Important Advice for Policyholders of QBE Travel Insurance: British Airways Strike

Issued: 16 March 2010

Unite, the trade union that represents British Airways' (BA's) cabin crew, announced it's intention to take strike action on 20 to 22 March 2010 and 27 to 30 March 2010.

What policies are covered by this advice?

The following advice relates to QBE travel insurance policies issued prior to 15 March 2010. There is no provision to claim amendment/cancellation fees due to the British Airways Strike for policies issued after midnight AEDT on 14 March 2010.

FOR POLICYHOLDERS WHO HAVE TRAVEL ARRANGEMENTS WITH BRITISH AIRWAYS DURING THE PERIOD 20 - 22 MARCH 2010 AND 27 - 30 MARCH 2010

The QBE policy provides for the following:

a) **Cancellation costs for unused prepaid arrangements** if you have not been able to complete prepaid travel plans as a result of the British Airways strike, and/or

b) **Additional costs from changes to travel plans** including accommodation and transport rearrangement expenses if your travel plans have been directly affected by the British Airways Strike. You must however take all reasonable steps to minimise the claim, including alternative travel dates and carriers. In most cases, airlines and travel agents are able to facilitate this.

As it is a requirement that you take reasonable precautions to avoid a financial loss after a public warning of a strike, policyholders that are booked on flights that are likely to be affected you are encouraged to contact QBE for advice.

DATE CHANGES

QBE will allow date changes on policies where you are not submitting a claim for cancellation/rearrangement costs.

MAKING A CLAIM

In the event of a claim you will be required to provide confirmation form British Airways that their flight was cancelled, along with confirmation of any eligible refunds. Claims can be lodged by contacting QBE Claims or obtaining a claim form from www.qbetravelinsurance.com.au and following the relevant instructions.

GENERAL ADVICE

This information must be read in conjunction with the Product Disclosure Statement (PDS) and policy wording as certain restrictions apply. For any complaints or disputes, you should refer to the PDS.

CONTACTS

QBE Emergency Assistance, OMEGA	+61 3 8523 2800	omega@qbe.com
QBE Claims	+61 3 8523 2777	travel.claims@qbe.com
QBE Customer Service	+61 3 8523 2777	travel.service@qbe.com

This advice will be updated as the situation develops.