



Jetstar premium travel insurance

Combined Product Disclosure Statement, Policy Wording and Financial Services Guide

This document contains your Insurance Policy Terms, Provisos, Exclusions and Conditions. It is important that you read and understand it and retain it in a safe place.



How This Insurance Is Arranged

This insurance is issued/insured by:

AIG Australia Limited (AIG)
ABN 93 004 727 753 AFSL 381686
Level 12 717 Bourke Street
Docklands Vic 3008

AIG issues/insures this product pursuant to an Australian Financial Services Licence ('AFSL') granted to us by the Australian Securities and Investments Commission.

AIG prepared this **Product Disclosure Statement**.

Cover is distributed by:

Jetstar Airways Pty Ltd ("Jetstar")
ABN 33 069 720 243
GPO Box 4713
Melbourne VIC 3001
Australia

Jetstar Phone within Australia: 131 538

Jetstar Phone outside Australia: + 61 3 8341 4901

Insurance Enquires (AIG) 1800 257 504

Jetstar is appointed for this purpose as a General Insurance Distributor under ASIC Class Order CO 05/1070 to distribute this insurance product issued by AIG. **Jetstar** is not authorised to provide any advice or bind any businesses on behalf of AIG.

AIG Australia's Financial Services Guide ("FSG") is included in the document to provide **you** with information on the service provided and the remuneration received, or to be received, by **Jetstar** as the General Insurance Distributor of this insurance product.

Retail Clients

'Retail Clients' are required to be provided with a Product Disclosure Statement prepared by the product issuer/insurer.

A 'Retail Client' means an individual or small business.

'Small business' means:

- (a) a manufacturing entity with 100 employees or fewer, or
- (b) a non manufacturing entity employing 20 individuals or less.

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Product Disclosure Statement (PDS)

This PDS contains information about key benefits and significant features of this travel policy. It also contains important information about **your** rights and obligation such as the duty of disclosure and cooling off period and complaint procedures. Its purpose is to assist both **your** decision to purchase insurance and ability to compare products. **You** should read the PDS before deciding whether to acquire this product. Please retain this document in a safe place.

Words with Special Meanings

Throughout this document, words that appear in **bold** will have special meanings. These meanings are set out in the Definition section of the Policy Wording on pages 14-17.

Summary of Benefits

This is a summary of cover only and the Policy is subject to conditions and exclusions in the Policy Wording commencing on page 13. Values shown below are maximum amounts payable per **insured person** (in Australia Dollars).

Please note, not all Policy benefits and benefit amounts are shown below. In some cases sub-limits apply or the terms and conditions of the Policy may result in **you** not becoming entitled to the benefits. Please refer to the applicable section of the Policy Wording.

| Summary of Benefits | Maximum Sum Insured per insured person (unless otherwise specified in the table below) | Excess per event per insured person |
|---|--|-------------------------------------|
| Cancellation Fee, Loss of Deposits (Refer to Section 1 on page 25 for full coverage details) | Unlimited | \$100 |
| Overseas Medical, Hospital, Dental & Related Expenses (Refer to Section 2 on page 27 for full coverage details) | Unlimited | \$100 |
| Cash in Hospital (Refer to Section 2.2 on page 27 for full coverage details) | \$50 per day | Nil |
| Emergency overseas dental for relief of sudden and acute pain (Refer to Section 2.3 on page 27 for full coverage details) | \$500 | \$100 |
| Emergency overseas dental following an injury to sound and natural teeth (Refer to Section 2.4 on page 27 for full coverage details) | \$2,000 | \$100 |

| Summary of Benefits | Maximum Sum Insured per insured person (unless otherwise specified in the table below) | Excess per event per insured person |
|--|--|---|
| Emergency Expenses 1. Accommodation, Meals & Travelling Expenses 2. Early Return Home 3. Resumption of Trip 4. Travel Delay 5. Alternative Transport Expenses 6. Hijack and Kidnap 7. Home Help in Australia (Refer to Section 3 on pages 29-32 for full coverage details) | \$1,000 \$1,000 \$3,000 \$1,000 \$1,000 \$5,000 \$1,500 | \$100 \$100 \$100 \$100 \$100 \$100 \$100 |
| Luggage (Refer to Section 4 on pages 33-34 for full coverage details) | \$10,000 | \$100 Nil for Section 4.2 |
| Accidental Death (Refer to Section 5 on page 35 for full coverage details) | \$25,000* | Nil |
| Legal Liability (Refer to Section 6 on page 36 for full coverage details) | \$2,500,000 for all claims under Section 6 | \$100 |
| Rental Vehicle Excess Cover (Refer to Section 7 on page 37 for full coverage details) | \$4,000 for all claims under Section 7 | Nil |
| Injury Loss of Income (Refer to Section 8 on page 38 for full coverage details) | \$5,200** (\$400 per week to a maximum of 13 weeks) | Nil |

*The accidental death of any **insured person** less than 18 years of age is limited to cover up to \$10,000 each.

** No cover is provided to the first 4 consecutive weeks after you planned to resume your job in Australia.

Important Information

This policy provides cover for specified situations and events. This policy may not match **your** expectations or suit **your** needs. There are also exclusions that may apply to specific circumstances. To assist with **your** decision to purchase this insurance and to manage **your** expectations in the event of a claim, **we** believe it is important to highlight the main areas where cover is not available or limited cover is available under this Policy.

This list is not exhaustive and **we** encourage **you** to read the full policy terms and conditions including the general policy exclusions on pages 17-19 and the section specific exclusions listed at the end of each section.

- No cover is provided for any cancellation, delay or rescheduling caused by any carriers or transport providers under Section 1. However, there may be cover under limited circumstances under Section 3.4 and 3.5. Please refer to pages 30-31 for full coverage details.
- Any **pre-existing medical conditions** are not covered. Please refer to the definition on page 15 for full details.
- No coverage will be provided in connection with any business or employment, including but not limited to, not being able to take leave from that employment (except for **your** being retrenched from **your** usual full time employment in Australia.) Please refer to exclusion 1.6(b) for full details.
- Luggage** left **unattended** is not covered under this policy. Please refer to the specific exclusions on pages 33-34 and any corresponding definitions on pages 15-17 for full details.
- Cover restriction applies to **valuables** and **electronic equipment** including whilst left in a motor vehicle at any time or not carried on as hand luggage. Please refer to specific exclusions on pages 33-34 for full details.
- AIG is subject to compliance with US sanctions laws. Thus, this policy does not cover any claim, loss, injury, damage or legal liability, benefits or services directly or indirectly arising from or relating to a planned or actual trip to or through Cuba, Iran, Syria, Sudan or North Korea Crimea region. In addition, this policy does not cover residents of these countries/regions/territories or any individual identified on an applicable government watch list.

While **we** will treat each case on its merits and all customers will receive consistent and fair treatment. It is important that **you** understand these areas where there is no cover. Please review these details and the full terms and conditions to decide if this policy meets **your** needs.

Policy Type

Depending on **your Jetstar** fare selection, **your** cover can be in relation to either a **return trip** or a **one way trip**.

This policy provides cover for a single trip only and the period of cover is:

- In case of a **return trip** between the dates **you** have selected and which are shown on **your** Certificate of Insurance; and
- In case of a **one way trip** between the travel commencement date shown on **your** Certificate of Insurance and terminating on either 15 days from the travel commencement date shown on the Certificate of Insurance or on the date **you** depart the sovereign territory of **your Jetstar** ticketed destination, whichever is sooner.

Costs of Insurance

The premium will be quoted to **you** when **you** purchase **your** insurance and it will be shown on **your** Certificate of Insurance. **Your** premium is based on a number of factors including the destination and length of **your trip**, the number of travellers and their ages.

Premiums are inclusive of applicable government charges including GST and Stamp Duty.

No insurance premium will be applicable for any **insured person** under 2 years of age and sharing a single airline seat with an adult passenger.

Eligibility

To be eligible for cover under this Policy **you** must be:

- either an Australian citizen or Australian permanent resident, and
- aged under 70 years at the date of departure for **your trip**; and
- intending to return to Australia on completion of the travel, unless otherwise agreed in writing by **us**.

If **you** are 70 years and over, please refer to **our** alternative travel insurance products available at www.jetstar.com/au/en/travelinsurance

Geographical Limit

Depending on whether **your Jetstar** fare selection is a **return trip** or **one way trip** and subject to General Exclusion 27 regarding Destination Exclusions, this policy provides cover in relation to either:

- (i) a **return trip** from Australia to and from all destinations; or
- (ii) a **one way trip** to **your Jetstar** ticketed destination.

If You Have a Loss

If **you** suffer a loss that may lead to a Claim under the Policy **you** must:

- (a) do what **you** can to prevent any further loss or expense.
- (b) not admit liability for any loss.
- (c) lodge a written claim against the person or organisation that may be legally liable for **your** loss, illness or **injury**.

If **we** agree to provide cover, **you** agree to let **us** take over and pursue any legal right of recovery **you** may have and **you** must co-operate with **us** in any recovery action.

If **you** require hospitalisation or emergency transportation services or need to return home early for any reason and want **us** to pay, **you** must contact **Travel Guard**® and obtain approval before arrangements are made. Failure

to do so may affect **your** claim. **You** are expected to follow the advice and instruction of **Travel Guard**® and, where required, **our** advice and instructions.

How to Make a Claim

If **you** need to make a claim, **we** will require **you** to:

- (a) provide **us** with original invoices, receipts and other vouchers relating to **your** loss or expenses. It is the responsibility of the **insured person** to provide proof of ownership of any lost, stolen or damaged items and **we** are under no obligation to make payment without this proof of ownership.
- (b) produce this Policy and **your** Certificate of Insurance.
- (c) provide **us** with all information **we** require. A claim form can be downloaded from www.jetstar.com/au/en/travelinsurance

Alternatively, should **you** have any enquiries in relation to entitlement to claim under this Policy, contact AIG for assistance on:

Phone within Australia: 1800 257 504

Phone outside Australia: + 61 3 9522 4597

Excess

If **you** make a claim **you** may be required to pay an **excess**.

Excess payable \$100 per event per **insured person**.

Note: **Excess** applicable to Sections 1, 2 (except 2.2), 3, 4 (except 4.2) and 6 only.

24 Hour Overseas Emergency Assistance

The overseas assistance service in this Section is provided by **Travel Guard**® in conjunction with **your** Policy.

1. In the event of an emergency whilst **you** are outside Australia, **Travel Guard**® is only a telephone call away anywhere in the world – 24 hours a day.
2. **Travel Guard**® is a worldwide team of highly skilled doctors and medical professionals who are available by telephone – 24 hours a day for advice and assistance in the event of a medical emergency and any associated problems for travellers outside Australia.
3. **Travel Guard**® provides the following services in conjunction with the terms and conditions of **your** Policy:
 - Access to a registered medical practitioner for emergency assistance and advice.
 - Emergency transportation to the nearest suitable hospital.

- Emergency evacuation back home if necessary.
- The family back home will be advised of **your** medical condition and be kept informed of the situation.
- Payment guarantees to hospitals and insurance verification.
- Second opinions on surgery.
- Hospital case management.
- Legal referral service.
- Urgent message service and emergency travel planning.
- Assistance in replacing travel documents, passports and credit cards.

In the event of an emergency overseas, simply call (reverse charge) **Travel Guard®** any time from any place in the world:

+60 (3) 2772 5593

The number underlined is the country code and the number in brackets is the area code.

Important Customer Information

1. Your Policy

- This insurance policy is made up of the Policy Wording and **your** Certificate of Insurance.
- The booklet commencing on page 12 is **your** Policy Wording which contains:
 - **Definitions** section on Pages 14-17,
 - **General Exclusions** on Pages 17-19, and
 - **General Conditions** on Pages 21-23

that apply to all sections of the Policy. **You** should read this document carefully and familiarizes **yourself** with all relevant terms, condition and obligations that may be applicable to this Policy.

- Specific **conditions** and **exclusions** may also apply under each Section of the Policy Wording.
- Limits on cover provided apply to certain benefits under this Policy. These are contained within the Policy Wording that commences on page 13 of this document.

2. Policy Extension

Providing you have purchased this Policy to cover a **return trip**, the Policy can be extended as many times as **you** need up to a total 12 months from the date of departure for the **trip**. This Policy cannot be extended for **one way trips**.

3. Cooling Off Period

You may return the Policy to **us** within 14 days of purchasing, provided that no claim has arisen and **your** travel has not commenced. AIG will then cancel the Policy and give **you** a full refund of premium.

4. The Code of Practice

AIG is a signatory to the General Insurance Code of Practice. This aims to raise the standards of practice and service in the insurance industry, improve the way the claims and complaints are handled and help people better understand how general insurance works. Information brochures on the Code are available upon request.

5. If You Have a Complaint

Information on what to do if **you** have a complaint can be found in the Financial Services Guide on Page 39 of this document.

6. Privacy Notice

This notice sets out how AIG collects, uses and discloses personal information about:

- **you, if an individual; and**
- **other individuals you provide information about.**

Further information about our Privacy Policy is available at www.aig.com.au or by contacting us at australia.privacy.manager@aig.com or on 1300 030 886.

How we collect your personal information

AIG usually collects personal information from **you** or **your** agents.

AIG may also collect personal information from:

- **our** agents and service providers;
- other insurers;
- people who are involved in a claim or assist **us** in investigating or processing claims, including third parties claiming under **your** policy, witnesses and medical practitioners;
- third parties who may be arranging insurance cover for a group that **you** are a part of;
- providers of marketing lists and industry databases; and
- publicly available sources.

Why we collect your personal information

AIG collects information necessary to:

- underwrite and administer **your** insurance cover;
- maintain and improve customer service; and
- advise **you** of **our** and other products and services that may interest **you**.

You have a legal obligation under the Insurance Contracts Act 1984 to disclose certain information.

Failure to disclose information required may result in AIG declining cover, cancelling **your** insurance cover or reducing the level of cover, or declining claims.

To whom we disclose your personal information

In the course of underwriting and administering **your** policy **we** may disclose **your** information to:

- entities to which AIG is related, reinsurers, contractors or third party providers providing services related to the administration of **your** policy;
- banks and financial institutions for policy payments;
- assessors, third party administrators, emergency providers, retailers, medical providers, travel carriers, in the event of a claim;
- other entities to enable them to offer their products or services to **you**; and
- government, law enforcement, dispute resolution, statutory or regulatory bodies, or as required by law.

AIG is likely to disclose information to some of these entities located overseas, including in the following countries/regions /territories: United States of America, United Kingdom, Singapore, Malaysia, the Philippines, India, Hong Kong, New Zealand as well as any country/ region/territory in which **you** have a claim and such other countries/regions/territories as may be notified in **our** Privacy Policy from time to time.

You may request not to receive direct marketing communications from AIG.

Access to your personal information

Our Privacy Policy contains information about how **you** may access and seek correction of personal information **we** hold about **you**. In summary, **you** may gain access to **your** personal information by submitting a written request to AIG.

In some circumstances permitted under the Privacy Act 1988, AIG may not permit access to **your** personal information. Circumstances where access may be denied include where it would have an unreasonable impact on the privacy of other individuals, or where it would be unlawful.

Complaints

Our Privacy Policy also contains information about how **you** may complain about a breach of the applicable privacy principles and how **we** will deal with such a complaint.

Consent

Your application includes a consent that **you** and any other individuals **you** provide information about consent to the collection, use and disclosure of personal information as set out in this notice.

The Financial Claims Scheme

The protection provided under the Federal Government's Financial Claims Scheme (the Scheme) applies to the Policy. In the unlikely event that the Insurer is unable to meet its obligations under the Policy, persons entitled to make a claim under the insurance cover under the Policy may be entitled to payment under the Scheme (access to the Scheme is subject to eligibility criteria). Information about the Scheme can be obtained from the APRA website at <https://www.fcs.gov.au>



Policy Wording

Important Policy Matters

Agreement

This Policy is valid only when a current Certificate of Insurance is issued. Provided the required premium has been paid, **we** will cover **you** for the event(s) specified in Sections 1,2,3,4,5,6,7 and 8 occurring during **your trip** subject to the terms, conditions and exclusions contained in this Policy.

Eligibility

To be eligible for cover under this Policy **you** must be:

- either an Australian citizen or Australian permanent resident, and
- aged under 70 years at the date of departure of **your trip**; and
- intending to return to Australia on completion of the travel, unless otherwise agreed in writing by **us**.

If **you** are 70 years and over, please refer to **our** alternative travel insurance at www.jetstar.com/au/en/travelinsurance

Your Duty of Disclosure

Before **you** enter into an insurance contract, **you** have a duty of disclosure under the Insurance Contracts Act 1984.

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.

You have this duty until **we** agree to insure **you**.

If you do not tell us something

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.

Definitions

Wherever the following words or phrases appearing **bold** in this Policy they will always have the meanings shown under them.

Additional accommodation, meals and travelling expenses

means only those reasonable expenses over and above what **you** expected to pay for accommodation, meal and travelling expenses, including emergency personal telephone calls, had the **trip** gone ahead as planned.

Electronic equipment means personal computers, laptops, mobile phones, portable media players, MP3 players, PDA's, GPS, digital cameras, video cameras or any other device that involves the controlled conduction of electrons.

Excess means the amount which the Policy provides that **you** have to pay in the event of the claim.

Financial default means insolvency, bankruptcy, provisional liquidation, liquidation, financial collapse, appointment of a receiver, manager or administrator, entry into any official or unofficial scheme of arrangement, statutory protection, restructuring or composition with creditors, or the happening of anything of a similar nature under the laws of any jurisdiction.

Income means:

- (a) as regards to a salaried **insured person**, the average gross weekly income earned from personal exertion before personal deductions and income tax, but excluding bonuses, commissions, overtime payments and other allowances; or
- (b) as regards to a T.E.C. (i.e. total employee cost) or salary package **insured person**, the average gross weekly value of the income package earned from personal exertion (including, but not limited to wages, and/or salary, motor vehicle and/or travelling allowances, club subscriptions and fees, housing loan or rental subsidy, clothing or meal allowances), before personal deductions and income tax, but excluding bonuses, commissions, overtime payments and other allowances; or
- (c) as regards to a self-employed **insured person**, the average gross weekly income earned from personal exertion after the deduction of all business expenses necessarily incurred in earning that income;

all derived during the 12 calendar months period immediately preceding **your** departure from Australia.

Infant means a child under the age of 2 years and sharing a single airline seat with an adult passenger.

Injury means a physical injury, caused by violent, external and visible means, which occurs fortuitously whilst this insurance is in force and which results, solely, directly and independently of any pre-existing condition or other cause, in any of the events specified in the Policy within 12 calendar months of the date of its occurrence.

Insured person means a person specified in the Certificate of Insurance.

Jetstar means Jetstar Airways Pty Ltd ABN 33 069 720 243.

Luggage means personal items, including sporting equipment, dentures and or dental prostheses designed to be worn or carried by **you** which **you** take with **you** or buy during **your trip**.

Motor cycle means a motorised cycle.

Policyholder means the person identified in the application for insurance and specified in the Certificate of Insurance as the policy holder

Pre-existing medical condition means

- (a) any illness, disease or other condition, including symptoms thereof suffered by **you**, **your relative**, business associates, or **travelling companion**, which in the 1 year period before **you** applied for insurance:
 - (i) first manifested itself, worsened, became acute or exhibited symptoms which would have caused an ordinarily prudent person to seek diagnosis, care or treatment; or
 - (ii) required taking prescribed drugs or medicine, or tests or further investigation had been recommended by a legally qualified medical practitioner; or
 - (iii) was treated by a legally qualified medical practitioner or treatment had been recommended by a legally qualified medical practitioner.
- (b) any congenital, hereditary, chronic or ongoing condition of **you**, **your relative**, business associates, or **travelling companion** which **you** or they are aware of, or could reasonably be expected to be aware of, before **you** applied for insurance.

The medical conditions which follow are not **pre-existing medical conditions** provided there are no planned medical procedures, and there have been no complications or exacerbations of these conditions within the last six (6) months. In all other circumstances, **pre-existing medical condition** will not be covered under this Policy.

| | |
|--|--|
| Acne | Hayfever |
| Allergies | Haemorrhoids |
| Asthma (nil attacks requiring hospitalisation or medical treatment within the last 12 months) | Hiatus Hernia |
| Broken/Fractured Bones (providing these are completely healed with no ongoing treatment or residual problem) | Hip/Knee Replacements (performed more than 12 months ago and no ongoing treatment or residual problem) |
| Cataracts | Hypothyroidism |
| Coeliac Disease | Insomnia |
| Eczema | Menopause/HRT |
| Essential Tremor | Restless Leg Syndrome |
| Gastric Reflux | Tinnitus |
| Glaucoma | Varicose veins |

Public place means but is not limited to shops, airports, train stations, bus stations, streets, hotel foyers and grounds, restaurants, beaches, public toilets and any place to which the public has access.

Relative means **your** spouse, parent, parent-in-law, grandparent, step-parent, sister, sister-in-law, brother, brother-in-law, daughter, step-daughter, daughter-in-law, son, step-son, son-in-law, grandchild, guardian, fiancé, fiancée, half-brother, half-sister, niece or nephew.

Rental vehicle means the passenger class hatchback, sedan, station wagon, 4WD or minivan rented from a licensed motor vehicle rental agency, for the sole purpose of carrying **you** and/or **your travelling companions** on public roadways and does not include:

- (a) any vehicle designed to be used for the carriage of commercial goods;
- (b) any vehicle which is classed as a campervan, motor home or any other vehicle that is used for both accommodation and transportation purposes;
- (c) motorcycles, watercraft and aircraft of any kind.

Terrorist act means any actual or threatened use of force or violence directed at or causing damage, **injury**, harm or disruption, or committing of an act dangerous to human life or property, against any individual, property or government, with the stated or unstated objective of pursuing economic, ethnic, nationalistic, political, racial or religious interests, whether such interests are declared or not. Robberies or other criminal acts, primarily committed for personal gain and acts arising primarily from prior personal relationships between perpetrator(s) and victim(s) shall not be considered **terrorist acts**. **Terrorist act**

shall also include any act which is verified or recognised by the (relevant) government as an act of terrorism.

Travel Guard® means **our** assistance provider.

Travelling companion means the person who is to travel with **you** for at least 50% of the **trip** and who made arrangements to accompany **you** before **you** began the **trip**.

Trip means the travel **you** are undertaking and which is either a **return trip** or a **one way trip**:

Return Trip means where **you** have selected the fares which are return **Jetstar** travel tickets departing from and returning to Australia under such travel tickets.

One Way Trip means where **you** have selected a one way **Jetstar** travel ticket departing from Australia and arrives at the destination specified on such travel ticket.

Unattended means, but is not limited to, when an item is not on **your** person at the time of loss, left with a person other than **your travelling companion**, left in a position where it can be taken without **your** knowledge including on the beach or beside the pool while **you** swim, leaving it at a distance where **you** are unable to prevent it from being unlawfully taken.

Valuables means sunglasses, antiques, works of art, jewellery, watches.

War means war, whether declared or not, or any warlike activities, including use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other ends.

We/Our/Us/Insurer means AIG Australia Limited (AIG) ABN 93 004 727 753 AFSL 381686.

You, Your, Yourself means each of the **insured persons** as shown on the Certificate of Insurance and any accompanying **infant**.

General Exclusions

We will not pay a claim under any Section of this Policy if such claim is in connection with:

1. nuclear explosion including all effects thereof; or radioactive contamination caused by ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste caused by the combustion and/or ongoing combustion of nuclear fuel; or the radioactive, toxic, explosive or other hazardous properties of any nuclear equipment or component thereof.
2. riot or civil commotion unless **you** have already left Australia or **you** have paid for **your** travel and accommodation and **your** Policy was in force prior to the riot or civil commotion.

3. any professional sporting activities.
4. hunting, racing other than on foot, playing polo, mountaineering or rock climbing using ropes or climbing equipment (other than hiking), pot holing, or travelling in international waters in a private sail vessel or privately registered sail vessel.
5. parachuting, BASE jumping, sky diving or travel in any other air supported device other than as a passenger in a licensed passenger aircraft operated by an airline or charter company. This exclusion does not apply to hot air ballooning or parasailing.
6. diving underwater using an artificial breathing apparatus unless **you** hold an open water diving license or **you** were diving under licensed instruction.
7. **you** operating a **motor cycle** without **you** holding a valid licence for the country/region/territory the **motor cycle** is being operated in.
8. any **pre-existing medical condition(s)**.
9. deliberate exposure to exceptional danger unless in an attempt to preserve life, **your** own or others.
10. **your** suicide, attempted suicide, intentional self-**Injury**.
11. sexually transmitted disease of any sort, Acquired Immune Deficiency Syndrome (AIDS), or AIDS Relating Complex (ARC) or Human Immunodeficiency Virus (HIV).
12. **you** having a blood alcohol content over the prescribed legal limit when driving or operating any motor vehicle, and/or being under the influence of any drug other than a drug administered by, or in accordance with the advice of a legally qualified medical practitioner.
13. **you** travelling against medical advice or for the purpose of obtaining medical advice or treatment or if a terminal or malignant prognosis was given before **you** purchase this insurance.
14. losses which are recoverable from any other source or party.
15. **war**, civil war, invasion, insurrection, revolution, use of military power or usurpation of government or military power.
16. **you** acting illegally or breaking any government prohibition or regulation.
17. any consequential loss, including loss of enjoyment, or any financial loss not specifically covered in the Policy.
18. the refusal, failure or inability of any person, company or organisation, including but not limited to any airline, other transportation provider, hotel, car rental agency, tour or cruise operator, travel wholesaler, booking agent or other provider of travel or tourism related

services, facilities or accommodation, to provide services, facilities or accommodation, by reason of their own **financial default** or the **financial default** of any person, company or organisation with whom or with which they deal.

19. the dispersal or application of pathogenic or poisonous biological or chemical materials; or the release of pathogenic or poisonous biological or chemical materials.
20. a government authority seizing, withholding or destroying anything of **yours** or any prohibition by or regulation or intervention of any government.
21. any interference with **your** travel plans by a government, government regulation or official authority including but not limited to refusal of a visa or permit to **you** or to any **relative** or **travelling companion** or restriction of access to any locality.
22. **you** not acting in a responsible way to protect **yourself** and **your** property or to prevent or reduce **your** loss.
23. something that at the time of taking out this Policy **you** were aware of or could be expected to be aware of, which could bring about **your** making a claim under this Policy.
24. **you** failing to make precautions to avoid a claim after a warning have been issued in the mass media.
25. this policy will also not cover any loss, **injury**, damage or legal liability sustained directly or indirectly by any terrorist or member of a terrorist organization, narcotics trafficker, or purveyor of nuclear, chemical or biological weapons.

In addition to the above

26. The Insurer shall not be deemed to provide cover and the Insurer shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose the Insurer, its parent company or its ultimate controlling entity to any sanction, prohibition, or restriction under United Nations resolutions or the trade or economic sanctions, laws, or regulations of the European Union or the United States of America.
27. This policy will not cover any loss, injury, damage or legal liability arising directly or indirectly from planned or actual travel in, to, or through Cuba, Iran, Syria, Sudan, North Korea, or the Crimea region.
28. This policy will not cover any claim, loss, injury, damage or legal liability suffered or sustained by residents of Cuba, Iran, Syria, Sudan, North Korea, or the Crimea region.

Pre-Existing Medical Condition(s)

This Policy **DOES NOT** provide cover for travellers with **Pre-existing Medical Condition(s)**, except where detailed below.

A **pre-existing medical condition** means:

- (a) any illness, disease or other condition, including symptoms thereof suffered by **you, your relative, business associates, or travelling companion**, which in the one (1) year period before **you** applied for insurance:
 - (i) first manifested itself, worsened, became acute or exhibited symptoms which would have caused an ordinarily prudent person to seek diagnosis, care or treatment; or
 - (ii) required taking prescribed drugs or medicine, or tests or further investigation had been recommended by a legally qualified medical practitioner; or
 - (iii) was treated by a legally qualified medical practitioner or treatment had been recommended by a legally qualified medical practitioner.
- (b) any congenital, hereditary, chronic or ongoing condition of **yours, your relative, business associates, or travelling companion** which **you** or they are aware of, or could reasonably be expected to be aware of, before **you** applied for insurance.

The medical conditions which follow are not **pre-existing medical conditions**, provided there are no planned medical procedures, and there have been no complications or exacerbations of these conditions within the last six (6) months. In all other circumstances, **pre-existing medical condition** will not be covered under this Policy.

| | |
|--|--|
| Acne | Hayfever |
| Allergies | Haemorrhoids |
| Asthma (nil attacks requiring hospitalisation or medical treatment within the last 12 months) | Hiatus Hernia |
| Broken/Fractured Bones (providing these are completely healed with no ongoing treatment or residual problem) | Hip/Knee Replacements (performed more than 12 months ago and no ongoing treatment or residual problem) |
| Cataracts | Hypothyroidism |
| Coeliac Disease | Insomnia |
| Eczema | Menopause/HRT |
| Essential Tremor | Restless Leg Syndrome |
| Gastric Reflux | Tinnitus |
| Glaucoma | Varicose veins |

Should **you** require cover for any **pre-existing medical condition**, please refer to **our** alternative travel insurance products available at www.jetstar.com/au/en/travelinsurance

General Conditions

The following conditions apply to this insurance:

1. Policy Type

Depending on **your Jetstar** fare selection, **your** cover can be in relation to either a **return trip** or a **one way trip**.

This policy provides cover for a single trip only and the period of cover is:

- (a) In case of a **return trip** between the dates **you** have selected and which are shown on **your** Certificate of Insurance; and
- (b) In case of a **one way trip** between the travel commencement date shown on **your** Certificate of Insurance and terminating on either 15 days from the travel commencement date shown on the Certificate of Insurance or on the date **you** depart the sovereign territory of **your Jetstar** ticketed destination, whichever is sooner.

2. Eligibility

To be eligible for cover under this Policy **you** must be:

- (a) either an Australian citizen or Australian permanent resident; and
- (b) aged under 70 years at the date of departure for **your trip**; and
- (c) intending to return to Australia on completion of the travel, unless otherwise agreed in writing by **us**.

If **you** are 70 years and over, please refer to **our** alternative travel insurance products which are available at www.jetstar.com/au/en/travelinsurance

3. Other Cover

We will not cover **you** for loss or an event or liability to the extent that it is covered by any other insurance policy, medical or health scheme or Act of Parliament or any benefit which **we** are legally prohibited to pay by law. **We** will however pay the difference between what is payable under that other insurance policy, medical or health scheme or the relevant Act of Parliament and what **you** would have been entitled to recover under this Policy to the extent permitted by law.

4. Currency

All amounts are denominated in Australian dollars. All claims will be paid in Australian dollars. If expenses are incurred in a foreign currency, then the rate of

currency exchange used to calculate the amount payable in Australian dollars will be the rate applying at the time the expense is incurred.

5. Australian Law

This Policy is governed by the laws of the Australian state or territory in which the **insured person** resides and any dispute or action in connection therewith shall be conducted and determined in Australia.

6. What You are Required to do

You must not deliberately or recklessly:

- (a) cause loss to any property covered by the Policy; or
- (b) cause loss for which **you** could be held legally liable - either by doing something **you** should not do or failing to do something **you** should do.

If **you** think **you** are covered under this Policy for a claim made against **you**, **you** must immediately give **us** full details of that claim and all legal documents served on **you**. If **you** are covered, **we** have the right to negotiate or defend the claim in **your** name and **we** will require **your** co-operation.

7. If You Have a Loss

If **you** suffer a loss that may lead to a Claim under the Policy **you** must:

- (a) do what **you** can to prevent any further loss or expense.
- (b) not admit liability for any loss.
- (c) lodge a written claim against the person or organisation that may be legally liable for **your** loss, illness or **injury**.

If **we** agree to provide cover, **you** agree to let **us** take over and pursue any legal right of recovery **you** may have and **you** must co-operate with **us** in any recovery action.

If **you** require hospitalisation or emergency transportation services or need to return home early for any reason and want **us** to pay, **you** must contact **Travel Guard**® and obtain approval before arrangements are made. Failure to do so may affect **your** claim. **You** are expected to follow the advice and instruction of **Travel Guard**® and, where required, **our** advice and instructions.

8. How to Make a Claim

If **you** need to make a claim, **we** will require **you** to:

- (a) provide **us** with original invoices, receipts and other vouchers relating to **your** loss or expenses. It is the responsibility of the **insured person** to provide proof of ownership of any lost, stolen or damaged items and **we** are under no obligation to make payment without this proof of ownership.
- (b) produce this Policy and **your** Certificate of Insurance.
- (c) provide **us** with all information **we** require.

Download a claim form from
www.jetstar.com/au/en/travelinsurance

Alternatively, should **you** have any enquiries in relation to entitlement to claim under this Policy, contact **AIG** for assistance on:

Phone within Australia: 1800 257 504

Phone outside Australia: + 61 3 9522 4597

9. Cancellation

Subject to **your** rights under the Cooling Off Period, **we** will not refund any part of the premium if **you** cancel **your** cover after any part of this Policy has commenced or a claim has arisen.

10. Automatic Extension

If **your** return to **your home** in Australia is delayed due to a claimable event under any of the sections under this Policy, except Legal Liability, **we** will automatically extend **your** Policy without an additional premium charge:

- up to thirty (30) consecutive days from the date of expiry of the Policy; or
- forty eight (48) consecutive hours after the date of discharge from hospital if the delay was due to **you** being hospitalised overseas,

whichever is earlier, unless **we** have approved an extension beyond the forty eight (48) consecutive hours for reasons such as availability of flights or fitness to fly. In all cases, **you** must take the first available flight confirmed by **us**.



The Benefits

SECTION I

Cancellation Fee, Loss of Deposits

A Policy **excess** of \$100 applies to each and every event per **insured person**.

We will pay:

- 1.1 the non-refundable unused portion of any amount paid for **your** prepaid travel tickets and bookings following cancellation, alteration, curtailment, or incompletion of **your trip** due to an unforeseeable event or any unforeseeable circumstances outside **your** control;
- 1.2 if incurred, **your** travel agent's cancellation fees of up to \$1,500 or the loss of the normal remuneration available to the agent had the **trip** gone ahead as planned, whichever is the lesser;
- 1.3 where an airline ticket was purchased using frequent flyer or similar air points, **we** will pay **you** for frequent flyer or similar air points lost following cancellation of **your** air ticket. The amount payable will be calculated as follows:
 - (a) If the airline will not refund **your** points, **we** will refund to **you** the cost of the equivalent class air ticket based on the quoted retail price at the time the ticket was issued, or
 - (b) If the airline will only refund a portion of **your** points, **we** will refund to **you** the cost of the equivalent class air ticket based on the quoted retail price at the time the ticket was issued, less the value of the portion of **your** points refunded back to **you**.

For benefit 1.3 to become payable:

- (i) the reason for cancellation must be covered under this Section of the Policy;
- (ii) the loss of such points cannot be recovered from any other source; and
- (iii) before **you** submit a claim under this Section **you** must first request the airline to refund **your** points.

In addition to the General Exclusions applying to each Section of the Policy, no coverage will be provided in connection with:

- 1.4 the non-refundable unused portion of travel or accommodation arrangements where alternative travel or accommodation is paid for by **us** as part of a claim under this Policy.
- 1.5 **you** or **your travelling companion** changing **your** mind and deciding not to proceed with **your** original **trip**.
- 1.6 (a) any business commitment, financial or contractual obligation, including those of any **travelling companion** or **relative**; or
(b) business or employment, including but not limited to, not being able to take leave from that employment. This exclusion will not apply to **you** being retrenched from **your** usual full time employment in Australia.
- 1.7 the intentional use of military force or other intervention by a government or official authority to intercept, prevent, or mitigate any known or suspected **terrorist act**.
- 1.8 any **terrorist act**.
- 1.9 tours being cancelled because there were not enough people to go. This does not apply in relation to pre-paid travel arrangements purchased separately to get to and/or from **your** destination.
- 1.10 cancellation, delays or rescheduling caused by strikes by airline staff, airline contractors or suppliers or any other airline entity.
- 1.11 cancellation, delays or rescheduling caused by carriers.
- 1.12 **you** not complying with **your** ticket conditions.
- 1.13 pregnancy or childbirth except for:
 - (i) related complications before the 26th week of pregnancy, or
 - (ii) childbirth before the 26th week of pregnancy which was accelerated by accidental **injury**.

SECTION 2

Overseas Medical, Hospital, Dental and Related Expenses

A Policy **excess** of \$100 applies to each and every event per **insured person**.

We will pay:

- 2.1 **Your** reasonable medical, surgical and hospital expenses necessarily incurred outside Australia, as a result of **you** suffering an accidental **injury** or illness which first occurs or becomes apparent during **your trip**. All medical treatment must be provided by a legally qualified medical practitioner.

If you are hospitalised you must contact Travel Guard® as soon as possible.

- 2.2 \$50 for each 24 hour period **you** are in hospital from the first day of hospitalisation, if **you** are hospitalised overseas for more than 48 hours.
- 2.3 **Your** reasonable emergency overseas dental costs up to \$500 for the relief of sudden and acute pain, given or prescribed by a legally qualified dental practitioner and necessarily incurred outside Australia.
- 2.4 Up to \$2,000 for reasonable emergency overseas dental expenses necessarily incurred following an **injury** to sound and natural teeth caused solely and directly by external and visible means as a result of an accident and which does not result from an illness or disease, but not treatment that can be delayed until **you** return to Australia. If **you** claim this benefit **we** will not pay for any emergency overseas dental expenses under Section 2.3.
- 2.5 The reasonable cost of repatriating **you** to another country/region/territory or to bring **you** home to Australia as a result of **injury** or illness and on the written advice of a legally qualified medical practitioner. If **you** want to move and want **us** to pay for it, **you** must contact **us** first and get **our** agreement. At **our** discretion, **we** will decide on which action to take based on strict medical necessity and as agreed by **our** medical adviser. If **we** bring **you** home to Australia, **we** will use **your** return ticket towards **our** costs.
- 2.6 In the event of **your** death, the reasonable cost of returning **your** remains to **your** residence in Australia, or the reasonable cost of a funeral or cremation if **your** body is buried or cremated at the place of **your** death. The maximum **we** will pay under this benefit is \$20,000 per **insured person**.

- 2.7 The reasonable extra travel and accommodation expenses (less any refund received for the unused prepaid travel and accommodation arrangements) actually and necessarily incurred on the written advice of a legally qualified medical practitioner and with **our** written agreement, for one person to travel to, remain with, or accompany **you** back to **your** residence in Australia, as a result of **you** suffering an accidental **injury**, or illness during **your trip**.

In addition to the General Exclusions applying to each Section of the Policy, no coverage will be provided in connection with:

- 2.8 medical, surgical, hospital, dental, ambulance, and nursing home expenses and any other related expenses incurred in Australia.
- 2.9 medical, surgical, hospital, dental ambulance, and nursing home expenses and any other related expenses incurred more than 12 consecutive months after the accidental **injury**, or illness which is the subject of the claim, first occurred.
- 2.10 expenses incurred for continuing treatment including any medication commenced prior to the date the travel was purchased, and which **you** have been advised to continue during **your trip**.
- 2.11 expenses incurred for dental treatment due to normal wear and tear, or the normal maintenance of dental health, or lack thereof.
- 2.12 any claim for which **you** are entitled to receive reimbursement from workers' compensation and other statutory scheme or private health insurance.
- 2.13 pregnancy, or childbirth except for:
- (i) related complications before the 26th week of pregnancy, or
 - (ii) childbirth before the 26th week of pregnancy which was accelerated by accidental **injury**.
- 2.14 any expenses incurred from using a hospital for addiction treatment or as a nursing, convalescent or rehabilitation place.
- 2.15 the cost of a return ticket if **you** have not purchased a return air ticket to Australia. **We** will deduct from **your** claim the cost of the fare between **your** last intended place of departure and Australia, at the same cabin class as **your** initial departure fare.

SECTION 3 Emergency Expenses

A Policy **excess** of \$100 applies to each and every event per **insured person**.

3.1 Accommodation, Meals and Travelling Expenses We will pay:

Your reasonable **additional accommodation, meals and travelling expenses**, including emergency personal telephone calls, if **your trip** is disrupted as a result of:

- **your** passport or travel documents being lost or stolen.
- natural disaster or severe weather conditions.
- **you** innocently breaking any quarantine regulation.
- cancellation, delay or diversion of **your** scheduled public transport services caused by riot, strike, civil commotion.
- serious damage to **your** home or business premises in Australia.
- **your** treating doctor certifying that **you** or **your travelling companion** are unfit to continue with **your** original itinerary or an amended itinerary.
- an accident involving **your** means of transport.

The most we will pay for all claims under this Section 3.1 is \$1,000 per insured person.

3.2 Early Return Home

We will pay:

Your additional expenses to return to **your** home in Australia if there is an unexpected death or sudden **injury** or illness involving

- **your travelling companion**;
- **your relative** residing in Australia or New Zealand;
- **your travelling companion's relative** residing in Australia or New Zealand; or
- **your** close business associate in Australia.

For coverage under 3.2, **you** must contact **us** first and get **our** agreement on the expenses incurred. **You** must also provide **us** with a letter from the treating doctor to support **your** claim that it was medically necessary, or the condition of the other person was serious enough, to warrant **your** early return home.

The most we will pay for all claims under this Section 3.2 is \$1,000 per insured person.

3.3 Resumption of Trip

We will pay:

Your reasonable transport costs to return overseas to complete **your** original planned itinerary after **we** have returned **you** to Australia as a result of an unexpected death or sudden **injury** or illness involving:

- **you**
- **your travelling companion;**
- **your relative** residing in Australia or New Zealand;
- **your traveling companion's relative,** residing in Australia or New Zealand; or
- **your** close business associate in Australia.

always provided that:

- (a) **you** must resume **your trip** within 60 days of **us** returning **you** to Australia,
- (b) there was at least a quarter of **your trip** or 14 days, whichever is the greater, remaining when **we** returned **you** to Australia,
- (c) the death, **injury** or illness occurred after **you** booked **your** travel arrangements in Australia, and
- (d) **you** must contact **us** before **you** resume **your trip** as transport costs under this Section may only be incurred with **our** approval.

If **your** original return ticket to Australia is still available to **you**, **we** will provide **you** with a one way ticket to resume **your** itinerary. If **your** original return ticket to Australia is not available to **you**, **we** will provide **you** with return tickets that correspond with **your** original itinerary.

The most we will pay for all claims under this Section 3.3 is \$3,000 per insured person.

3.4 Travel Delay

We will pay:

Your reasonable extra expenses, actually and necessary incurred, if due to any unforeseeable circumstances outside **your** control the departure of the scheduled public transport services on which **you** are booked to travel is delayed for at least 10 consecutive hours.

We will pay up to \$500 for each complete 24 hour period that the delay continues but if **you** claim this benefit, **we** will not pay for any accommodation, meal and travelling expenses under Section 3.1.

The most we will pay for all claims under this Section 3.4 is \$1,000 per insured person.

3.5 Missed Transport Connection for Special Events

We will pay:

If **you** have to attend a prearranged wedding, funeral, conference or sporting event, which cannot be delayed because of **your** late arrival but due to any unforeseeable circumstances outside **your** control, **you** miss **your** transport connection and are unable to arrive at **your** destination by the time originally intended, **we** will pay for **your** reasonable additional expenses incurred to enable **you** to use alternative scheduled public transport services to arrive at **your** destination on time.

The most we will pay for all claims under this Section 3.5 is \$1,000 per insured person.

In addition to the General Exclusions applying to each Section of this Policy, no coverage will be provided in connection with additional travelling expenses where **we** have also paid a claim under Section 1 in respect of the same period.

3.6 Hijack and Kidnap

We will pay:

If whilst on **your trip**, the schedule public transport services on which **you** are travelling is hijacked or **you** are kidnapped, **we** will pay **you** an amount of \$500 for each complete 24 hour period that **you** are held captive. The maximum period for which **we** will pay is 10 days.

The most we will pay under this Section 3.6 is \$5,000 per insured person.

3.7 Home Help in Australia

We will pay:

Up to \$500 per week towards the cost of home help services **you** necessarily incur immediately upon **your** return to Australia, provided that such home help:

- (a) is required as a result of **injury** or illness that necessitate **your** hospitalisation for at least 10 consecutive days during **your trip**;
- (b) does not include nursing or medical services;
- (c) is supplied by a company providing housekeeping or similar services who is registered for GST in Australia and it is not supplied by a family member or business associate;

- (d) is certified by a legally qualified medical practitioner, who is not a family member, as necessary and directly relating to the **injury** or illness which necessitated the hospitalisation.

The most we will pay for all claims under this Section 3.7 is \$1,500 per insured person.

In addition to the General Exclusions applying to each Section of this Policy, no coverage will be provided in connection with:

- 3.8 pregnancy, or childbirth except for:
- (i) related complications before the 26th week of pregnancy, or
 - (ii) childbirth before the 26th week of pregnancy which was accelerated by accidental **injury**.
- 3.9 any expenses incurred from using a hospital for addiction treatment or as a nursing, convalescent or rehabilitation place.
- 3.10 the cost of a return ticket if **you** have not purchased a return air ticket to Australia. **We** will deduct from **your** claim the cost of the fare between **your** last intended place of departure and Australia, at the same cabin class as **your** initial departure fare.
- 3.11 additional travelling expenses where **we** have also paid a claim for the cost of cancellation fees or loss of deposits on bookings in respect of the same period. This exclusion will not apply where the additional expenses are incurred directly as a result of the hospitalisation or death of **you** or **your travelling companion**, and are agreed by **us**.
- 3.12 any **terrorist act**. This exclusion does not apply to Section 3.6 above.
- 3.13 any intentional use of military force or other intervention by a government or official authority to intercept, prevent, or mitigate any known or suspected **terrorist act**. This exclusion does not apply to Section 3.6 above.
- 3.14 (a) any business commitment, financial or contractual obligation, including those of any **travelling companion** or **relative**; or
- (b) business or employment, including but not limited to, not being able to take leave from that employment. This exclusion will not apply to **you** being retrenched from **your** usual full time employment in Australia.

SECTION 4 Luggage

A Policy **excess** applies to each and every event per **insured person** made under this Section except for Section 4.2.

We will pay:

- 4.1 For accidental loss of or damage to **your luggage** and personal effects. At **our** discretion, **we** may choose to replace, repair, or pay for the loss or damage in cash, after making allowance for depreciation, and wear and tear. Payment will not exceed the original price **you** paid for **your luggage** and personal effects.

The Maximum **we** will pay for each item* is:

| | Maximum Sum Insured |
|---|---------------------|
| Electronic equipment and/or set of Golf Clubs | \$3,000 |
| Dental prostheses (including dentures) | \$1,000 |
| Each other item | \$600 |

* A pair or set of items is treated as one item (e.g. a set of golf clubs, and a pair of earrings)

- 4.2 For emergency replacement of **luggage** up to \$300 per **trip** if **your** total **luggage** is delayed, misdirected or temporarily misplaced by any carrier for more than 10 hours. Claims must be supported by written confirmation from the carrier responsible and receipts for the replacement items **you** needed to purchase. (No **excess** is applicable). The amount paid by **us** will be deducted from any **luggage** claim payable under Section 4.1.
- 4.3 For the non-recoverable cost of replacing personal travel documents, credit cards and travellers cheques taken with **you** on the **trip**.
- 4.4 For **your** legally liability for payment arising out of unauthorised use of **your** travel documents, credit cards and travellers' cheques, following theft during the **trip** by any person not **your relative**.

The most we will pay for all claims combined under this Section 4 is \$10,000 per insured person.

In addition to the General Exclusions applying to each Section of the Policy, no coverage will be provided in connection with:

- 4.5 losses, liability or expenses that are for or relate to any furniture, furnishings and fittings.

- 4.6 damage or loss arising from electrical or mechanical breakdown of any item.
- 4.7 scratching or breakage of fragile or brittle items. This exclusion does not apply to the lens of spectacles, laptop computers, binoculars, photographic or video equipment. It also does not apply to any breakage or scratch caused by an accident involving any vehicle **you** were travelling in.
- 4.8 damage or loss arising from wear, tear, deterioration, or losses caused by atmospheric or climatic conditions, mould or fungus, insects, rodents, vermin, or any process of cleaning, ironing, repairing, restoring or alteration.
- 4.9 **luggage** or travel documents left **unattended** in any **public place**.
- 4.10 **luggage** or travel documents left **unattended** in a motor vehicle unless it is locked in the boot or locked luggage compartment.
- 4.11 any **luggage** left overnight in a motor vehicle even if it is in the locked boot or locked luggage compartment.
- 4.12 **electronic equipment** or **valuables** left **unattended** in a motor vehicle at any time.
- 4.13 any **luggage** shipped under any freight agreement or sent by postal or courier services.
- 4.14 any **luggage** that **you** leave somewhere else and which will not be travelling with **you**.
- 4.15 loss of or damage to any sporting equipment, including surfboards, snowboards, sailboards and boogie boards, whilst in use.
- 4.16 any goods that are intended for sale, trade, tools of trade or trade samples.
- 4.17 losses due to devaluation or depreciation of currency.
- 4.18 loss, destruction or damage recoverable from any other sources.
- 4.19 loss of cash and negotiable items, gold or precious metals, precious unset or uncut gemstones.
- 4.20 any **electronic equipment** and **valuables** not carried as hand-luggage.
- 4.21 loss of **luggage** not reported to the transport provider, police, hotel or appropriate authority within 24 hours of **you** becoming aware of the loss and where no written report is obtained.

SECTION 5 Accidental Death

We will pay a lump sum of \$25,000 (or \$10,000 if Condition iii below applies):

- 5.1 if **you** die within 12 consecutive months as a result of an **injury** caused by an accident or **terrorist act** during **your trip**.

Conditions

- i) If **you** suffer an **injury** as a direct result of exposure to the elements, the **injury** shall be covered under the terms of this section.
- ii) If **you** disappear and after 12 consecutive months it is reasonable for **us** to believe **you** have died due to an **injury**, **we** will pay the sum insured subject to receipt of a signed undertaking by **your estate** that any such payments shall be refunded if it is later demonstrated that **you** did not die as a result of an **injury**.
- iii) The accidental death of any **insured person** aged less than 18 years of age is limited to cover of \$10,000 each.

In addition to the General Exclusions applying to each Section of the Policy, no coverage will be provided in connection with:

- 5.2 death caused by illness, disease, suicide or self-inflicted **injury**.

SECTION 6

Legal Liability

A Policy **excess** of \$100 applies to each and every event per **insured person** made under this Section.

We will pay:

- 6.1 All damages and compensation, including legal expenses, incurred with **our** written consent which **you** become legally liable to pay as a result of **your** negligence during the **trip** causing:
- (a) bodily **injury** including death or illness, or
 - (b) loss of or damage to property.

The most we will pay for all claims under this Section 6 is \$2,500,000.

In addition to the General Exclusions applying to each Sections of the Policy, no coverage will be provided in connection with:

- 6.2 **injury to your travelling companion** or to a **relative**.
- 6.3 **injury** to any of **your** employees arising out of or in the course of employment.
- 6.4 loss of or damage to property owned by, or in the control of, **you, your relative, or your travelling companion**, or an employee of any of the aforementioned persons.
- 6.5 loss of or damage to property, or **injury** arising out of, **your** business, trade or profession including professional advice given by **you**.
- 6.6 any contract unless such liability would have arisen in the absence of that contract.
- 6.7 punitive, aggravated or exemplary damages.
- 6.8 any fine or penalty.
- 6.9 loss which would be covered under workers' compensation legislation, an industrial award or agreement, or accident compensation legislation.
- 6.10 any loss arising from any **terrorist act**.
- 6.11 any loss arising from any intentional use of military force or other intervention by a government or official authority to intercept, prevent, or mitigate any known or suspected **terrorist act**.
- 6.12 any claim against **you** arising out of ownership, custody, or use of any motor vehicle or mechanically propelled vehicle, any aircraft, watercraft or firearms.

SECTION 7

Rental vehicle Excess Cover

We will pay:

- 7.1 for any excess or deductible, which **you** become legally liable to pay under **your rental vehicle** comprehensive motor insurance incorporated in the hiring agreement, for the loss or damage to **your rental vehicle** during the rental period, subject to the conditions listed below.
- 7.2 up to \$250 to return **your** hired car to the owner's nearest depot, if **your** doctor or dentist certifies that **you** are unfit to drive.

The most we will pay for all claims under this Section 7 is \$4,000.

Conditions:

- The **rental vehicle** must be rented from a licensed rental agency.
- The hiring agreement must incorporate comprehensive motor insurance against loss or damage to the **rental vehicle**.
- **You** must comply with all requirements of the rental organisation under the hiring agreement and of the insurer under such insurance.

In addition to the General Exclusions applying to each Section of the Policy, no coverage will be provided in connection with:

- 7.3 loss or damage arising from operation of the **rental vehicle** in violation of the terms of the rental agreement or loss or damage which occurs beyond the limits of any public roadway.
- 7.4 wear and tear, gradual deterioration, damage from insects or vermin, inherent vice of damage.
- 7.5 **your rental vehicle** if it is:
 - (a) designed to be used for the carriage of commercial goods;
 - (b) classed as a campervan, motor home or any other vehicle that is used for both accommodation and transportation purposes; or
 - (c) motorcycles, watercraft and aircraft of any kind.

SECTION 8

Injury Loss of Income

We will pay:

- 8.1 **You** the loss of **your** usual **income** up to \$400 per week if:
- (a) **you** suffer an **injury** during **your trip** as a result of an accident, which results in **you** being unable to resume **your** usual occupation upon **your** return to Australia; and
 - (b) **you** have been assessed by a registered medical professional to be unable to return to the normal duties required for **your** position following **your** return to Australia.

The amount **we** pay is the difference between **your** normal weekly **income** and any amount **you** can recover from any other source, including any other **income** earned by **you**.

The most we will pay for all claims under this Section 8 is 13 consecutive weeks benefit to a maximum of \$5,200 per insured person.

In addition to the General Exclusions applying to each Section of this Policy, no coverage will be provided for in connection with:

- 8.2 the first 4 consecutive weeks after **you** planned to resume **your** job in Australia.
- 8.3 any further benefit after **we** have paid **you** for 13 consecutive weeks.
- 8.4 any **injury** which is covered by workers' compensation or other statutory scheme.
- 8.5 any disease or illness unless this is the direct result of an accidental **injury**.
- 8.6 claims that are not notified to **us** within 60 days of **your** return to Australia.
- 8.7 any **terrorist act**.
- 8.8 any intentional use of military force or other intervention by a government or official authority to intercept, prevent, or mitigate any known or suspected **terrorist act**.

Financial Services Guide

This Financial Services Guide (“**FSG**”) provides information to assist **you** to decide whether **you** wish to use any of the services offered by **AIG**. It also sets out other information required by law to be included in an **FSG**.

For example, the **FSG** contains information about remuneration that may be paid to **Jetstar Airways Pty Ltd** and other relevant people or organisations related to the services offered. It also contains information about how **you** may access dispute resolution.

General Advice Warning

When arranging **your** insurance **we** may provide **you** with General Advice. General Advice is provided without taking into consideration **your** personal circumstances, objectives or financial situation.

Because of this **you** need to read the Product Disclosure Statement to consider if it is right for **you** before deciding whether to acquire the **Jetstar Premium Overseas Travel Insurance** policy to ensure that it suits **your** needs.

How Jetstar is Remunerated

From the premium **you** pay, **Jetstar**, who are responsible for most of the administration, marketing distribution costs incurred in connection with the product, will receive remuneration based on a percentage of the premium **as well as a Bonus Commission based on profitability of the insurance**. **You** may request further details as to the remuneration payable by contacting **AIG**, provided such request is made within a reasonable time after **you** receive this **FSG** and before **we** provide **you** with any General Advice.

About Jetstar

Jetstar is appointed for this purpose as a General Insurance Distributor under ASIC Class Order CO 05/1070 to distribute this insurance product issued by **AIG**. **Jetstar** is not authorized to provide any advice or bind any businesses on behalf of **AIG**.

Contact details for **Jetstar** are:

Jetstar Airways Pty Ltd
ABN 33 069 720 243
GPO Box 4713
Melbourne VIC 3001
Australia

Phone within Australia: 131 538

Phone outside Australia: + 61 3 8341 4901

Insurance Enquiries (**AIG**) 1800 257 504

Jetstar may deal in specified general insurance products that are issued/insured by:

AIG Australia Limited (AIG)
ABN 93 004 727 753 AFSL 381686
Level 12, 717 Bourke Street
Docklands Vic 3008

Providing Instructions to AIG

Instructions are able to be received by:

- Telephone - 1800 257 504
- Fax (03) 9522 4651
- Email traveladmin@aig.com
- Letter or
- In person

If **you** need to contact **Jetstar**, contact details are on pages 2 and 39.

Please contact **AIG** with any travel insurance enquires on 1800 257 504.

If You Have a Complaint

Resolving your Complaints

AIG are committed to handling any complaints about **our** products or services efficiently and fairly.

If **you** have a complaint:

1. Contact **us** on **our** dedicated complaints line – 1800 339 669 and/or in writing to:
Head of Compliance
AIG
Level 12, 717 Bourke Street,
Docklands VIC 3008
2. If **your** complaint is not satisfactorily resolved **you** may request that the matter be reviewed by **our** Internal Dispute Resolution Committee (“**Committee**”) by writing to the person who signed the response letter. Alternatively, **you** can contact **us** on **our** dedicated complaints line – 1800 339 669 and request the matter be referred to the **IDRC**. **We** will respond to **you** with the **Committee**’s findings within 15 working days.

You can also write directly to the Chairperson of the **IDRC**

The Chairperson **IDRC**
AIG
Level 12, 717 Bourke Street
Docklands VIC 3008

3. If **you** are not satisfied with the finding of the Committee, **you** may be able to take **your** matter to an independent dispute resolution body, Financial Ombudsman Service (**FOS**). This external dispute resolution body can make decisions with which AIG are obliged to comply.

Contact details are:

Financial Ombudsman Service Limited

Phone: 1300 780 808 (local call fee applies)

Email: info@fos.org.au

Internet: <http://www.fos.org.au>

GPO Box 3, Melbourne, VIC 3001



Insurance products and services are provided by
AIG Australia Limited ABN 93 004 727 753 AFSL 381686.

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