoted by Skiddoo ABN 22 141 736 094 of Suite 3, Level 9, 99 York Street, Sydney, NSW 2000 in their capacity as an authorised representative of Chubb (authorised representative no 421997) (**Skiddoo**). Please refer to the Financial Services Guide (FSG) for further information on the authority given to Skiddoo and their remuneration.

## About Chubb Insurance Australia Limited (Chubb)

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Chubb Insurance Australia Limited (ABN 23 001 642 020, Australian Financial Service (AFS) Licence No. 239687) (Chubb) is the insurer of this product. In this PDS, “We”, “Us”, “Our” means Chubb Insurance Australia Limited.

Chubb is an Australian financial services licensee (Licensee) authorised to deal in and provide advice in relation to general insurance products.

Our contact details are:

ABN: 23 001 642 020

AFS Licence Number: 239687

Head Office: Grosvenor Place, Level 38, 225 George Street, Sydney NSW 2000

Postal address: GPO Box 4907, Sydney NSW 2001

O 1800 803 548

F +61 2 9335 3467

E [travel.au@chubb.com](mailto:travel.au@chubb.com)

## Duty of Disclosure

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### Your Duty of Disclosure

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Before You enter into this contract of insurance, You have a duty of disclosure under the Insurance Contracts Act 1984.

The duty applies until We first agree to insure You, and where relevant, until We agree to any subsequent variation, extension, reinstatement or renewal (as applicable).

### Answering Our Questions

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In all cases, if We ask You questions that are relevant to Our decision to insure You and on what terms, You must tell Us anything that You know and that a reasonable person in the circumstances would include in answering the questions.

It is important that You understand You are answering Our questions in this way for Yourself and anyone else that You want to be covered by the contract.

## Variations, Extensions and Reinstatements

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For variations, extensions and reinstatements, You have a broader duty to tell Us anything that You know, or could reasonably be expected to know, may affect Our decision to insure You and on what terms.

## Renewal

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Where We offer renewal, We may, in addition to or instead of asking specific questions, give You a copy of anything You have previously told Us and ask You to tell Us if it has changed. If We do this, You must tell Us about any change or tell Us that there is no change.

If You do not tell Us about a change to something You have previously told Us, You will be taken to have told Us that there is no change.

## What You Do Not Need To Tell Us

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You do not need to tell Us anything that:

1. reduces the risk We insure You for; or
2. is common knowledge; or
3. We know or should know as an insurer; or
4. We waive Your duty to tell Us about.

## If You Do Not Tell Us Something

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If You do not tell Us anything You are required to tell Us, We may cancel Your contract or reduce the amount We will pay You if You make a claim, or both.

If Your failure to tell Us is fraudulent, We may refuse to pay a claim and treat the contract as if it never existed.

## General Insurance Code of Practice

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We are a signatory to the General Insurance Code of Practice (the Code). The objectives of the Code are to further raise standards of service and promote consumer confidence in the general insurance industry. Further information about the Code and your rights under it is available at [www.codeofpractice.com.au](http://www.codeofpractice.com.au) and on request.

## The Meaning of Certain Words

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Throughout this document, certain words begin with capital letters. These words have special meaning and are included in the Definitions, as set out in page 34 of this Policy Wording and PDS. Please refer to the Definitions for their meaning.

Other words begin in capital letters. These are headings from within the Policy Wording and PDS.

Any reference to an Act, legislation or legislative instrument in this document also refers to that Act, legislation or legislative instrument as amended and as may be in force from time to time.

## Important information about this Policy Wording and PDS

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This document is a PDS and is also Our insurance Policy Wording. This document contains important information required under the Corporations Act 2001 (Cth) (the Act) and has been prepared to assist You

in understanding the Chubb Trip Protection Policy, and the Chubb Cancellation and Luggage Policy and making an informed choice about Your insurance requirements. It is up to You to choose the cover You need. It is important that You carefully read and understand this document before making a decision.

The Policy Wording and PDS must be read with Your Certificate of Insurance as together the documents form Your Policy and confirm the cover You have purchased including the terms, conditions and exclusions. The Certificate of Insurance will show Your Plan Type, Trip Type, Geographical Region (covered location(s)), duration of cover and the Insured Person(s).

This Policy Wording and PDS is comprised of two contracts. The first contract provides cover for Loss of Deposits and Cancellation Charges under Benefit section 4. The second contract provides indemnity for the balance of cover (Benefit sections 1, 2, 3, 5-20) under this Policy Wording and PDS. For the purpose of this Policy Wording and PDS, and all accompanying materials, the two contracts will be referred to and considered as one Policy document. All other provisions apart from the coverage sections apply to both contracts.

Other documents may form part of Our Policy and if they do, We will tell You in the relevant document.

## Eligibility Criteria

To be eligible to purchase this Policy, You will need to meet the following criteria:

- The Insured must be at least eighteen (18) years old to apply.
- Cover can be purchased for Insured Person(s) who are under the age of eighteen (18) by the Insured.
- You must not be over sixty-nine (69) years of age.

## Pre-existing medical conditions

Subject to the terms and conditions specified, losses arising from the following listed medical conditions are automatically covered under this Policy, and are not subject to Exclusion 14 in the General Exclusions section.

<b>Asthma</b>	If You have not had an asthma attack requiring treatment by a Doctor in the last twelve (12) months.
<b>Diabetes Non-insulin dependent</b>	If You were diagnosed over twelve (12) months ago and have not had any complications in the last twelve (12) months. You must also have a blood sugar level reading between 4 and 10.
<b>Epilepsy</b>	If there are no underlying medical conditions and You have not required treatment by a Doctor for a seizure in the last twelve (12) months.
<b>Gout</b>	If the gout has remained stable for the past six (6) months.
<b>Hiatus Hernia</b>	If no surgery is planned in the next two (2) years.
<b>Hip Replacement</b>	If performed more than six (6) months ago.
<b>High Blood Pressure</b>	If You have no known heart conditions and Your current BP reading is below 165/95.
<b>High Cholesterol</b>	If You have no known heart conditions.
<b>Peptic Ulcer</b>	If Your condition has remained stable for more than six (6) months.
<b>Prostate Cancer</b>	If You are no longer undergoing treatment and have a P.S.A. (Prostate Specific Antigen) reading of 3.0 or less.

<b>Stroke</b>	If the stroke occurred more than twelve (12) months ago and no further rehabilitation or specialist review is planned.
<b>Underactive</b>	If not as a result of a tumour.

We will not (under any section of this Policy) pay for claims arising directly or indirectly from any Pre-Existing Medical Condition of any other person unless the person is hospitalised or dies in Australia after the Issue Date and, at the Issue Date, You have a reasonably held view that the chance of a claim occurring was highly unlikely. The maximum amount We will pay under the Policy for claims arising from Pre-Existing Medical Conditions of any other person is \$4,000.

## Coverage Options

### Plan Type

<b>Chubb Trip Protection</b>	For travel to International Geographical Regions
<b>Chubb Cancellation and Luggage</b>	For travel to an International Geographical Region or the Domestic Geographical Region.

### Trip Type

<b>Round Trip</b>	Cover for Your round trip Journey, commencing and ending at Your Home.
<b>One Way Trip</b>	Cover for Your One Way Trip, commencing when You leave Your Home and ending at Your Destination.

### Geographical Region

Geographical Region		Covered locations under each geographical region
<b>1. Worldwide</b>	<b>International</b>	All worldwide locations (excluding Cuba for US citizens). You must select this geographical region if more than 20% of Your Journey is in the Americas and/or Africa.
<b>2. Europe</b>		Europe and locations covered by geographical regions 3-5 below.*
<b>3. Asia</b>		Japan, Hong Kong, China, the Middle East, the Indian Sub-continent and locations covered by geographical regions 2,4 and 5.*
<b>4. South East Asia</b>		South East Asia and locations covered by geographical region 5 below.*
<b>5. Pacific</b>		New Zealand, Indonesia (including Bali) and the South West Pacific Islands.*
<b>6. Australia</b>	<b>Domestic</b>	Australia only

\*Geographical regions 2-5 include the Americas and Africa if less than 20% of Your Journey occurs in the Americas and Africa.

## Coverage Type

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<b>Single cover</b>	Cover for one Insured Person and up to one (1) Infant Child, provided the Infant Child is travelling together with the Insured Person (who must be aged 18 years or over) on the Journey or One Way Trip.
<b>You and Your Travelling Companion(s)</b>	Cover for Insured Persons, including Travelling Companion(s) and Infant Children (limited to one Infant Child per Insured Person who is aged 18 years or over), provided You are travelling together on the Journey or One Way Trip

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If You are travelling with Infant Children the maximum benefit amounts We will pay for claims by any one Insured Person (aged 18 years or over) and the Infant Child travelling with them is the benefit shown in the table below.

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In return for cover under the Policy, You are required to pay a premium, as set out in Premium on Page 25 of this Policy Wording and PDS.

For certain types of cover under the Policy, We will require You to provide receipts and other documentary evidence to Us before We pay a claim. You should keep those documents in a safe place. The Policy insures You twenty-four (24) hours a day subject to the Policy terms, conditions and exclusions.

### Summary of Benefits

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The following table summarises the benefits We can provide and can be used as a quick reference tool. A detailed description of the cover is set out in the benefits sections. The cover provided is subject to the terms, conditions and exclusions contained in this Policy document.

Please note that other documents that make up the Policy such as the Certificate of Insurance may amend the standard terms, conditions and exclusions contained in this Policy document.

Maximum benefit limits apply, as set out in this Table. Sub limits also apply. The term "Unlimited" only means there is no specified dollar limit. Policy terms do however apply limits on what We will pay for such benefits.

## Policy

If You are travelling with Infant Children, the maximum benefit amounts We will pay for claims by any one Insured Person (aged 18 years or over) and the Infant Child travelling with them is the benefit shown in the table below.

Chubb Trip Protection Summary of Benefits	Maximum Benefit Limits	
	Round Trip	One Way Trip
<b>Medical Benefits</b>		
1. Overseas Emergency Medical and Dental Expenses	Unlimited	N/A
Dental Expenses (sub limit)	\$2,000	N/A
2. Chubb Assistance - Emergency Medical Evacuation	Included	N/A
3. Cash in Hospital		
a) Daily Amount	\$100	N/A
b) Maximum Amount	\$5,000	N/A
<b>Cancellation Benefits</b>		
4. Loss of Deposits and Cancellation Charges	\$5,000	\$5,000
Travel Agent's Cancellation Fee (sub limit)	Lesser of \$750 or 15% of the refundable amount	
5. Additional Hotel Accommodation and Transport Expenses	\$10,000	N/A
6. Resumption of Journey (sub limit)	\$3,000	N/A
7. Special Events (sub limit)	\$2,000	N/A
<b>Luggage, Travel Documents and Money Benefits</b>		
8. Luggage, Personal Effects and Travel Documents	\$3,000	\$3,000
a) Item Limit (each item)	\$500	\$500
b) Electronic Equipment (sub limit)	\$2,500	\$2,500
9. Money	\$250	N/A
<b>Delay Benefits</b>		
10. Delayed Luggage Allowance		
a) More than 12 hours (sub limit)	\$250	\$250
b) More than 48 hours (sub limit)	\$500	\$500
11. Travel Delay Accommodation		
a) Per 6 hours	\$150	N/A
b) Maximum Amount	\$1,000	N/A

International Summary of Benefits	Maximum Benefit Limits	
	Round Trip	One Way Trip
12. Flight Delay		
a) More than 6 hour	\$100	\$100
b) More than 12 hour	\$200	\$200
13. Missed Connection		
a) Every 6 hours	\$100	\$100
b) Maximum Amount	\$600	\$600
<b>Accidental Death Benefits</b>		
14. Accidental Loss of Life and Permanent Loss	\$20,000	\$20,000
Maximum amount for Infant Child		
a) Accidental Loss of Life	\$1,000	\$1,000
b) Permanent Loss	\$10,000	\$10,000
<b>Additional Benefits</b>		
15. Personal Liability	\$2,000,000	N/A
16. Public Transport Hijacking		
a) Daily Amount	\$500	N/A
b) Maximum Amount	\$5,000	N/A
17. Loss of Income		
a) Maximum Weekly Amount	\$200	N/A
b) Maximum Amount	\$5,200	N/A
18. Additional Expenses following Accidental Injury or Sickness or Disease	\$2,000	N/A
19. Mortal Remains Repatriation	\$10,000	N/A
20. Rental Vehicle Excess	\$3,000	N/A
<b>The excess is the first amount of each claim which You must bear. We do not pay for this amount. The Chubb Trip Protection Policy excess is \$100 per Event.</b>		

Chubb Cancellation and Luggage Summary of Benefits	Maximum Benefit Limits – Round Trip and One Way Trip
<b>Cancellation Benefit</b>	
4. Loss of Deposits and Cancellation Charges	\$3,000 (maximum amount)
Travel Agent’s Cancellation Fee (sub limit)	Lesser of \$750 or 15% of the refundable amount
<b>Luggage, Travel Documents and Money Benefits</b>	
8. Luggage, Personal Effects and Travel Documents	\$2,000 (maximum amount)
a) Item Limit (each item)	\$500
b) Electronic Equipment (sub limit)	\$1,000
<b>Delay Benefits</b>	
10. Delayed Luggage Allowance	
a) More than 12 hours (sub limit)	\$250
b) More than 48 hours (sub limit)	\$500
<b>The excess is the first amount of each claim which You must bear. We do not pay for this amount. The Chubb Cancellation and Luggage Policy excess is \$Nil per Event.</b>	

#### Period of cover

Cover under Section 4 Loss of Deposits and Cancellation Charges is available from the Issue Date of the Policy. All other cover starts from the Start Date.

The maximum period for any Journey is as follows:

- under an International Geographical for Round Trip it is one hundred and eighty (180) consecutive days; or
- under the Australia Geographical Region for a Round Trip Trip Type it is forty-five (45) consecutive days.

#### Free extension of Period of Insurance for travel to an International Geographical Region on a Round Trip Only

Where Your international Journey is necessarily extended due to an unforeseen circumstance outside Your control, Your Period of Insurance will be extended until You are able to return to Australia by the quickest and most direct route. The Period of Insurance will not be extended for any other reason.

## Benefits

This section details the applicable cover that will be provided to You if You have purchased an Chubb Trip Protection, or an Chubb Cancellation and Luggage Plan Type in connection with Your Journey or One Way Trip, as evidenced by Your Certificate of Insurance.

Where We have agreed to enter into a Policy with You, in return for You paying Us or agreeing to pay the required premium, We will provide You with cover for the following benefits where they are covered by the Summary of Benefits Table relevant to Your Journey or Your One Way Trip.

Cover is only provided for each applicable benefit:

- where the relevant covered Event occurs in a covered location under a geographical region as shown on Your Certificate of Insurance (See the geographical region table above for details) and the benefit is covered under the Trip Type you selected as shown on Your Certificate of Insurance;
- if the relevant covered Event occurs during the Period of Insurance whilst You are on a Journey or One Way Trip, other than for Loss of Deposits and Cancellation Charges where cover commences from the Issue Date;
- up to the maximum limits specified in the Summary of Benefits Table;
- subject to the applicable excess as shown on Your Certificate of Insurance;
- subject to the terms, conditions and exclusions of the Policy.

**Please keep this document, Your Certificate of Insurance and any other documents that We tell You form part of Your Policy in a safe place in case You need to refer to them in the future.**

Please check these documents to make sure all the information in them is correct. Please let Us know straight away if any alterations are needed or if You change Your address or payment details.

#### Section 1 - Overseas Medical and Dental Expenses

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**Cover for overseas emergency medical, hospital and dental expenses in the Event of an Accidental Injury or Sickness or Disease.**

**This benefit is only available under an International Chubb Trip Protection Round Trip Policy.**

*We will pay under Section 1:*

If during the Period of Insurance and while on a Journey, You suffer an Accidental Injury, or a Sickness or Disease, We will pay the reasonable and necessary cost of medical treatment, emergency dental treatment to sound and natural teeth, and ambulance transportation which are provided outside Australia by or on the advice of a Doctor or dentist and which occur within twelve (12) months of the date of the Accidental Injury or Sickness or Disease, up to the maximum limit specified in the Summary of Benefits Table.

If You are admitted to a hospital or You anticipate costs covered under Section 1 are likely to exceed \$2,000, You must advise Chubb Assistance as soon as practically possible.

*We will not pay under Section 1:*

1. for medical treatment, dental treatment or ambulance transportation which is provided in Australia.
2. for costs associated with crowns, dentures or orthodontics.
3. for dental treatment caused by or related to the deterioration and/or decay of teeth or associated tissue or involving the use of precious metals.
4. for the continuation of treatment (including medication) commenced prior to Your Journey.
5. for any expenses for a service not approved and arranged by Chubb Assistance or its authorised representative.
6. for any treatment performed or ordered by a person who is not a Doctor.
7. for any expenses incurred in relation to treatment that can be reasonably delayed until You return to Australia.
8. for any further expenses incurred by You if We wish to return You to Australia but You refuse (where in the opinion of the treating Doctor and Chubb Assistance You are fit to travel).

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

**Cover if You suffer a medical emergency overseas requiring a medical evacuation.**

**This benefit is only available under an International Chubb Trip Protection Round Trip Policy.**

*We will pay under Section 2:*

If during the Period of Insurance and while on a Journey You require emergency medical treatment overseas under section 1, We have the option of returning You to Australia if the cost of overseas medical and/or additional expenses are likely to exceed the cost of returning You to Australia, subject always to medical advice. We also have the option of evacuating You to another country. However, if We return You to Australia We shall not be liable to pay or reimburse You any medical or dental expenses (incurred in Australia).

The following conditions apply.

1. In all cases, the cost of evacuation or to repatriate You back to Australia from overseas will only be paid if it was arranged by and deemed necessary by Chubb Assistance, except, if due to reasons beyond Your control, You are unable to notify Chubb Assistance to make the necessary evacuation arrangements. In that case, We shall, if satisfied that the evacuation was due to the necessary medical treatment not being available either at the nearest hospital where You were transported to or in the immediate vicinity thereof, reimburse You for expenses incurred in relation to the evacuation, up to the amount which Chubb Assistance, in its reasonable assessment, would have incurred for services provided under the same circumstances, subject to the terms and conditions of this Policy.
2. Chubb Assistance or its authorised representative shall arrange for the evacuation within a reasonable timeframe and utilise the best suited means based on the medical severity of Your condition, including but not limited to air ambulance, surface ambulance, regular air transportation, railroad or any other appropriate means. All decisions as to the means of transportation and the final Destination will be made by Chubb Assistance, or its authorised representative, and will be based solely upon medical necessity. You may, in appropriate circumstances, be returned to Australia.
3. If You are hospitalised overseas, We will pay for a share room. If a share room is not available, We will, at Our discretion and that of Our medical advisers, pay to upgrade You to a single room.
4. If You do not hold a return airline ticket, an amount equal to the cost of an economy class one way ticket will be deducted from Your claim for repatriation expenses.
5. We will only pay expenses associated with a medical emergency occurring within the territorial waters of Australia provided;
  - a) no payment is incurred as a result of the rendering in Australia of a professional service for which a Medicare benefit is or would be payable in accordance with the Health Insurance Act 1973 (Cth); and
  - b) no payment is incurred which would result in Us contravening the Health Insurance Act 1973 (Cth) or the Private Health Insurance Act 2007 (Cth) or any succeeding legislation to those Acts.

*We will not pay under Section 2:*

- for any expenses for a service not approved and arranged by Chubb Assistance or its authorised representative.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

## Section 3 – Cash In Hospital

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### **Cover if You are confined to a hospital bed while overseas.**

**This benefit is only available under an International Chubb Trip Protection Round Trip Policy.**

*We will pay under Section 3:*

If during the Period of Insurance and while on a Journey, You suffer an Accidental Injury or Sickness or Disease, We will pay You \$100 for each consecutive twenty-four (24) hour period You are confined to a hospital outside Australia, provided that the period of confinement exceeds forty-eight (48) consecutive hours. We will pay up to the maximum amount specified in the Summary of Benefits Table.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

## Section 4 – Loss of Deposits and Cancellation Charges

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### **Cover for specific Events which result in the loss of deposits or cancellation charges.**

**This benefit is available for Chubb Trip Protection and Chubb Cancellation and Luggage Round Trip or One Way Trip Policies.**

*We will pay under Section 4:*

Cover under Section 4 begins from the Issue Date of Your Policy. If, following the Issue Date of Your Policy, Your Journey or One Way Trip is cancelled, curtailed or unable to be completed because of the unforeseeable death, Accidental Injury, Sickness or Disease of You, Your Travelling Companion, Relative or Business Partner or because of any other unforeseen circumstances outside Your control, We will pay You the non-refundable unused portion of all travel costs prepaid in advance including a travel agent's cancellation fee.

The maximum amount We will pay for the travel agent's cancellation fee is limited to the lesser of \$750 or 15% of the refundable amount of the cancelled travel arrangements.

*We will not pay under Section 4:*

#### **For loss caused by or arising from:**

1. Transport Provider delays, cancellation or rescheduling (unless it is as a result of a strike of which there had been no warning prior to the Issue Date);
2. You or any other person deciding not to continue Your Journey, or One Way Trip, or You change Your plans;
3. Your financial circumstances or any contractual or business obligation;
4. the failure of Your travel agent to pass on monies to operators or to deliver promised services;
5. a request by Your Relative or employer, unless You are a member of the Australian Armed Services or Police Force and Your leave is revoked;
6. a lack in the number of persons required to commence any tour, conference, accommodation or travel arrangements or the negligence of a wholesaler or operator;
7. any curtailment costs when You are on a One Way Trip;
8. curtailment due to the death, Accidental Injury, Sickness or Disease of Your Travelling Companion, Relative or Business Partner, unless You are returning to Your Home and Your claim relates to the unused travel costs; or

9. Your death on an international Journey if, in respect of a claim for Your unused return flight Home, where a claimable loss has been paid under Section 19 Mortal Remains Repatriation.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

#### Section 5 – Additional Hotel Accommodation and Transport Expenses

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**Cover for hotel accommodation and transport expenses due to specific events.**

**This benefit is only available under an International Chubb Trip Protection Round Trip Policy.**

*We will pay under Section 5:*

We will pay any reasonable and necessary additional hotel accommodation and transport expenses You incur during the Period of Insurance and while on a Journey that result from:

1. disruption of Your Scheduled Flight because of riot, strike, civil commotion or hijack;
2. loss of passport or travel documents, except involving government confiscation or articles sent through the mail;
3. a quarantine regulation You unknowingly breach;
4. a natural disaster;
5. a collision of a motor vehicle, watercraft, aircraft or train in which You are travelling; or
6. Your Scheduled Flight being delayed for at least twelve (12) hours due to severe weather conditions, We will pay up to \$250, provided written confirmation of the delay has been obtained from the Scheduled Flight provider.

We will also pay or reimburse the additional cost of Your early return to Your Home if Your Home or Business Premises is destroyed by a natural disaster while You are on a Journey.

*We will not pay under Section 5:*

We will not pay any additional hotel accommodation or transport expenses if You have been able to claim under Section 4 Loss of Deposits and Cancellation Charges.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

#### Section 6 – Resumption of Journey

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**Cover so You can resume Your original Journey.**

**This benefit is only available under an International Chubb Trip Protection Round Trip Policy.**

*We will pay under Section 6:*

If during the Period of Insurance and while on a Journey, Your Journey is interrupted by Your return Home due to an Accidental Injury, Sickness or Disease or death of a Relative or Business Partner in Australia, We will pay Your reasonable additional transport expenses actually and necessarily incurred (less any refund received for the unused prepaid travel arrangements) to resume Your original Journey, up to the maximum amount specified in the Summary of Benefits Table.

If You return Home in the circumstances set out above, cover is suspended while You are in Australia and will recommence once You resume Your Journey, subject to the expiry date of Your Policy as shown on Your Certificate of Insurance.

## **Terms and conditions applicable to section 6, Resumption of Journey only:**

*We will pay under Section 6 provided:*

1. Your Period of Insurance was at least twenty-three (23) days in duration; and
2. no greater than 50% of the Period of Insurance had elapsed at the time of the onset of the Accidental Injury, Sickness or Disease or death of a Relative or Business Partner; and
3. the resumption of Your Journey occurs prior to the expiry of Your Policy; and
4. no claim due to the same Event is made under Section 4 Cancellation Charges of this Policy; and
5. the death or Accidental Injury of Your Relative or Business Partner did not occur prior to the commencement of Your Journey; and
6. the onset of the Sickness or Disease of a Relative or Business Partner did not occur prior to the commencement of Your Journey and You or a reasonable person in the circumstances would not have been aware of the onset of the Sickness or Disease prior to the commencement of Your Journey.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

### Section 7 – Special Events

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#### **Cover for delays which prevent You from attending specific Events.**

**This benefit is only available under an International Chubb Trip Protection Round Trip Policy.**

#### **We will pay under Section 7:**

If during the Period of Insurance and while on a Journey, Your Journey is delayed due to an unforeseeable circumstance outside Your control, which would result in You being unable to arrive in time to attend a wedding, funeral, pre-paid conference or pre-paid commercial sporting Event or 25th or 50th wedding anniversary, which cannot be delayed due to Your late arrival, We will pay You for the reasonable additional cost of using alternative public transport to arrive at Your Destination on time, up to the maximum amount specified in the Summary of Benefits Table.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

### Section 8 – Luggage, Personal Effects and Travel Documents

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#### **Cover for theft or loss of, or damage to, Your luggage, personal effects and travel documents.**

**This benefit available for Chubb Trip Protection and Chubb Cancellation and Luggage Round Trip or One Way Trip Policies**

*We will pay under Section 8:*

If during the Period of Insurance and while on a Journey or a One Way Trip, Your luggage and/or personal effects and/or travel documents are lost, stolen or damaged, We will, at Our discretion, pay the value of that luggage and/or personal effects (after allowing for reasonable depreciation) or repair or replace the luggage and/or personal effects.

Limits apply for any one (1) item. A set or pair of items (including attached and unattached accessories) will be treated as one (1) item for the purpose of this limit.

We will not pay more than a proportionate amount of the value of any item which is a pair or set for any part of the item. No allowance is made for any special value which the item may have as a pair or set. For example, if only one (1) earring is lost or lost or stolen from Your person, We will only pay for 50% of the cost to replace the pair of earrings, subject to the maximum benefit limit specified in the Summary of Benefits Table.

A sub limit applies to Electronic Equipment.

For all jewellery and Electronic Equipment placed in the care of a Transport Provider, the maximum amount We will reimburse is \$1,000 in total. Full cover will apply where the Transport Provider has specifically instructed You that such items must be placed in the hold and no prior instruction or advice regarding this requirement was available to You prior to checking in.

### **Automatic Re-instatement of Sum Insured for Section 8**

In the Event that a claimable loss or damage to Your luggage and/or personal effects is incurred, We will allow You one (1) automatic re-instatement of that maximum amount but only in respect of loss or damage to Your luggage and/or personal effects.

**This re-instatement does not apply to a One Way Trip.**

### **Travel Document Replacement**

If during the Period of Insurance and while on a Journey or One Way Trip, Your travel documents and/or credit cards are lost or stolen, We will pay You their replacement cost. We will also pay for Your legal liability arising from their illegal use. You must however comply with all the conditions of the issue of the travel documents and/or credit cards prior to and after their loss or theft.

*We will not pay under Section 8:*

1. for loss or theft which is not reported to the police or responsible Transport Provider within twenty-four (24) hours. All reports must be confirmed in writing by the police or Transport Provider at the time of making the report;
2. for items left unattended in any motor vehicle unless the vehicle is locked, the items are stored out of sight and forced entry is gained;
3. for items left unattended in any motor vehicle overnight (even if stored out of sight);
4. for jewellery and Electronic Equipment left unattended in any motor vehicle at any time (even if stored out of sight);
5. for jewellery and Electronic Equipment whilst carried in or on any transport, unless they accompany You as personal cabin baggage. Cover will apply if the Transport Provider has specifically instructed You that such items must be placed in the hold and no prior instruction or advice regarding this requirement was available to You prior to checking in;
6. for items left unattended in a Public Place;
7. for sporting equipment whilst in use;
8. for any business goods that are intended for sale or trade samples;
9. for items sent under the provisions of any freight contract or any luggage forwarded in advance or which is unaccompanied;
10. for surfboards or waterborne craft of any description;
11. for damage to fragile or brittle articles unless caused by a fire or motor vehicle collision. This exclusion does not apply to spectacles or to lenses in cameras, video cameras or binoculars;
12. for damage caused by atmospheric or climatic conditions, wear and tear, vermin or any process of cleaning, repairing, restoring or alteration;
13. for electrical or mechanical breakdown; or
14. for negotiable instruments or any cash, bank or currency notes, postal or money orders.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

#### Section 9 – Money

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##### **Cover to replace lost or stolen money.**

**This benefit is only available under an International Chubb Trip Protection Round Trip Policy.**

##### *We will pay under Section 9:*

If during the Period of Insurance and while on a Journey, Your cash, bank or currency notes, postal or money orders are accidentally lost or stolen from Your person, We will reimburse You for their value, up to the maximum limit specified in the Summary of Benefits Table.

##### *We will not pay under Section 9:*

- for loss or theft of Australian currency, including cash, bank or currency notes or postal or money orders in Australia;
- for loss or theft which is not reported to the police or responsible Transport Provider within twenty-four (24) hours. In order to make a claim under Section 9 of the Policy, You must provide Us with a written record prepared by the police or Transport Provider at the time the loss or theft is reported;
- for loss or theft of cash, bank or currency notes, postal or money orders whilst not carried on Your person; or
- for loss or theft of cash, bank or currency notes, postal or money orders by or from Your Infant Children.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

#### Section 10 – Delayed Luggage Allowance

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##### **Cover for luggage delayed by a Transport Provider.**

**This benefit available for Chubb Trip Protection and Chubb Cancellation and Luggage Round Trip or One Way Trip Policies**

##### *We will pay under Section 10:*

If during the Period of Insurance and while on a Journey or a One Way Trip, all Your luggage is delayed by the Scheduled Flight provider for more than twelve (12) hours, We will reimburse You for essential emergency items of clothing and toiletries You purchase. This limit is increased (as per the Summary of Benefits Table) if You have still not received luggage after forty-eight (48) hours.

The original receipts for the items and written confirmation of the delay from the Transport Provider must be produced in support of Your claim. If Your luggage is not ultimately returned to You, any amount claimable under this benefit will be deducted from any entitlement under Section 8 Luggage, Personal Effects and Travel Documents.

##### *We will not pay under Section 10:*

- for claims relating to items sent under the provisions of any freight contract or any luggage forwarded in advance of You or which is unaccompanied by You.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

## Section 11 – Travel Delay Accommodation

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**Cover to reimburse Your additional travel accommodation expenses if Your pre-booked transport is temporarily delayed.**

**This benefit is only available under an International Chubb Trip Protection Round Trip Policy.**

*We will pay under Section 11:*

If during the Period of Insurance and while on a Journey, Your Scheduled Flight is temporarily delayed for at least six (6) hours due to an unforeseeable circumstance outside Your control, We will reimburse You for reasonable additional hotel accommodation expenses, up to \$100 for each six (6) consecutive hours that You are delayed, up to the maximum amount specified in the Summary of Benefits Table.

*We will not pay under Section 11:*

You must claim from the Transport Provider first and provide Us with written confirmation from the Transport Provider of the cause and period of the delay and the amount of compensation offered by them. You must also provide Us with receipts for the hotel accommodation expenses incurred.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

## Section 12 – Flight Delay

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**Cover if Your Scheduled Flight is delayed for more than six (6) hours and no alternative transport is available.**

**This benefit is only available under Chubb Trip Protection International Round Trip and One Way Trip Policies.**

*We will pay under Section 12:*

If, during the Period of Insurance and while on a Journey, departure of Your Scheduled Flight is delayed for more than six (6) hours due to an unforeseeable circumstance outside Your control, and no alternative transportation is made available to You within six (6) hours of the scheduled departure time of such flight, We will reimburse You for restaurant meals and refreshments, up to the maximum amount specified in the Summary of Benefits Table. The maximum amount is doubled if Your Scheduled Flight remains delayed for more than twelve (12) hours.

### **Terms and Conditions applicable to Section 12:**

1. You must claim from the Transport Provider first and provide Us with written confirmation from the Transport Provider of the cause and period of the delay and the amount of compensation offered by them. This amount will be deducted from any benefit amount payable by Us. You must also provide Us with receipts for the restaurant meals and refreshments expenses incurred.
2. Should more than one (1) Insured Person under Your Policy claim under this benefit in relation to the same Event, the maximum amount payable by Us in relation to those claims is the maximum benefit limit, as shown in the Summary of Benefits Table, multiplied by the number of Insured Persons covered under the Policy. The maximum benefit limit still applies per Insured Person.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

## Section 13 – Missed Connection

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### **Cover if Your incoming Scheduled Flight arrives late and You miss Your onward travel connection overseas.**

#### **This benefit is only available under Chubb Trip Protection International Round Trip and One Way Trip Policies.**

##### *We will pay under Section 13:*

If during the Period of Insurance and while on a Journey or a One Way Trip, Your onward travel connection overseas is missed at the transfer point due to the late arrival of Your incoming connecting Scheduled Flight, and no alternative onward transportation is made available to You within six (6) hours, We will pay You \$100 for every six (6) consecutive hours of misconnection (the misconnection being calculated from Your actual arrival at the transfer point to Your actual departure from the transfer point). We will pay up to the maximum amount specified in the Summary of Benefits Table. The travel misconnection details must be verified in writing by the operator(s) of the Scheduled Flight or their handling agent(s) as well as the reason for the misconnection, the scheduled and actual time of arrival at the transfer point and the scheduled and actual departure time of the next available onward transportation.

##### *We will not pay under Section 13:*

1. for any voluntary cancellation of a Scheduled Flight made by You;
2. for Your failure to check in according to the itinerary supplied to You prior to the Scheduled Flight.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

## Section 14 – Accidental Loss of Life and Permanent Loss

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### **Cover for Accidental Loss of Life or Permanent Loss as a result of an Accidental Injury.**

#### **This benefit is only available under Chubb Trip Protection International Round Trip and One Way Trip Policies.**

##### *We will pay under Section 14:*

If during the Period of Insurance and while on a Journey or a One Way Trip, You suffer an Accidental Injury:

1. that solely results in Your Accidental Loss of Life, We will pay Your estate the amount shown in the Summary of Benefits Table, provided Your Accidental Loss of Life occurs within twelve (12) months of the date of the Accidental Injury. The maximum amount We will pay in respect of Infant Children is \$1,000 each to the parent or legal guardian of the Infant Child/ren ; or
2. that results in Your Permanent Loss within twelve (12) months of the date of the Accidental Injury, We will pay You the amount shown in the Summary of Benefits Table. The maximum amount We will pay in respect of Infant Child /ren is \$10,000 each to the parent or legal guardian of the Infant Child.

##### **Terms and conditions applicable to Section 14:**

1. You must obtain and follow advice and treatment given by a Doctor as soon as possible after suffering an Accidental Injury.
2. The Accidental Loss of Life benefit payable as a result of a Disappearance will only be paid if the legal representatives of Your estate give Us a signed undertaking that these amounts will be repaid to Us, if it is later found that You did not die or did not die as a result of an Accidental Injury.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

## Section 15 – Personal Liability

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### **Cover if You become legally liable to pay compensation due to negligence.**

#### **This benefit is only available under an International Chubb Trip Protection Round Trip Policy.**

##### *We will pay under Section 15:*

If during the Period of Insurance and while on a Journey, You commit an act of negligence which results in You becoming legally liable to pay compensation for either physical damage caused to someone else's property or the bodily injury or death of someone else, We will pay that compensation up to the maximum limit specified in the Summary of Benefits Table.

##### *We will not pay under Section 15:*

1. for loss of or damage to property belonging to or held in trust by or in custody or control of You;
2. for injury, loss or damage caused by or arising from any mechanically propelled vehicle, aircraft or watercraft when You are the owner or driver or pilot thereof or have it in Your care, custody or control or where the pilot is Your employee or agent;
3. for injury, loss or damage to property caused by or arising from:
  - a) the nature of products sold by You;
  - b) advice furnished by You; or
  - c) the conduct of Your business, trade or profession.
4. for liability assumed under contract unless such liability would have arisen in the absence of such contract;
5. for aggravated, exemplary or punitive damages or the payment of any fine or penalty;
6. for liability arising out of any wilful or malicious act; or
7. for liability arising out of the transmission of a sexually transmittable disease.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

## Section 16 – Public Transport Hijacking

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### **Cover if You are forcibly detained on public transport by hijackers or You are kidnapped.**

#### **This benefit is only available under an International Chubb Trip Protection Round Trip Policy.**

##### *We will pay under Section 16:*

If during the Period of Insurance and while on a Journey, You are detained on public transport due to it being hijacked by persons using violence or threat of violence, We will pay You the daily amount for Public Transport Hijacking for each consecutive twenty-four (24) hours You are forcibly detained by the hijackers. We will pay up to the maximum amount specified in the Summary of Benefits Table.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

**Cover if You are unable to work following an Accidental Injury overseas.**

**This benefit is only available under an International Chubb Trip Protection Round Trip Policy.**

*We will pay under Section 17:*

If during the Period of Insurance and while on a Journey, You suffer an Accidental Injury resulting in You being unable to attend Your usual work in Australia and provided this is certified by a Doctor, We will pay You Your weekly wage (net of income tax) up to the Maximum Weekly Amount of \$200, for the period that You are unable to attend Your usual work, for up to six (6) months. Cover is not available for the first thirty (30) days after You originally planned to resume Your work in Australia. This benefit is only payable if Your disability occurs within thirty (30) days from the date of the accident.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

**Cover for You if You suffer an Accidental Injury or Sickness or Disease that prevents You from continuing Your Journey.**

**This benefit is only available under an International Chubb Trip Protection Round Trip Policy.**

*We will pay under Section 18:*

If during the Period of Insurance and while on a Journey, You suffer an Accidental Injury, or Sickness or Disease that prevents You from continuing Your Journey, We will pay the:

1. reasonable additional hotel accommodation and transport expenses incurred by a Travelling Companion who remains with or escorts You, until the completion of the Period of Insurance, or You are able to resume Your Journey or You are able to travel Home, whichever occurs first up to the maximum limit specified in the Summary of Benefits Table. This benefit is only payable on the written advice of a Doctor that You cannot continue Your Journey solely by reason of the Accidental Injury or Sickness or Disease, and acceptance by Chubb Assistance of Your inability to continue Your Journey;
2. reasonable additional hotel accommodation and transport expenses incurred by Your next of kin who travels to and remains with You, following Your being hospitalised as an in-patient, until the completion of the Period of Insurance, or You are able to continue Your Journey or You are able to travel Home, whichever occurs first, up to the maximum limit specified in the Summary of Benefits Table. This benefit is only payable on the written advice of a Doctor that You cannot continue Your Journey solely by reason of the Accidental Injury or Sickness or Disease and acceptance by Chubb Assistance of Your inability to continue Your Journey;
3. reasonable additional hotel accommodation and transport expenses up to the maximum limit specified in the Summary of Benefits Table which are incurred by You and at the same class/level as originally booked, if You are unable to complete the Journey on the written advice of a Doctor solely by reason of the Accidental Injury or Sickness or Disease and acceptance by Chubb Assistance of Your inability to continue Your Journey. An upgrade of class/level can be offered if it is deemed necessary by the Doctor and Chubb Assistance approved the upgrade; and
4. reasonable expenses incurred in returning a hired motor vehicle to the nearest depot provided that, on the written advice of a Doctor, You are unfit to drive it solely by reason of the Accidental Injury or Sickness or Disease, and acceptance by Chubb Assistance of Your inability to drive, up to the maximum limit specified in the Summary of Benefits Table.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

## Section 19 – Mortal Remains Repatriation

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### **Cover for funeral costs or to return Your remains Home if You die.**

**This benefit is only available under an International Chubb Trip Protection Round Trip Policy.**

*We will pay under Section 19:*

If You die during the Period of Insurance and while on a Journey, We will pay or reimburse reasonable funeral or cremation expenses incurred overseas, or the cost of returning Your remains to Your Home up to the maximum limit specified in the Summary of Benefits Table.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

## Section 20 – Rental Vehicle Excess

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### **Cover if You become liable to pay a Rental Vehicle excess while on Your Journey.**

**This benefit is only available under an International Chubb Trip Protection Round Trip Policy.**

*We will pay under Section 20:*

If during the Period of Insurance and while on a Journey, You become liable to pay a Rental Vehicle insurance excess as a result of a collision involving, or theft of, a Rental Vehicle whilst in Your control, We will pay You for one (1) such excess, up to the maximum limit specified in the Summary of Benefits Table.

*We will not pay under Section 20:*

1. for any damages unless as part of the Rental Vehicle arrangement, You have accepted the compulsory motor insurance provided by the Rental Vehicle organisation, against loss or damage to the Rental Vehicle during the rental period; or
2. for any collision or theft arising from the operation of a Rental Vehicle in violation of the terms of the rental agreement.

**See also General Exclusions on pages 26 - 27 and General Conditions on page 28.**

## Premium

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We take a number of factors into account when calculating Your premium which could include Your risk profile, the duration of the Journey or One Way Trip and other information You provide to Us when applying for this insurance.

Factors that increase the risk to Us generally increase the premium (e.g. where You apply to be covered for the maximum period available) and those that lower the risk reduce premium payable (e.g. where You are undertaking a short Journey or a One Way Trip).

Your premium includes any amounts payable that take into account Our obligation (actual or estimated) to pay any relevant compulsory government charges, taxes or levies (including stamp duty and GST) in relation to the Policy.

We will tell You, when You apply, what premium is payable, when it needs to be paid and how it can be paid.

## General Exclusions

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### **We will not (under any Section) pay for claims arising directly or indirectly from:**

1. costs or expenses incurred outside the Period of Insurance;
2. air travel other than as a passenger on a Scheduled Flight;
3. war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power;
4. an act of Terrorism;
5. any loss or expense with respect to Cuba for US Citizens or a specially designated person, entity, group or company on the Specially Designated List or which if reimbursed or paid by Us would result in Us being in breach of trade or economic sanctions or other such similar laws or regulations;
6. any nuclear reaction or contamination, ionizing rays or radioactivity;
7. any loss or expenses which, if reimbursed or paid by Us, would result in Us being in breach of trade or economic sanctions or other such similar laws or regulations;
8. loss or damage caused by detention, confiscation or destruction by customs or other officials or authorities;
9. any unlawful act committed by You or if You have not been honest and frank with all answers, statements and submissions made in connection with Your insurance application or claim;
10. any government prohibition, regulation or intervention;
11. additional expenses, benefits or Loss of Deposits and Cancellation Charges in respect of any costs or expenses incurred prior to You being certified by a Doctor as unfit to travel;
12. travel booked or undertaken against the advice of any Doctor or after a Terminal Illness had been diagnosed;
13. loss or theft or damage to property, or death, illness or bodily injury if You fail to take reasonable care;
14. any Pre-Existing Medical Condition You or Your Travelling Companion have;
15. pregnancy or childbirth involving You or any other person:
  - a) if You are aware of the pregnancy prior to the Issue Date of the Policy and:
    - i. where complications of this pregnancy have occurred prior to this date; or
    - ii. where the conception was medically assisted;
  - b) after the twenty-fourth (24th) week of pregnancy; or
  - c) where the problem arising is not an unexpected serious medical complication;
16. suicide, attempted suicide, self-inflicted injury or condition, stress, travel exhaustion, the transmission of any sexually transmittable disease or virus, alcohol abuse, or drugs unless prescribed by a Doctor and taken in accordance with the Doctor's advice;
17. nervous, anxiety or stress disorders resulting in a disinclination to travel or complete Your Journey or One Way Trip;
18. participation by You or Your Travelling Companion in hunting, racing (other than on Foot ), polo playing, hang gliding, sports activities in a professional capacity, mountaineering or rock climbing

using ropes or guides, bungee jumping or scuba diving unless You hold an Open Water Diving Certificate or are diving with a qualified diving instructor;

19. You travelling in international waters in a private sailing vessel or a privately registered vessel;
20. participation by You or Your Travelling Companion in motor cycling for any purpose except involving the use of a hired motorcycle with an engine capacity of 200cc or less, provided that the driver holds a current Australian Motor Cycle License;
21. participation by You or Your Travelling Companion in abseiling, ballooning, parachuting, paragliding or gliding;
22. consequential loss of any kind including loss of enjoyment or any financial loss not specifically covered in the Policy;
23. any Goods and Services Tax (GST) liability or any fine, charge or penalty You are liable for because of a failure to fully disclose to Us Your input tax credit entitlement for the premium;
24. failure of any travel agent, tour operator, accommodation provider, airline or other carrier, car rental agency or any other travel or tourism services provider to provide services or accommodation due to their Insolvency or the Insolvency of any person, company or organisation they deal with;
25. any benefit that if paid, would result in Us contravening the Health Insurance Act, 1973 (Cth) or the Private Health Insurance Act, 2007 (Cth) or any succeeding legislation to those Acts;
26. expenses where the payment of which would constitute “health insurance business” as defined under the Private Health Insurance Act 2007 (Cth);
27. any benefit that would breach s126 of the Health Insurance Act 1973 (Cth) including the payment of medical expenses in Australia respect of the rendering of a professional service for which a Medicare benefit is payable.

## Cooling Off Period

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You have fourteen (14) days from the date We confirmed, electronically or in writing, that You are covered under Your Policy to decide if this insurance meets Your needs. You may cancel Your Policy simply by advising Us in writing within those fourteen (14) days to cancel it. If You do this We will refund any premiums You have paid during this period.

These cooling off rights do not apply if You have commenced the Journey or One Way Trip or You have made or You are entitled to make a claim during this period.

## Cancellation of Your Policy

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We may cancel Your Policy by giving You written notice to the address on file and in accordance with the Insurance Contracts Act 1984 (Cth), including where You have:

- a) breached the Duty of Disclosure;
- b) breached a provision of Your Policy; or
- c) made a fraudulent claim under any Policy of insurance.

If We cancel, We will refund the premium for Your Policy less an amount to cover the period for which You were Insured.

You may cancel Your Policy during the cooling off period by giving Us written notice.

## General Conditions

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### Significant Tax Implications

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Generally, Your premiums are not tax deductible and claims payments are not assessable income for tax purposes unless You purchase Your Policy for business purposes. This tax information is a general statement only. See Your tax adviser for information about Your personal circumstances.

### Goods and Services Tax

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1. Where You are a registered entity You may be entitled to an input tax credit for Your premium and/or for things covered by this Policy. You must disclose these entitlements to Us if You make a claim under Your Policy.
2. If We agree to pay a claim under Your Policy, We will base any claim payment on the Goods and Services Tax (G.S.T.) inclusive costs (up to the relevant Policy limit). However, We will reduce any claim payment by an input tax credit You are, or would be, entitled to for the repair or replacement of insured property or for other things covered by this Policy.

### Australian Law

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In order to be covered by this Policy, You must purchase Your Policy in Australia and Your Journey or One Way Trip must commence in Australia. Your Policy is governed by the laws of the State or Territory of Australia in which Your Journey or One Way Trip commences. Any dispute or action in connection with Your Policy shall be conducted and determined in the courts of the State or Territory of Australia in which Your Journey or One Way Trip commences.

### Australian Currency

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All payments by You to Us and Us to You or someone else under Your Policy must be in Australian currency.

## How do I make a Claim under my Policy?

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**Overseas emergency** – Call Chubb Assistance on +61 2 8907 5666.

If You are admitted to hospital or You anticipate medical or additional accommodation or travel expenses, which may be covered under this Policy are likely to exceed \$2,000, You should advise Chubb Assistance as soon as practically possible.

Non-emergency – Making a claim is quick and easy; in 5 steps You can submit Your claim online by visiting the Chubb Claims Centre [www.chubbclaims.com.au](http://www.chubbclaims.com.au)

*What will I need to submit a claim online?*

You (or Your legal representative) will need to provide:

1. Your Policy number as shown on Your Certificate of Insurance, which enables Us to verify Your Policy details. If You cannot locate Your Policy number, please call 1800 803 548.
2. Your email address.
3. Your contact information, which allows Us to give You real-time updates on Your claim status or contact You for additional information.
4. Supporting documents. The documents required vary based on claim type, but may include any relevant:
  - receipts or other proof of expenses;
  - proof of earnings that are being claimed;

- reports that have been obtained from the police, accommodation provider or Transport Provider (including an airline) about the loss, theft or damage
- photographs or quotes. Please attach these to Your online submission to expedite assessment.
- additional evidence that We may request to enable Us to assess Your claim.
- Intended payee information, which allows Us to quickly make approved payments.

*What should I do before I submit a claim?*

1. Take all reasonable steps to mitigate any further losses or unnecessary expenses, including notifying Chubb Assistance as soon as practically possible, if You are admitted to hospital or You anticipate medical or additional accommodation or travel expenses which may be covered under this Policy are likely to exceed \$2,000;
2. Within twenty-four (24) hours of any loss, theft or damage to luggage or personal effects You must report the Event to the police as well as any other appropriate authority in the circumstances, such as an accommodation provider, Transport Provider (including airline as in some instances the airline may be responsible for the loss, theft and/or damage) and written acknowledgment obtained;
3. In respect of overseas medical claims, You should submit claims to Your private health insurance provider prior to lodgement of a claim with Us.

*When should I notify Chubb of my claim?*

You should advise Us as soon as possible of an occurrence or an Event which could lead to a claim, or within thirty (30) days of the Event taking place which gives rise to a claim, or as soon as reasonably practical.

*Will I need to undertake a medical examination?*

If required and to enable Us to confirm if some of the benefits sections within the Policy respond or continue to respond to an Event, We may need to arrange for You to undertake a medical examination at Our expense when and as often as We may reasonably require. We may also arrange an autopsy if We reasonably require one.

*Is depreciation applied to any claimable amount?*

Unless Your Policy states otherwise, We will deduct an amount for depreciation when calculating the amount payable for loss, theft or damage to Your luggage or personal effects. The depreciation rate is determined by Us by taking into consideration factors such as the age of the item and reasonable wear and tear, the value on the second hand market and advances in technology which reflect in the price of the item if You were to purchase it now.

*Can I claim under this Policy if I can claim for the same expense under another insurance policy e.g. my private health insurance?*

If You wish to submit Your claim under this Policy, please advise Us if You have already made a claim under any other insurance policies, or tell Us if You have any insurance policies in place which might respond to Your loss. As a general rule, the amount You can recover for Your expenses under this Policy or any other policies cannot exceed Your expenses.

*Can I claim expenses that I have incurred in obtaining evidence to submit with my claim?*

No, expenses (other than medical examination expenses) incurred by You in obtaining evidence for Us to assess Your claim cannot be claimed as an expense under this Policy. These expenses are payable by You.

*Can I admit liability if an Event occurs which may give rise to a claim?*

No, You (or Your legal representative) should not make any offer, promise of payment or admit any liability without written consent from Us. You should request the claim against You be put in writing.

*Do I need to help Chubb make recoveries for any amounts paid under the Policy?*

Yes, You may need to help Us to make recoveries of any amounts that We pay You under Your Policy. We have the right to sue under any other party in Your name to recover money payable or paid under the Policy,

or to choose to defend any action brought against You. You must provide reasonable assistance to Us in this regard.

*How long will it take for my claim to be assessed?*

Once all evidence to support Your claim has been submitted, if We approve Your claim, We will settle Your claim within five (5) business days.

*If my claim is approved, how long will it take for me to receive payment?*

Once We have approved Your claim, if there is an associated payment due to You, We will issue the payment within five (5) business days.

*If I die, will my estate be able to claim under the Policy?*

Yes, if Your Policy provides cover in the event of Your death, Your estate will be able to make a claim under the policy.

*I don't have internet access / an email address to submit my claim online; can I still submit a claim?*

Yes, however this may increase the time taken to assess Your claim. You can call Us on 1800 803 548 to request a claim form to be mailed out to you which can then be mailed back to Us.

## Updating Our PDS

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We may update the information contained in Our PDS when necessary. A paper copy of any updated information is available to You at no cost by calling on 1800 803 548.

We will issue You with a new PDS or a supplementary PDS where the update is to rectify a misleading or deceptive statement or when an omission is materially adverse from the point of view of a reasonable person deciding whether to buy this product.

## Privacy Statement

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In this Statement “We”, “Our” and “Us” means Chubb Insurance Australia Limited (**Chubb**).

“You” and “Your” refers to Our customers and prospective customers as well as those who use Our Website.

This Statement is a summary of Our Privacy Policy and provides an overview of how We collect, disclose and handle Your Personal Information. Our Privacy Policy may change from time to time and where this occurs, the updated Privacy Policy will be posted to Our [website](#).

### Why We collect Your Personal Information

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The primary purpose for Our collection and use of Your Personal Information is to enable Us to provide insurance services to You. Sometimes, We may use Your Personal Information for Our marketing campaigns, in relation to new products, services or information that may be of interest to You. If You wish to opt out of Our marketing campaigns You can contact Our customer relations team on 1800 815 675 or email [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com).

### How We obtain Your Personal Information

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We collect Your Personal Information (which may include sensitive information) at various points including but not limited to when You are applying for, changing or renewing an insurance policy with Us or when We are processing a claim. Personal Information is usually obtained directly from You but sometimes via a third party such an insurance intermediary or Your employer (e.g. in the case of a group insurance policy). Please refer to Our Privacy Policy for further details.

When information is provided to Us via a third party We use that information on the basis that You have consented or would reasonably expect Us to collect Your Personal Information in this way. We take reasonable steps to ensure that You have been made aware of how We handle Your Personal Information.

#### When do We disclose Your Personal Information?

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We may disclose the information We collect to third parties, including service providers engaged by Us to carry out certain business activities on Our behalf (such as claims assessors and call centres in Australia). In some circumstances, in order to provide Our services to You, We may need to transfer Your Personal Information to other entities within the Chubb group of companies such as the regional head offices of Chubb located in Singapore, UK or USA (Chubb Group of Companies), or third parties with whom We (or the Chubb Group of Companies) have sub-contracted to provide a specific service for Us, which may be located outside of Australia (such as in the Philippines or USA). These entities and their locations may change from time to time. Please contact us, if you would like a full list of the countries in which these third parties are located.

Where access to Our products has been facilitated through a third party (for example: insurance broker, online marketing agency etc) We may also share Your information with that third party.

In the circumstances where We disclose Personal Information to the Chubb Group of Companies, third parties or third parties outside Australia We take steps to protect Personal Information against unauthorised disclosure, misuse or loss.

#### Your Consent

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In dealing with Us, You agree to Us using and disclosing Your Personal Information as set out in this Privacy Statement and Our Privacy Policy. This consent remains valid unless You tell Us otherwise. If You wish to withdraw Your consent, including for things such as receiving information on products and offers by Us or persons We have an association with, please contact Our Privacy Officer.

#### Access to and correction of Your Personal Information

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If you'd like a copy of your Personal Information or wish to correct or update it, want to withdraw Your consent to receiving offers of products or services from Us or persons We have an association with, or You would like a copy of Our Privacy Policy, please contact Our customer relations team on 1800 815 675 or email [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com).

To request access to, update or correct your personal information held by Chubb, please complete Our Personal Information Request Form online or download it from [www2.chubb.com/au-en/footer/privacy.aspx](http://www2.chubb.com/au-en/footer/privacy.aspx) and return to:

Where your request concerns **Chubb Insurance Australia Limited** please return the form to:

Email: [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com)

Fax: + 61 2 9335 3467

Address: GPO Box 4907 Sydney NSW 2001

#### How to Make a Complaint

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If You have a complaint or would like more information about how We manage Your Personal Information, please review Our Privacy Policy for more details, or contact:

Privacy Officer

Chubb Insurance Australia Limited

GPO Box 4907 Sydney NSW 2001

+61 2 9335 3200

[Privacy.AU@chubb.com](mailto:Privacy.AU@chubb.com)

## Financial Claims Scheme

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We are an insurance company authorised under the Insurance Act 1973 (Cth) (Insurance Act) to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (APRA) and are subject to the prudential requirements of the Insurance Act.

The Insurance Act is designed to ensure that, under all reasonable circumstances, financial promises made by Us are met within a stable, efficient and competitive financial system.

Because of this We are exempted from the requirement to meet the compensation arrangements Australian financial services licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of the Corporations Act 2001 (Cth). We have compensation arrangements in place that are in accordance with the Insurance Act.

In the unlikely event that We were to become insolvent and were unable to meet Our obligations under the Policy, a person entitled to claim may be entitled to payment under the Financial Claims Scheme. Access to the Scheme is subject to eligibility criteria. Please refer to <https://www.fcs.gov.au> for more information.

## Complaints and Dispute Resolution

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We take the concerns of our customers very seriously and have detailed complaint handling and internal dispute resolution procedures that you can access. Please note that if we have resolved your initial complaint to your satisfaction by the end of the 5th business day after we have received it, and you have not requested that we provide you a response in writing, the following complaint handling and internal dispute resolution process does not apply. This exemption to the complaints process does not apply to complaints regarding a declined claim, the value of a claim, or about financial hardship.

### Stage 1 – Complaint Handling Procedure

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If you are dissatisfied with any aspect of your relationship with Chubb including our products or services and wish to make a complaint, please contact us at:

The Complaints Officer  
Chubb Insurance Australia Limited  
GPO Box 4065  
Sydney NSW 2001  
O 1800 815 675  
E [Complaints.AU@chubb.com](mailto:Complaints.AU@chubb.com)

The members of our complaint handling team are trained to handle complaints fairly and efficiently.

Please provide us with your claim or policy number (if applicable) and as much information as you can about the reason for your complaint.

We will investigate your complaint and keep you informed of the progress of our investigation. We will respond to your complaint in writing within fifteen (15) business days provided we have all necessary information and have completed any investigation required. In cases where further information or investigation is required, we will work with you to agree reasonable alternative time frames and, if We cannot agree, you may request that your complaint is taken to Stage 2 and referred to Our internal dispute resolution team. We will otherwise keep you informed about the progress of our response at least every ten (10) business days, unless you agree otherwise.

Please note if your complaint relates to Wholesale Insurance (as defined in the General Insurance Code of Practice), we may elect to refer it straight to Stage 2 for review by our Internal Dispute Resolution team.

## Stage 2 – Internal Dispute Resolution Procedure

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If you advise us that you wish to take your complaint to Stage 2, your complaint will be reviewed by members of our internal dispute resolution team, who are independent to our complaint handling team and are committed to reviewing disputes objectively, fairly and efficiently.

You may contact our internal dispute resolution team by phone, fax or post (as below), or email at:

Internal Dispute Resolution Service  
Chubb Insurance Australia Limited  
GPO Box 4065  
Sydney NSW 2001  
O +61 2 9335 3200  
F +61 2 9335 3411  
E [DisputeResolution.AU@chubb.com](mailto:DisputeResolution.AU@chubb.com)

Please provide us with your claim or policy number (if applicable) and as much information as you can about the reason for your dispute.

We will keep you informed of the progress of our review of your dispute at least every ten (10) business days and will respond to your dispute in writing within fifteen (15) business days, provided we have all necessary information and have completed any investigation required. In cases where further information or investigation is required, we will work with you to agree reasonable alternative time frames. If we cannot agree, you may refer your dispute to the Australian Financial Complaints Authority (AFCA) as detailed under Stage 3 below, subject to its Rules. If your complaint or dispute falls outside the AFCA Rules, you can seek independent legal advice or access any other external dispute resolution options that may be available to you.

## Stage 3 – External Dispute Resolution

---

If you are dissatisfied with our internal dispute determination, or we are unable to resolve your complaint or dispute to your satisfaction within forty-five (45) days, you may refer your complaint or dispute to AFCA, subject to its Rules.

AFCA is an independent external dispute resolution scheme approved by the Australian Securities and Investments Commission. We are a member of this scheme and we agree to be bound by its determinations about a dispute. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

You may contact AFCA at any time at:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
O 1800 931 678 (free call)  
F +61 3 9613 6399  
E [info@afca.org.au](mailto:info@afca.org.au)  
W [www.afca.org.au](http://www.afca.org.au)

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires

## Definitions

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Please use this Definitions section to find the meaning of these words throughout this booklet.

**Accidental Injury** means a bodily injury which:

- a) is caused solely and directly by violent, accidental, visible and external means; and
- b) occurs at a definite time and place as a result of an accident occurring during Your Period of Insurance; and
- c) results within twelve (12) months of the accident; and
- d) includes a bodily injury caused by You being directly and unavoidably exposed to the elements as a result of the accident causing the bodily injury.

**Accidental Loss of Life** means death occurring as a result of an Accidental Injury and includes Disappearance.

**Business Partner** means a person with whom You own a registered business.

**Certificate of Insurance** means the document We send You which confirms cover provided to You by Us.

**Destination** means the destination of the Scheduled Flight.

**Disappearance** means if Your body has not been found within twelve (12) months from the date of the Disappearance, sinking or wrecking of a conveyance in which You were travelling on that date, We will presume, subject to there being no evidence to the contrary, You have died as a result of an Accidental Injury.

**Doctor** means a legally registered medical practitioner who is not You or Your Relative.

**Electronic Equipment** means video and camera equipment, laptops, tablets, palm pilots, mobile phones, portable music playing devices, and other items deemed by Us to be electronic equipment.

**Event(s)** means an occurrence that could give rise to a claim for a benefit under Your Policy. Any one occurrence or series of occurrences attributable to one source or originating cause is deemed to be one Event.

**Foot** means the entire Foot below the ankle.

**Hand** means the entire Hand below the wrist.

**Home** means Your usual place of residence in Australia.

**Infant Child/ren** means Your or Your Relative's Child or Children (including step or legally adopted Children) who are aged between nine (9) days and twenty-four (24) months when Your Journey or One Way Trip commences.

**Insolvency** means bankruptcy, provisional liquidation, liquidation, Insolvency, appointment of a receiver or administrator, entry into a scheme of arrangement, statutory protection stopping the payment of debts or the happening of anything of a similar nature under the laws of any jurisdiction.

**Insured** means the Person named as the Insured on the Certificate of Insurance and who pays the premiums to Us in respect of Insured Persons.

**Insured Person** means any Person who is named as an Insured Person on Your Certificate of Insurance and with respect to whom premium has been paid or agreed to be paid.

**Issue Date** means the date We agree to provide insurance under the Policy as shown on Your Certificate of Insurance.

**Journey** means the period commencing at the time You leave Your Home to start Your Journey to which this Policy applies and ceasing at the time You return to Your Home, provided the Journey commences and terminates while this Policy is in force. The maximum period for a Journey under an International Geographical Region is one hundred and eighty (180) consecutive days. The maximum period for a Journey to the Australia Geographical Region is forty-five (45) consecutive days.

**Limb** means the entire limb between the shoulder and the wrist and includes the whole Hand, or between the hip and the ankle and includes the whole Foot.

**One Way Trip** means the period starting from the time You leave Your Home on Your Scheduled Flight to which this Policy applies and ceasing at the time You arrive at Your Destination.

**Period of Insurance** means:

- a) for a Journey,
  - i. in respect of claims arising from Loss of Deposits and Cancellation Charges under Section 4, the period starting from the Issue Date and ending at the time You complete Your Journey;
  - ii. in respect of all other cover, the period starting from the Start Date or the start of Your Period of Insurance as shown on Your Certificate of Insurance, whichever is the later, and ending at the time You complete Your Journey or the end of Your Period of Insurance as shown on Your Certificate of Insurance, whichever is the earlier; or
- b) for a One Way Trip,
  - i. in respect of claims arising from Loss of Deposits and Cancellation Charges under Section 4, the period starting from the Issue Date and ending at the time You complete Your One Way Trip;
  - ii. in respect of all other cover, the period starting from the Start Date or the start of Your Period of Insurance as shown on Your Certificate of Insurance One Way Trip whichever is the later, and ending at the time You depart the airport at Your Destination.

You must begin Your Journey or One Way Trip within three hundred and sixty-five (365) days of the Issue Date.

**Permanent Loss** means:

- a) physical severance or total loss of the use of a Limb having lasted twelve (12) consecutive months from the date of the Accidental Injury and at the expiry of that period is beyond hope of improvement; or
- b) irrecoverable loss of all sight in an eye;

which in each case is caused by an Accidental Injury.

**Policy** means Your Policy Wording and Product Disclosure Statement (PDS) and Certificate of Insurance and any other document that We tell You forms part of Your Policy describing the insurance contract between You and Us.

**Pre-Existing Medical Condition(s)** means:

- a) any physical defect, condition, illness or disease for which treatment, medication or advice (including investigation) has been received or prescribed by a Doctor or dentist prior to the Issue Date of the Policy; or
- b) a condition, the manifestation or symptoms of which a reasonable person in the circumstances would be expected to be aware at the Issue Date.

**Policy Wording and Product Disclosure Statement (PDS)** means this document.

**Public Place** means shops, airports, streets, hotel foyers and grounds, restaurants, beaches, private car parks and any place the public has access to.

**Relative** means Your Spouse/Partner, parent, parent-in-law, step-parent, child, brother, sister, brother-in-law, sister-in-law, daughter-in-law, son-in-law, half-brother, half-sister, fiancé(e), niece, nephew, uncle, aunt, step-child, great-grandparent, grandparent or grandchild provided such person is at the relevant time not more than eighty (80) years of age.

**Rental Vehicle** means a rented sedan, campervan, hatchback or station-wagon rented from a licensed motor vehicle rental company.

**Scheduled Airline** means an airline listed in the official airline guide or equivalent and the air carrier holds a certificate, licence or similar authorisation for scheduled air transportation issued by the relevant authorities in the country in which the aircraft is registered and, in accordance with such authorisation, maintains and publishes schedules and tariffs for passenger service between named airports at regular and specific times. Scheduled Airline does not include private charter.

**Scheduled Flight** means a flight on a Scheduled Airline.

**Sickness or Disease** means a sickness or disease which requires immediate treatment by a Doctor and which is not an Accidental Injury.

**Specially Designated List** means names of a person, entities, groups or corporate specified on a list who are subject to trade or economic sanctions or other such similar laws or regulations of the United States of America, Australia, United Nations, European Union or United Kingdom.

**Start Date** means the date and time You commence Your Journey, or One Way Trip.

**Terminal Illness** means any medical condition, which is likely to result in death.

**Terrorism** means activities against persons, organisations or property of any nature:

- a) that involves the following or preparation for the following:
  - i. use of, or threat of, force or violence; or
  - ii. commission of, or threat of, force or violence; or
  - iii. commission of, or threat of, an act that interferes with or disrupts an electronic, communication, information, or mechanical system; and
- b) when one (1) or both of the following applies:
  - i. the effect is to intimidate or coerce a government of the civilian population or any segment thereof, or to disrupt any segment of the economy; and/or
  - ii. it appears that the intent is to intimidate or coerce a government, or to further political, ideological, religious, social or economic objectives or to express (or express opposition to) a philosophy or ideology.

**Travelling Companion(s)** means each person over twenty four (24) months old who is named on the Certificate of Insurance and is travelling with You on Your Journey or One Way Trip.

**Transport Provider** means a properly licensed coach operator, airline, shipping line or railway company.

**We, Our, Us** means the insurer Chubb Insurance Australia Limited (ABN 23 001 642 020, AFS Licence No. 239687).

**You, Your** means the Insured Persons.

### **Preparation date**

This PDS was prepared on 17 May 2019

# Financial Service Guide (FSG)

A guide to our relationship with you.

About this Financial Services Guide (FSG)

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**This is a combined FSG issued by Chubb Insurance Australia Limited (Chubb) and Skiddoo**

The purpose of this FSG is to help you to make an informed decision about whether to use the financial services Chubb and Skiddoo can provide to you. It contains information on:

- who Chubb and Skiddoo are and how we can be contacted or given instructions;
- the services Chubb and Skiddoo offer to you and how they are provided;
- how Chubb and Skiddoo and other relevant persons are remunerated;
- Chubb's compensation arrangements;
- our commitment to protecting your privacy;
- how complaints are dealt with; and
- other disclosure documents you may also receive.

Other disclosure documents you may also receive

A Product Disclosure Statement (PDS) is included in this document which contains information on the relevant risks, benefits and significant characteristics of the product and is designed to assist you in making an informed decision about whether to buy the product or not.

## About Chubb Insurance Australia Limited (Chubb)

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Chubb Insurance Australia Limited (ABN 23 001 642 020, Australian Financial Service (AFS) Licence No. 239687) (Chubb) is the insurer of this product. In this PDS, "We", "Us", "Our" means Chubb Insurance Australia Limited.

Chubb is an Australian financial services licensee (Licensee) authorised to deal in and provide advice in relation to general insurance products.

Our contact details are:

ABN: 23 001 642 020

AFS Licence Number: 239687

Head Office: Grosvenor Place, Level 38, 225 George Street, Sydney NSW 2000

Postal address: GPO Box 4907, Sydney NSW 2001

O 1800 803 548

F +61 2 9335 3467

E [travel.au@chubb.com](mailto:travel.au@chubb.com)

## About Skiddoo

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Skiddoo Pty Ltd (ABN 22 141 736 094) Authorised Representative Number 421997 (Skiddoo) has been appointed by Chubb as its authorised representative to provide general advice in relation to Chubb Trip Protection and Chubb Cancellation and Luggage, which is issued by Chubb.

Skiddoo contact details are as follows:

Address: Suite 3, Level 9, 99 York Street, Sydney, NSW 2000

O +61 2 9126 9000

Chubb has authorised Skiddoo to distribute this FSG and to provide the services listed under the heading “How Skiddoo provides its services,” on Chubb’s behalf. In providing the relevant services, Skiddoo does not act on your behalf. Chubb is the issuer of the relevant insurance product that Skiddoo promotes, unless Chubb or Skiddoo tells you otherwise.

Skiddoo may act for other licensees. If Skiddoo offers you financial services on behalf of another licensee, it will provide you with a copy of the relevant FSG in relation to those services.

## How Chubb provides its services

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Chubb may provide a dealing service, with or without general advice, in relation to the general insurance products that we distribute.

When Chubb issues its own general insurance products, Chubb acts on its own behalf, not yours. In dealing with the relevant product, we will collect information from you to be able to issue it and manage your and Chubb’s rights and obligations under it. We will also give you factual information about the product to help you decide whether to buy the product.

In some cases we may also make a general recommendation or give an opinion about the product which is not based on our consideration of your individual objectives, financial situation or needs. In providing a general advice service, we cannot tell you whether the insurance, or an option within it, is appropriate for you specifically. As a result, you need to consider the appropriateness of any information or general advice we give you, having regard to your objectives, financial situation and needs, before acting on it. You need to read the relevant policy documentation (including any PDS) to determine if it is suitable for you.

## How Skiddoo provides its services

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Skiddoo is authorised by Chubb to provide you with written financial product advice (general only), which Chubb prepares and approves. This advice is provided by way of marketing documents. Skiddoo and its employees and travel consultants do not have authority to provide you with a recommendation or opinion about the Chubb travel insurance products. Skiddoo can provide you with factual information on the Chubb travel insurance products. Skiddoo has been given a binding authority by Chubb which authorises it to enter into and cancel (during the 14 day statutory cooling off period) certain Chubb travel insurance products on behalf of Chubb as if it were Chubb, subject to the limits of authority agreed with Chubb. Skiddoo does not act for you.

Skiddoo is also authorised to distribute and promote those Chubb travel insurance products but is not involved in the assessment or payment of claims. Skiddoo is not authorised to provide you with any other financial services under Chubb’s AFS licence. In particular, Skiddoo is not authorised to provide you with personal advice. This means that Skiddoo will not take into account your objectives, financial situation or needs before providing general advice to you.

You will need to consider the appropriateness of any general advice provided by Chubb and Skiddoo in light of your objectives, financial situation and needs. You need to read the relevant policy documentation (including any PDS) to determine if it is suitable for you.

If you think you have received ‘personal advice’, that is, advice that takes into account your personal situation or needs, please call Chubb on 1800 803 548 and ask to speak to the Compliance Manager, as this is not permitted.

Skiddoo may send you promotional material advertising its branded travel insurance products. Chubb does not receive your contact details from Skiddoo unless you purchase travel insurance or contact Chubb and provide your details directly to Chubb.

## How Chubb is paid for its services

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### Payment for the services Chubb provides

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As the issuer of any insurance policy, we will charge you an agreed premium for that product based on a number of factors including your risk profile and circumstances (plus relevant taxes and charges) which we will calculate and provide you with before you buy the product.

### Remuneration of our staff

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All permanent Chubb employees are paid an annual salary. An annual bonus may be paid in some circumstances, which can be based on performance against sales targets and other performance criteria.

All temporary Chubb employees receive hourly wages or such wages otherwise agreed for a fixed term or contract. Performance-based payments may also be paid in some circumstances.

Chubb employees may also receive other non-monetary benefits such as attendance at business related conferences, study trips, other functions or gift vouchers.

### Referral to Chubb by third parties

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In certain cases, we may have a relationship with a third party who we may pay for referring you to us. We may pay them a referral fee which is a percentage of the net premium of an insurance policy (which is the total premium payable less GST and Stamp Duty).

This referral fee is already incorporated into the premium payable by you and the amount can vary, depending on the type of arrangement we have with the third party and the type of insurance product you purchase. The amount we pay them includes a reimbursement of expenses they incur in performing their role, for example marketing, postage, telephone, printing and call centre costs.

The referral fee is normally payable to third parties on a monthly or quarterly basis, in arrears.

### Further information

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You can ask us to give you more particulars of the remuneration or other benefits referred to above within a reasonable period after receiving this FSG and before we provide you with the financial service to which this FSG relates, unless we agree otherwise.

## How Skiddoo is paid for its services

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In referring you to Chubb, Skiddoo is paid commission by Chubb which of up to 40% of the net premium of an insurance policy (being a percentage of your total premium payable, less GST, stamp duty and other charges). Skiddoo employees and travel consultants are paid an annual salary.

All remuneration and commission is already incorporated into the total premium payable by you and can vary, depending on the type of insurance policy you purchase. All remuneration and commission are normally payable on a monthly basis, in arrears.

You can ask us to give you more particulars of the remuneration (including commission) or other benefits referred to above within a reasonable period after receiving this FSG and before you are provided with the financial service to which this FSG relates, unless we agree otherwise.

## Financial Claims Scheme

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Please refer to the Compensation section contained with the PDS section of this Combined Policy Wording, PDS and FSG.

## Privacy Statement

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In this Statement “We”, “Our” and “Us” means Chubb Insurance Australia Limited (**Chubb**).

“You” and “Your” refers to Our customers and prospective customers as well as those who use Our Website.

This Statement is a summary of Our Privacy Policy and provides an overview of how We collect, disclose and handle Your Personal Information. Our Privacy Policy may change from time to time and where this occurs, the updated Privacy Policy will be posted to Our [website](#).

### Why We collect Your Personal Information

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The primary purpose for Our collection and use of Your Personal Information is to enable Us to provide insurance services to You. Sometimes, We may use Your Personal Information for Our marketing campaigns, in relation to new products, services or information that may be of interest to You. If You wish to opt out of Our marketing campaigns You can contact Our customer relations team on 1800 815 675 or email CustomerService.AUNZ@chubb.com.

### How We obtain Your Personal Information

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We collect Your Personal Information (which may include sensitive information) at various points including but not limited to when You are applying for, changing or renewing an insurance policy with Us or when We are processing a claim. Personal Information is usually obtained directly from You but sometimes via a third party such as an insurance intermediary or Your employer (e.g. in the case of a group insurance policy). Please refer to Our Privacy Policy for further details.

When information is provided to Us via a third party We use that information on the basis that You have consented or would reasonably expect Us to collect Your Personal Information in this way. We take reasonable steps to ensure that You have been made aware of how We handle Your Personal Information.

### When do We disclose Your Personal Information?

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We may disclose the information We collect to third parties, including service providers engaged by Us to carry out certain business activities on Our behalf (such as claims assessors and call centres in Australia). In some circumstances, in order to provide Our services to You, We may need to transfer Your Personal Information to other entities within the Chubb group of companies such as the regional head offices of Chubb located in Singapore, UK or USA (Chubb Group of Companies), or third parties with whom We (or the Chubb Group of Companies) have sub-contracted to provide a specific service for Us, which may be located outside of Australia (such as in the Philippines or USA). These entities and their locations may change from time to time. Please contact us, if you would like a full list of the countries in which these third parties are located.

Where access to Our products has been facilitated through a third party (for example: insurance broker, online marketing agency etc) We may also share Your information with that third party.

In the circumstances where We disclose Personal Information to the Chubb Group of Companies, third parties or third parties outside Australia We take steps to protect Personal Information against unauthorised disclosure, misuse or loss.

### Your Consent

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In dealing with Us, You agree to Us using and disclosing Your Personal Information as set out in this Privacy Statement and Our Privacy Policy. This consent remains valid unless You tell Us otherwise. If You wish to withdraw Your consent, including for things such as receiving information on products and offers by Us or persons We have an association with, please contact Our Privacy Officer.

### Access to and correction of Your Personal Information

If you'd like a copy of your Personal Information or wish to correct or update it, want to withdraw Your consent to receiving offers of products of services from Us or persons We have an association with, or You would like a copy of Our Privacy Policy, please contact Our customer relations team on 1800 815 675 or email CustomerService.AUNZ@chubb.com.

To request access to, update or correct your personal information held by Chubb, please complete Our Personal Information Request Form online or download it from [www2.chubb.com/au-en/footer/privacy.aspx](http://www2.chubb.com/au-en/footer/privacy.aspx) and return to:

Where your request concerns **Chubb Insurance Australia Limited** please return the form to:

Email: [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com)

Fax: + 61 2 9335 3467

Address: GPO Box 4907 Sydney NSW 2001

## How to Make a Complaint

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If You have a complaint or would like more information about how We manage Your Personal Information, please review Our Privacy Policy for more details, or contact:

Privacy Officer

Chubb Insurance Australia Limited

GPO Box 4907 Sydney NSW 2001

+61 2 9335 3200

[Privacy.AU@chubb.com](mailto:Privacy.AU@chubb.com)

## Complaints and Dispute Resolution

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Please refer to the Complaints and Dispute Resolution section contained with the PDS section of this Chubb Trip Protection combined Policy Wording, PDS and FSG.

## How To Contact Chubb

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If you would like to obtain further information, provide us with instructions, or if you have any queries about the financial products and services we are authorised to provide, please contact us on 1800 628 020 or by e-mail at [travel.au@chubb.com](mailto:travel.au@chubb.com).

Please retain this document along with your current policy documentation in a safe place for your future reference.

This FSG was prepared by Chubb and Skiddoo on 17 May 2019.

Version: 19FSGSK01

## About Chubb in Australia

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Chubb is the world's largest publicly traded property and casualty insurer. With operations in 54 countries and territories, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. As an underwriting company, we assess, assume and manage risk with insight and discipline. We service and pay our claims fairly and promptly. The company is also defined by its extensive product and service offerings, broad distribution capabilities, exceptional financial strength and local operations globally. Parent company Chubb Limited is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb maintains executive offices in Zurich, New York, London, Paris and other locations, and employs more than 30,000 people worldwide.

Chubb, via acquisitions by its predecessor companies, has been present in Australia for 100 years. Its operation in Australia (Chubb Insurance Australia Limited) provides specialised and customised coverages, including Business Package, Marine, Property, Liability, Energy, Professional Indemnity, Directors & Officers, Financial Lines, Utilities, as well as Accident & Health insurance, to a broad client base, including many of the country's largest companies. Chubb also serves successful individuals with substantial assets to protect and individuals purchasing travel and personal accident insurance. With five branches and more than 800 staff in Australia, it has a wealth of local expertise backed by its global reach and breadth of resources.

More information can be found at [www.chubb.com/au](http://www.chubb.com/au).

## Contact Us

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# Chubb. Insured.<sup>SM</sup>

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