

# Cover-More®

## "Options"

### Travel Insurance

#### Product Disclosure Statement

- ▶ Annual Multi-Trips
- ▶ Single Trips



**Effective: 1 July 2006**

This Insurance is issued by  
 Vero Insurance Limited  
 ABN 48 005 297 807  
 AFSL No. 230859



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#### Part 1 – Product Disclosure Statement

##### The Purpose Of The Product Disclosure Statement (PDS)

The purpose of this PDS is to help you understand the policy and provide you with sufficient information to enable you to compare and make an informed decision about whether to buy or hold the policy.

The PDS also sets out the significant benefits and features of International and Domestic Plans.

You still need to read the Policy Wording for a full description of the terms, conditions and limitations of each policy plan.

##### Who Is The Insurer

Vero Insurance Limited, ABN 48 005 297 807, AFS Licence No. 230859, is the insurer and issuer of this policy and is the issuer of this Product Disclosure Statement (PDS). References to "us", "we" and "our" in this PDS are to the insurer.

##### Who Is Cover-More And The Providing Entity

Cover-More Insurance Services Pty Ltd, ABN 95 003 114 145, AFS Licence No. 241713, administers the policy (including customer service, medical assessments and claims management) and will usually arrange for the issue of the insurance, either directly or through the appointment of authorised representatives. Alternatively, another financial services licensee or its authorised representatives may arrange for the issue of this insurance.

The person who provides you with this PDS is the Providing Entity. The capacity in which they act will be displayed in the Financial Services Guide which they will give you before they provide any financial service in relation to this product.

##### How You Contact Us

You may contact us via our Providing Entity. Alternatively you may contact Cover-More, who we have appointed to administer the policy:

###### Cover-More Insurance Services Pty Ltd

**Customer Service:** Private Bag 913,  
 1300 72 88 22 North Sydney, NSW, Australia 2059  
**Claims:** Email: enquiries@covermore.com.au  
 1300 36 26 44 Fax: (02) 9202 8001

You may also contact us directly by telephone on 1300 794 133, or by writing to us at Vero Insurance Limited, Travel, Locked Bag 9000, Chatswood NSW 2057.

##### How To Obtain A Quote/Policy

Reading pages 4-9 will assist you to decide the policy type and variations to cover you may require.

▶ **Fast Quote** – Ask the Providing Entity, or complete section 1 of the Enrolment Form (attached at back) and hand them the entire booklet.

▶ **Purchase\*** – Complete sections 1 and 2 of the attached Enrolment Form.  
 \*Please consider the entire PDS and Policy Wording before purchasing.



### Important Information

The insurance we offer you is set out in the Product Disclosure Statement (PDS) and Policy Wording. It is important that you:

- consider all of the PDS and Policy Wording before you buy it to make sure that it gives you the protection you need;
- keep the policy booklet and certificate together in a safe place;
- are aware of the limits on the cover provided and the amounts we will pay you (including any excess that applies);
- are aware of the “Words With Special Meanings” found in the Policy Wording on pages 15-16; and
- are aware of the Maximum Benefit Limits shown in the “Schedule of Benefits” chart on page 6 for Plans I and D or page 7 for the DA Plans.

### Change Of Terms And Conditions

In some circumstances the terms and conditions of the policy may be amended by us provided we give you notice in writing.

### Commissions

Cover-More Insurance Services and certain other licensees who arrange for the issue of this policy, have authority from Vero to do so and will receive remuneration for providing a financial service.

The Providing Entity who provided the policy booklet will also receive a commission for arranging for the issue of Vero’s insurance policies.

### Your Duty Of Disclosure

You have a legal duty of disclosure to us whenever you apply for, or change an insurance policy.

### What You Must Tell Us

You have a general duty to disclose to us everything that you know, or could reasonably be expected to know, is relevant to our decision whether to insure you, and, if we do, on what terms.

However, your duty does not require you to disclose anything:

- that reduces the risk to be undertaken by us;
- that is generally well known;
- that we know or, in the ordinary course of our business, ought to know; or
- in respect of which we have waived your duty.

### If You Do Not Tell Us

If you do not answer our questions honestly or do not properly disclose to us, we may reduce or refuse to pay a claim or may cancel the policy. If you act fraudulently in answering our questions or not disclosing to us, we may refuse to pay a claim or treat the policy as never having existed.

### Your General Duty Applies To Changes

Your general duty applies in full when you change or reinstate the insurance policy.

### Your General Duty Is Limited For New Policies

When you apply for a new policy your duty of disclosure applies, but you do not need to disclose something to us unless we specifically ask you about it. However, you must be honest in answering any questions we ask you. You have a legal duty to tell us anything you know, and which a reasonable person in your circumstances would include in answering the questions. We will use the answers in deciding whether to insure you and anyone else to be insured under the policy, and on what terms.

### Who Needs To Tell Us

It is important that you understand you are disclosing to us and answering our questions for yourself and anyone else you want to be covered by the policy.

### Policy Options

The following policy options are available to you:

#### Annual Multi-Trip



An annual policy that covers any number of journeys, where your destination is more than 250km’s from your home.

Plans available:

- International (Plan I) .....see pages 5-6  
Includes cover for travel within Australia.  
Choose a maximum of 30, 45 or 60 days per journey.  
Your maximum number of days will influence your premium.
- Domestic (Plan D) .....see pages 5-6  
Choose a maximum of 15 or 30 days per journey.  
Your maximum number of days will influence your premium.

#### Single Trip



Cover for one journey of up to 18 months\* in duration.

Plans available:

- International (Plan I) .....see pages 5-6
- Domestic (Plan D) .....see pages 5-6
- Domestic Alternative (DAPlans).....see page 7

\* Restrictions may apply depending on your age/duration.

After selecting an Annual Multi-Trip or Single Trip policy please see pages 7-9 for options to vary cover. You cannot vary cover on DA Plans. To obtain a quote ask the Providing Entity, or complete section 1 of the Enrolment Form (attached at back) and hand them the entire booklet.

### Significant Benefits And Features Of Each Policy Plan

The levels of benefits for each Plan are outlined on pages 5-7. Please refer to the Policy Wording section for further details of this insurance cover, including the terms and conditions and general exclusions that may apply.

Schedule Of Benefits		Maximum Benefit Limits (Per Adult Traveller)	
Policy Section	Summary Of The Benefit/Feature	International – Plan I Single Trip and Annual Multi-Trip	Domestic – Plan D Single Trip and Annual Multi-Trip
1	<b>Overseas Medical And Dental</b> Cover for overseas hospital, medical, surgical, nursing, ambulance and emergency dental expenses.	\$Unlimited <small>Medical cover will not exceed 12 months from onset</small>	\$Nil
2	<b>Additional Expenses</b> Cover for additional accommodation and transportation expenses as a result of certain events including injury, sickness, disease, natural disasters, collisions, strikes and lost travel documents.	\$Unlimited	\$10,000
3	<b>Amendment Or Cancellation Costs</b> Cover, if due to unforeseen circumstances outside your control your journey has to be re-arranged, or cancelled if it cannot be re-arranged. e.g. illnesses, accidents, extreme weather conditions, exam re-sit or retrenchment.	\$Unlimited	
4	<b>Luggage And Travel Documents</b> Luggage and personal effects – cover for loss, theft or damage after allowing for reasonable depreciation. Travel documents – cover for replacement cost if lost or stolen.	\$12,000 <small>Item limits apply – see page 9</small>	\$3,000 <small>Item limits apply – see page 9</small>
5	<b>Delayed Luggage Allowance</b> Cover for the cost of essential emergency purchases overseas if all your luggage is delayed by a transport provider. Delays in excess of 24 hours – up to \$500. Delays in excess of 72 hours – up to \$1,000.	\$1,000	\$Nil
6	<b>Money</b> Cover for cash which is lost or stolen from your person.	\$200	\$Nil
7	<b>Rental Car Insurance Excess</b> Cover for any rental car insurance excess you become liable to pay as a result of damage to, or theft of, a rental car.	\$3,000 <small>Extra cover available – see page 9</small>	\$3,000 <small>Extra cover available – see page 9</small>
8	<b>Travel Delay</b> Cover for additional accommodation expenses if your scheduled transport is delayed for more than 6 hours.	\$1,200	\$750
9	<b>Resumption Of Journey</b> Cover for the cost to return overseas if you have to return to Australia early as a result of the ill-health of a relative or business partner in Australia.	\$3,000	\$Nil
10	<b>Special Events</b> Covers additional costs to get you to a special event (as defined) if your journey would otherwise be delayed and you would miss it due to unforeseen circumstances outside your control.	\$2,000	\$2,000
11	<b>Cash In Hospital</b> An allowance of \$50 per night if you are confined to a hospital overseas due to a disabling injury or sickness provided you are in hospital for at least 48 hours.	\$8,000	\$Nil
12	<b>Hijacking</b> An allowance of \$1,000 for each 24 hour period you are forcibly detained on a means of public transport which has been hijacked.	\$8,000	\$Nil
13	<b>Loss Of Income</b> A Loss Of Income benefit is payable if, due to an injury sustained during your journey, you are unable to work on your return to Australia.	\$9,000 <small>Up to \$1,500 per month</small>	\$1,500 <small>Up to \$250 per month</small>
14	<b>Disability</b> A Disability Benefit is payable if caused by an injury sustained during your journey which results in total loss of sight in one or both eyes or total loss of the use of a limb.	\$25,000	\$10,000
15	<b>Accidental Death</b> A Death Benefit is payable (to your estate) if caused by an injury sustained during your journey. Limit of \$1,000 for each accompanying child.	\$25,000	\$10,000
16	<b>Personal Liability</b> Cover for legal liability if your negligent act or omission during the journey causes bodily injury or damage to property of other persons.	\$2,500,000	\$200,000

Benefits And Features Table

▼ **Fast Quote** – Ask the Providing Entity or complete section 1 of the Enrolment Form and hand them the entire booklet.  
▼ **Purchase** – Complete sections 1 and 2 of the Enrolment Form and hand the entire booklet back to the Providing Entity.

## Domestic Alternative

### Schedule Of Benefits Maximum Benefit Limits

Policy Section		Domestic – DA Plans				
		DA2	DA4	DA6	DA8	DA15
2	Additional Expenses*	\$200	\$400	\$600	\$800	\$1,500
3	Amendment or Cancellation Costs*					

\* For a summary of the above features/benefits see page 5.

### Options to Vary Cover

#### Existing Medical Conditions

(Your Or Your Travelling Companion's)

This policy does **not** automatically cover all existing medical conditions.

'Existing medical condition' means:

- any physical defect, condition, illness or disease for which treatment, medication or advice (including investigation) has been received or prescribed by a medical or dental advisor in the 90 days prior to the Relevant Time; or
  - any chronic or ongoing (whether chronic or otherwise) medical or dental condition, illness or disease medically documented prior to the Relevant Time.
- 'Relevant Time' in respect of:
- Single Trip policies means the time of issue of the policy.
  - Annual Multi-Trip policies means the first time at which any part of the relevant trip is paid for or the time at which the policy is issued, whichever occurs last.

You should carefully consider whether any condition, including a condition which you have previously been treated for is an existing medical condition. If you are unsure whether you have an existing medical condition please phone Cover-More. If you or your travelling companion have an existing medical condition you should read on.

#### Levels Of Existing Medical Conditions

There are 3 levels of Existing Medical Conditions:

- Tier 1** "Self Assessment" (no extra premium)
- Tier 2** "Self Assessment" requiring extra premium
- Tier 3** Approval by Cover-More and extra premium required

#### "Self Assessment" existing medical conditions

Subject to certain requirements this policy can automatically cover the existing medical conditions shown below. This means the existing medical condition exclusion does not apply to these conditions in these circumstances (therefore, no prior approval for extra cover is required from us).

In the following, references to time are applied to the 'Relevant Time'.

- Tier 1 "Self Assessment" conditions (no extra premium)**

**Asthma** – If no exacerbation requiring treatment by a medical practitioner in the last 12 months. You must also be under 60 years of age.

**Cataracts / Glaucoma** – If you have no ongoing complications, are not on a waiting list for an operation and have not been operated on in the last 30 days.

**Coeliac Disease** – If the condition has not required treatment by a medical practitioner in the last 6 months.

**Diabetes / Glucose Intolerance** – If you were diagnosed over 12 months ago and have not had any complications in the last 12 months. You must also have a Blood Sugar Level reading between 4 and 10 and also be under 50 years of age.

**Ear Grommets** – With no current infection.

**Epilepsy** – If there are no underlying medical conditions (e.g. previous head trauma, stroke) and you have not required treatment by a medical practitioner for a seizure in the last 2 years.

**Gastric Reflux** – If the condition does not relate to another underlying diagnosis (e.g. Hernia/Gastric Ulcer).

**Gout** – If the gout has remained stable for the last 6 months.

**Hay Fever (Allergic Rhinitis)** – If the condition has not required treatment by a medical practitioner in the last 6 months and you have no known respiratory conditions e.g. Asthma.

**Hiatus Hernia** – If no surgery is planned.

**Hip / Knee Replacement** – If performed more than 6 months ago and less than 10 years ago.

**Hypercholesterolaemia (High Cholesterol)** – If you have no known heart conditions.

**Hypertension (High Blood Pressure)** – If you have no known heart conditions and your current Blood Pressure reading is lower than 165/95.

**Menopause** – Provided you do not suffer from Osteoporosis.

**Peptic Ulcer** – If condition has remained stable for the last 6 months.

**Underactive Thyroid** – If not as a result of a tumour.

#### **Tier 2 “Self Assessment” conditions requiring extra premium**

In order to be covered for the following self assessment conditions, you must tick ‘Yes’ on the Enrolment Form next to the relevant traveller, and pay the additional premium shown on our Assessment Form.

**Breast Cancer / Prostate Cancer** – If you were diagnosed over 12 months ago, have not had any chemotherapy or radiotherapy in the last 12 months, your cancer has not spread beyond the breast or prostate at any time, and your journey is less than 6 months. In respect of Prostate Cancer you must also have a P.S.A. of 3.0 or less.

**Deep Vein Thrombosis / Pulmonary Embolism** – If you were diagnosed more than 6 months ago and do not have any associated clotting disorders (other than where covered automatically below).

**Diverticular Disease** – If you have not required antibiotics in the last 6 months, are not awaiting investigation or surgery and your journey is less than 3 months.

**Leiden Factor V Mutation, Antiphospholipid Syndrome, Protein C or S Deficiency** – If you have not had any new thromboses in the last 6 months.

**Migraines** – If you have not required treatment by a medical practitioner in the last 6 months.

**Osteoarthritis (not inflammatory arthritis)** – If you have not had any joint replacements (e.g. hip, knee), have not had any treatment in the last 6 months and have not been diagnosed with Osteoarthritis in the back or neck.

**Osteoporosis / Osteopenia** – If you have no history of back pain/injury and have not had any fractures in the last 12 months.

**Stroke / Transient Ischaemic Attack (T.I.A.)** – If you have a history of only one Stroke/T.I.A., the event was more than 12 months ago, you have no ongoing symptoms or disabilities, you are travelling for less than 3 months and your current Blood Pressure reading is lower than 150/90.

#### **Tier 3 Conditions requiring approval and extra premium**

If you wish to apply to be covered for a condition that cannot be automatically covered please make your application using our Assessment Form (available from the Providing Entity or online at [www.covermore.com.au](http://www.covermore.com.au)).

## Pregnancy

If you are aware of the pregnancy at the time of issue of the policy, cover must be applied for if either of the following apply:

1. there have been complications with this or any previous pregnancy, or
2. the conception was medically assisted.

Whether or not you have to apply, the following restrictions apply to pregnancies:

- Cover is only provided for unexpected serious pregnancy complications which occur during or before the 26th week of pregnancy.
- No cover is provided for childbirth or the health of a newborn child, irrespective of the stage of pregnancy at which the child is born\*.
- \* Expectant mothers should therefore consider whether they travel under this policy, particularly beyond the 20th week of pregnancy.

## Varying The Excess

**Plan I** – You can choose: \$Nil excess  
\$100 excess  
\$250 excess

The higher the excess the lower the amount payable.

Note: Travellers 70 years and over cannot vary their excess.

The excess on domestic plans are as follows:

**Plan D** \$50 excess  
**DA Plans** \$25 excess

## Increase Luggage Item Limits

The following limits apply to any one item, set or pair of items (including accessories):

	Cameras and Video Cameras	Other Items
<b>Plan I</b>	\$3,500	\$500
<b>Plan D</b>	\$ 300	\$300

You may increase the item limit (on a per item basis) by paying an extra amount in order to increase cover for items which are valued at more than the limits shown above. You can obtain a quote from the Providing Entity.

For a single item you may increase the limit by \$4,500.

For multiple items the overall increase in limits cannot exceed \$7,000. Receipts or valuations (less than 12 months old) must be attached to your Enrolment Form.

## Increase Rental Car Insurance Excess Cover

Plan I and Plan D automatically provide up to \$3,000 cover for your liability in respect to a rental car insurance excess. This amount can be increased by up to \$2,000 by paying an additional premium. You can obtain a quote from the Providing Entity.



## Additional Information

### Activities Included On All Policies

The following activities are covered under all Plans.

- Abseiling
- Ballooning
- Bungy Jumping
- On-Piste Snow Skiing
- On-Piste Snowboarding
- Parachuting
- Paragliding
- Parasailing
- White Water Rafting
- Working Holidays

Note: Subject to the ordinary terms of cover and in particular exclusion 16 on page 24.

### When And How Benefits Are Provided

The benefits for which you are insured under this policy are payable:

- When an insured event occurs during the period of insurance causing you to suffer loss or damage or incur legal liability; and
- your claim is accepted by us.

After calculating the amount payable we will either:

- pay for replacement (after allowing for depreciation) or repair of your personal luggage;
- pay for specified additional expenses;
- pay the person to whom you are legally liable; or
- pay you.

### The Amount You Pay For This Insurance

You can obtain a quote from the Providing Entity. The amount we charge you for this insurance policy is the total amount of the premium that we calculate to cover the risk and any relevant government charges (such as GST and stamp duty). These amounts add up to the total amount you must pay.

Once the policy is issued your total premium and any relevant government charges are shown on the Certificate of Insurance.

If you change your policy in any way you may be entitled to a partial premium refund or required to pay an additional amount.

### How Various Factors Affect The Amount Payable

We consider a number of factors in calculating the total amount payable. The key factors that affect the amount you pay include the plan, the area to which you are travelling, your age, the excess, the duration of your journey and whether you take out additional cover.

The following is a guide on how these factors combine together and may impact on the assessment of risk, and therefore your premium.

- **Plan** – the International Plan I, which provides more cover, costs more than the domestic plans.
- **Area** – higher risk areas cost more.
- **Age** – Plan I costs more for some travellers who represent a higher risk.
- **Excess** – the higher the excess the lower the cost.
- **Duration** – the longer your trip the more it usually costs.
- **Extra Cover Options** – additional premium may apply.

### Cooling Off Period

You have the right to cancel the policy by notifying the Providing Entity in writing within 15 working days (i.e. Monday to Friday excluding public holidays where you are) of the date the policy was issued to you (“cooling off period”). Provided the circumstances specified in paragraphs (a) or (b) below do not apply, you are entitled, during the cooling off period, to a complete refund of the amount you have paid for the policy. You are not entitled to a complete refund if, during the cooling off period, you:

- a) make a claim under the policy; or
- b) cancel the policy after the commencement of the journey

If you are entitled to a refund the Providing Entity will provide a refund.

## We Respect Your Privacy

### Privacy Statement

The Privacy Act 1988 (as amended) requires us to inform you that:

#### Purpose Of Collection

We collect personal information (this is information or an opinion about an individual whose identity is apparent or can reasonably be ascertained and which relates to a natural living person) for the purposes of providing insurance services to you, including:

- evaluating your application;
- evaluating any request for a change to any insurance provided;
- providing, administering, and managing the insurance services following acceptance of an application; and
- investigating and, if covered, managing claims made in relation to any insurance you have with us or other companies within the same group.

The personal information collected can be used or disclosed by us for a secondary purpose related to those purposes listed above, but only if you would reasonably expect us to use or disclose the information for this secondary purpose.

However for sensitive information, the secondary purpose must be directly related to the purposes listed above.

#### Disclosure

We may disclose your personal information, (and receive personal information from) when necessary and in connection with the purposes listed, to other companies within the same group, your insurance broker or our authorised representative, government bodies, loss assessors, claim investigators, reinsurers, other insurance companies, claims reference providers, other service providers, hospitals, medical and health professionals, legal and other professional advisers.

#### Consequences If Information Is Not Provided

If you do not provide us with the information we need we will be unable to consider your application for insurance cover, administer your policy or manage any claim under your policy.

#### Access

You can request access to the personal information we hold about you by contacting us. In some circumstances we may not agree to allow you access to some or all of the personal information we hold such as when it is unlawful to give it to you. In such cases we will give you reasons for our decision.

## Information About Other Products

Cover-More may provide information to you regarding other insurance products. Cover-More may also provide your contact details to the Providing Entity so that they can provide information to you regarding certain products. If you do not wish to receive this information please contact Cover-More quoting your policy number – we promise this information will not be sent to you.

## Code Of Practice

We have adopted the General Insurance Code of Practice developed by the Insurance Council of Australia. The Code is designed to promote good relations and good insurance practice between insurers, authorised representatives and consumers.

The Code sets out what we must do when dealing with you. Please contact Cover-More if you want more information about the Code.

## How We Resolve Your Complaints

### Resolving Your Complaints

If you think we have let you down in any way, or our service is not what you expect (even if through one of our representatives), please tell us so we can help.

#### You Can Tell Us...

**By phone** – Cover-More will put you in contact with an appropriate person to deal with your complaint.

**In writing** – Please send Cover-More the full details of your complaint together with any supporting documents and an explanation of what you want Cover-More to do. Your letter will be directed to the appropriate person.

**In person** – If you would like to come in to talk to a Cover-More representative face to face, please call and Cover-More will arrange an appointment.

#### What We Will Do To Resolve Your Complaint

When you first let Cover-More know about your complaint or concern:

- it will be handled by the person who has authority to deal with it; and
- this person will listen to you, consider the facts and contact you to resolve your complaint as soon as possible, usually within 24 hours.

If you are not satisfied with this person's decision on your complaint, then it will be referred to the relevant Operational Manager, who will contact you within 5 working days.

If you are not satisfied with the Operational Manager's decision, then it will be referred to the General Manager or their delegate at Vero. We will send you our final decision within 15 working days from the date you first made your complaint.

#### What If You Are Not Satisfied With Our Final Decision?

We expect our procedures will deal fairly and promptly with your complaint. However, if you are not satisfied with our final decision you can choose to have the matter resolved externally – for example mediation, arbitration or legal action.

You can also raise your complaint directly with the Insurance Ombudsman Service Ltd (IOS). This is an independent body and its services are free to you. We agree to accept the IOS's decision. Again, you have the right to take legal action if you disagree with the IOS's decision.

You must contact the IOS within 3 months of receiving our final decision.

You can phone the IOS from anywhere in Australia on 1300 780 808 or write to them at:

Insurance Ombudsman Service Ltd  
PO Box 561,  
Collins Street West,  
Melbourne VIC 8007.

## Extending Your Journey

Having too much fun? If you wish to be insured for longer than the original period you must purchase a new policy through the original Providing Entity prior to the expiry of the original policy. It is not an extension of the previous policy. Should a medical condition first present itself prior to the time of issue of the new policy it may be considered an existing medical condition under the new policy and therefore may not be automatically covered by the new policy. Purchasing a longer duration policy up front can avoid this risk.



## 24 Hour Emergency Assistance

All policy holders have access to our emergency assistance team. This experienced team work around the clock assisting our clients when they are in need of help. The majority of requests for assistance are for clients requiring:

#### • Medical treatment

Our team of Doctors, Nurses and Case Managers can assist in helping you to find medical facilities and monitor your medical care.

#### • Payment of hospital bills

Those larger bills can be paid by us directly to the hospital.

#### • Evacuation or repatriation

We can decide if and when evacuation or repatriation is appropriate and co-ordinate the entire exercise.

#### • Assistance when passports, travel documents or credit cards are lost

If you need assistance in contacting the issuer of the document, we can help.

#### • Assistance with rescheduling travel plans as a result of an emergency

If your travel agent is not available to assist with rescheduling in an emergency situation, we can help.

Where relevant all services are subject to a claim being accepted under the policy.

## To Obtain Emergency Assistance

Before calling for assistance please:

- visit [www.covermore.com.au](http://www.covermore.com.au) (if your circumstances permit).

You will find information and directions such as:

- a) things you should do as soon as an event occurs.
- b) instructions on how to contact the issuer of passports, credit cards etc.
- c) online claim forms and instructions on how to submit a claim.

- read Policy Condition 5 (page 17), 10 (page 18) and Policy Conditions applying to Sections 1 and 2 only (page 18).

Should you require additional assistance you can contact Cover-More on one of the numbers below. When you call please advise us of your:

- **policy number**
- **contact phone number**

Please call Australia DIRECT and TOLL FREE from:

**USA:** 1800 937 9763

**Canada:** 1800 645 8714

**UK:** 0800 892 014

**Indonesia:** 0018 036 1543

**NZ:** 0800 445 524

(the cost of a local call may be required if calling from a pay phone)

If you are experiencing difficulties with one of the numbers above, call Australia reverse charge via the operator on:

Phone: +61 (2) 8907 5619 Fax: +61 (2) 9202 8220

**Other Countries:** Please call reverse charge via operator: +61 (2) 8907 5619

### IMPORTANT:

You should have this policy booklet, your policy number and your Cover-More Emergency Assistance Card with you at all times when travelling.



## Claims And Non-Emergency Assistance

### How To Make A Claim

Cover-More will respond to a claim within 10 working days of receipt of all necessary documentation.

Should an event occur which might give rise to a claim you should:

- visit [www.covermore.com.au](http://www.covermore.com.au) immediately.

This will assist in ensuring you have all the necessary information and documentation to support your claim, such as:

- a) things you should do as soon as an event occurs.
- b) detailed instructions on how to submit a claim.
- c) online claim form/s.

- follow the instructions in Policy Condition 5 (page 17).

In particular you must:

- a) report lost or stolen property to the police or responsible transport provider and obtain a written report.
- b) phone the emergency assistance number as soon as physically possible if you are admitted to hospital or if you anticipate that any of your medical or related expenses are likely to exceed \$2,000.

Should you require additional assistance you can contact Cover-More by:

Phone: 1300 36 26 44 (from overseas +61 (2) 8907 5007)

Fax: +61 (2) 9202 8098

### How A Claim Payment Is Calculated

When we pay a claim we consider a number of aspects in calculating the amount. These can include:

- amount of loss or damage or liability;
- excess;
- policy limit;
- reasonable depreciation; and
- terms and conditions of the policy.

The following example illustrates how we will calculate the amount payable for a claim:

- Your new video camera worth \$4,000 is stolen from a hotel room.
- You are travelling on the International Plan I.
- You have chosen the nil excess option.

- You have not paid an additional amount to increase the standard item limit.

The amount payable following the claim would be calculated as follows:

- Consider the value of the video camera – \$4,000 (No depreciation applies because the video camera was new).
- Consider the maximum policy limit payable for cameras and video equipment – \$3,500. The maximum limit does apply in this case.
- As you have chosen the nil excess option, no excess is deducted. This results in an amount payable of \$3,500.

### The Amount You Pay Towards A Claim

You may be required to pay an amount in the event of a claim. This is called an excess. The amount of excess varies depending on the travel plan chosen and in the case of International Plan I, the amount of excess you chose.

The excess for International Plan I ranges from nil to \$250, the excess for Plan D is \$50 and the excess for DA Plans is \$25.

In some circumstances we may require you to pay an additional excess for some medical conditions. We will inform you in writing if this excess applies. This is only a summary of how excesses will be applied. For full details please refer to the Policy Wording.

## Part 2 – Policy Wording

Insured and issued by Vero Insurance Limited  
ABN 48 005 297 807 AFSL No. 230859  
**THIS POLICY IS NOT VALID UNLESS THE CERTIFICATE  
OF INSURANCE IS ATTACHED**

We will give You the insurance cover described in this policy in return for receiving the total Amount Payable.

This policy is issued on the basis that, and it is a condition of this policy that:

- You are not aware of any circumstance which is likely to give rise to a claim.
- You are a permanent resident of Australia and will be returning to Your Home at the completion of the Period of Insurance and within 12 months of the Journey commencing.
- If You purchase the Annual Multi-Trip Policy, cover will only extend to a Journey that involves travel to a destination which is more than 250 kilometres from Your Home.
- Your travel commences within 12 months from the issue date shown on Your Certificate of Insurance.

### Words With Special Meanings

In this policy the following words have the following meanings:

**"We", "Our", "Us"** means Vero Insurance Limited.

**"You", "Your"** means the people listed as adults on the Certificate of Insurance and includes Accompanied Children except on DA Plans in which case cover applies on a per person basis only. Where more than one person is listed as an adult on the Certificate of Insurance all benefits, limitations, conditions and exclusions will be interpreted as if a separate policy was issued to each of the persons listed as an adult other than:

- a) In the event a claim arising from the one event is made, an excess (if applicable) will only be applied once.
- b) In the case of luggage item limits which shall be as per a single policy.

In respect of organised groups each child not travelling with their usual guardian must purchase a separate policy.

**"Accompanied Children"** means children who are identified on the Certificate of Insurance and travelling with You on the Journey, provided they are not in full-time employment and they are under the age of 21 years.

**"Act Of Terrorism"** means an act, including but not limited to the use of force or violence, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), which from its nature or context is done for, or in connection with, political, religious, ideological, ethnic or similar purposes or reasons, including the intention to influence any government and/or to put the public, or any section of the public in fear.

**"Additional"** means the cost of the accommodation or transport You actually use less the cost of the accommodation or transport You expected to use had the journey proceeded as planned.

**"Amount Payable"** means the total amount payable shown on Your Certificate of Insurance.

**"Disabling Injury, Sickness or Disease"** means a disabling injury, sickness or disease which first shows itself during the Period of Insurance and which requires immediate treatment by a qualified medical practitioner.

**"Existing Medical Condition"** means:

- a) Any physical defect, condition, illness or disease for which treatment, medication or advice (including investigation) has been received or prescribed by a medical or dental advisor in the 90 days prior to the Relevant Time; or
- b) Any chronic or ongoing (whether chronic or otherwise) medical or dental condition, illness or disease medically documented prior to the Relevant Time.

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

**"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.

**"Journey"** means the period commencing at the time You leave Your Home and ceasing at the time You return to Your Home.

**"Limb"** means a hand at or above the wrist or a foot at or above the ankle.

**"Period Of Insurance"** means:

- a) In respect of Single Trip Policies from the time You commence the Journey or the travel start date shown on Your Certificate of Insurance (whichever is later) until the time You complete the Journey or the travel end date shown on Your Certificate of Insurance (whichever is the earlier).
- b) In respect of Annual Multi-Trip Policies from the time You commence each Journey or the travel start date shown on Your Certificate of Insurance (whichever occurs last) until the earliest of the following times:
  - (i) the time that You complete the Journey; or
  - (ii) the expiry of the maximum insured duration per Journey (this maximum duration is shown on Your Certificate Of Insurance); or
  - (iii) 12 months from the travel start date shown on Your Certificate of Insurance.

Cover under Section 3 begins from the time the policy is issued.

**"Permanent"** in respect of Section 14 means a period of time lasting 12 consecutive months after the expiry of which We consider there is no reasonable prospect of improvement.

**"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, defacto, parent, grandchild, brother, sister, son-in-law, daughter-in-law, parent-in-law, grandparent, child, step-parent, brother-in-law, sister-in-law, fiancé(e), first cousin, aunt and uncle.

**"Relevant Time"** in respect of:

- a) Single Trip policies means the time of issue of the policy.
- b) Annual Multi-Trip policies means the first time at which any part of the relevant trip is paid for or the time at which the policy is issued, whichever occurs last.

**"Rental Car"** means a rented sedan, campervan, hatchback or station-wagon (including 4WD's) rented from a licensed motor vehicle rental company.

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

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

### Policy Conditions

#### 1. Excess

The excess is the first amount of a claim which We will not pay for. The excess, if applicable, applies to any claim arising from a separate event in respect of Sections 1, 2, 3, 4, 5, 9 and 10 of the policy only.

For Plan I policies the excess is the amount shown on Your Certificate of Insurance.

For Plan D policies the excess is \$50. For Plan DA policies the excess is \$25. An additional excess may apply in certain circumstances, such as cover for Existing Medical Conditions where You do not meet the provisions on pages 7–9. If an additional excess applies We will notify You in writing.

#### 2. Sections Of The Policy Applicable To Each Plan

If You purchase:

- a) International Plan I, all Sections of the policy apply;
- b) Domestic Plan D, Sections 2, 3, 4, 7, 8, 10, 13, 14, 15 and 16 of the policy apply;
- c) DA Plans (Domestic Alternate plans), only Section 2 and Section 3 of this policy apply.

#### 3. Limits Of Liability

The limits of Our liability for each section of the policy are the amounts shown in the relevant table for the plan selected (page 6 for Plan I and D, page 7 for the DA Plans) except:

- a) where additional luggage cover has been effected, or
- b) Plan D and DA Plans where the maximum liability collectively shall not exceed in total the sum insured stated under the policy plan selected for Sections 2 and 3, or
- c) the maximum liability collectively for Sections 13, 14 and 15, shall not exceed \$25,000 on Plan I and \$10,000 on Plan D, or

## Policy Wording

- d) where You have paid an additional amount to increase the level of Rental Car Insurance Excess cover, or
- e) where We have notified You in writing of different limits.

### 4. Cooling Off Period/Refund Of Amount Payable

You have the right to cancel the policy by notifying the Providing Entity in writing within 15 working days (i.e. Monday to Friday excluding public holidays where You are) of the date the policy was issued to You ("cooling off period"). Provided the circumstances specified in paragraphs (a) or (b) below do not apply, You are entitled, during the cooling off period, to a complete refund of the amount You have paid for the policy. You are not entitled to a complete refund if, during the cooling off period, You:

- a) make a claim under the policy; or
- b) cancel the policy after the commencement of the Journey.

We will not refund any of the Amount Payable if notified outside the cooling off period. We may give a partial refund if You change Your policy before You depart for Your Journey.

### 5. Claims

- a) The loss or theft of luggage, personal effects, travel documents or money must be reported within 24 hours to the police or responsible Transport Provider and a written report must be obtained at that time.
- b) If You are admitted to hospital or You anticipate Your medical expenses and additional expenses are likely to exceed A\$2,000 You must phone the emergency assistance number as soon as physically possible.
- c) You must take all reasonable steps to prevent or minimise a claim.
- d) You must not make any offer, promise of payment or admit any liability without Our written consent.
- e) You must advise Us of any claim or occurrence which may give rise to a claim as soon as possible and within 60 days of the completion of Your Journey by sending a completed claim form.
- f) You must at Your own expense, supply any documents in support of Your claim which We may request, such as original police reports, receipts, valuations and/or medical certificates and You must co-operate fully in the assessment or investigation of Your claim.
- g) Where You are a registered entity on a Plan D or DA Plan You may be entitled to an input tax credit for Your Amount Payable and/or for things covered by this policy. You must disclose these entitlements to Us if You make a claim under Your policy.
- h) If We agree to pay a claim under Your policy We will base any claim payment on the Goods and Services Tax (GST) inclusive costs (up to the relevant policy limit). However, We will reduce any claim payment by any 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.

### 6. If You Are Able To Claim From A Statutory Fund Or Compensation Scheme

If You are able to claim against a statutory fund or compensation scheme (for example a private health fund or workers compensation scheme) for monies otherwise payable under this policy You must do so and the policy will only cover the remaining amount.

### 7. You Must Help Us To Make Any Recoveries

We have the right to sue any other party in Your name to recover money payable under the policy or to choose to defend any action brought against You. You must provide reasonable assistance to Us.

### 8. Claims Payable In Australian Dollars

All amounts payable and claims are payable in Australian dollars at the rate of exchange applicable at the time the expenses were incurred.

### 9. Policy Interpretation

The policy shall be interpreted in accordance with the law of the State or Territory in which it is issued.

### 10. Emergency Assistance

- a) Where Your claim is excluded or falls outside the policy coverage, the giving of emergency assistance will not in itself be an admission of liability.
- b) The medical standards, sanitary conditions, reliability of telephone systems and facilities for urgent medical evacuations differ from country to country. Responsibility for any loss, medical complication or death resulting from any factor reasonably beyond Our control cannot be accepted by the emergency assistance network, Cover-More Insurance Services or Us.

### 11. Free Extension Of Insurance

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

### 12. Special Conditions, Limitations, Excesses And Amounts Payable

If You:

- a) want cover for an Existing Medical Condition which does not satisfy the provisions set out on pages 7–8, or
- b) answer yes to any of the questions in section 2 of the Enrolment Form; cover must be separately applied for and accepted by Us, and it may be subject to special conditions, limitations, excesses and amounts payable. We will notify You in writing of these before We issue the policy.

### 13. Automatic Reinstatement Of Sums Insured

If You purchase the Annual Multi-Trip Policy the sums insured under each section of the policy are automatically reinstated on completion of each Journey and in respect of section 4, also once on each Journey.

#### Policy Conditions applying to Sections 1 and 2 only

- 1. We have the option of returning You to Australia if the cost of medical and/or additional expenses overseas 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.
- 2. In all cases the cost of evacuation or to bring You back to Australia will only be met if it was arranged by and deemed necessary by the emergency assistance network.
- 3. If You are hospitalised 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.

#### Policy Conditions applying to Sections 13, 14 and 15 only

- 1. If the conveyance You are travelling in disappears, sinks or crashes and Your body has not been found after 12 months You will be presumed to have died.
- 2. You must obtain and follow advice and treatment given by a qualified doctor as soon as possible after suffering a disabling injury, during the Period Of Insurance.

## The Benefits

### SECTION 1 Overseas Medical And Dental Expenses

If during the Period of Insurance You suffer a Disabling Injury, Sickness or Disease We will pay the usual and customary cost of medical treatment, emergency dental treatment and ambulance transportation which is provided outside Australia by or on the advice of a qualified medical practitioner or dentist. Medical cover will not exceed a maximum of 12 months from the date of suffering the Disabling Injury, Sickness or Disease.

#### We Will Not Pay For:

- 1. medical treatment, dental treatment or ambulance transportation which is provided in Australia. This exclusion does not apply to medical treatment provided whilst on a ship (including cruise ship, passenger ship or passenger ferry) even if that ship is within Australian territorial waters. However, this additional benefit

- does not apply to any medical treatment provided on Australian inland waterways or whilst the ship is tied up in an Australian port.
- 2. dental treatment caused by or related to the deterioration and/or decay of teeth or associated tissue or involving the use of precious metals.
- 3. the continuation of treatment (including medication) started prior to Your Journey.

### SECTION 2 Additional Expenses

#### 1. If You Become Sick

If during the Period of Insurance You suffer a Disabling Injury, Sickness or Disease, We will pay the:

- a) reasonable Additional hotel accommodation and Additional transport expenses incurred by Your travelling companion who remains with or escorts You until the completion of the Period of Insurance or until You are able to resume Your Journey or travel Home, whichever occurs first. This benefit is only payable on the written advice of the overseas medical practitioner;
- b) reasonable Additional hotel accommodation and Additional transport expenses incurred by Your Relative who travels to and remains with You following Your being hospitalised as an inpatient. The benefit ceases when You are able to continue Your Journey, travel Home or on completion of the Period of Insurance, whichever is the earlier, and is subject to the written advice of the overseas medical practitioner and acceptance by the emergency assistance network;
- c) reasonable Additional hotel accommodation expenses and Additional transport expenses incurred by You and at the same fare class as originally booked, if You are unable to complete the Journey on the written advice of the overseas medical practitioner;
- d) reasonable expenses incurred in returning a hired motor vehicle to the nearest depot provided that, on the written advice of the overseas doctor, You are unfit to drive it.

#### 2. If You Die

We will pay reasonable overseas funeral or cremation expenses or the cost of returning Your remains to Australia if You die during the Period of Insurance. In either event the maximum amount We will pay in total will not exceed \$20,000.

#### 3. If Your Relative Or Business Partner Becomes Sick

We will pay reasonable Additional transport expenses if You are required to return to Your Home due to the sudden serious injury, sickness, disease or death of a Relative or business partner in Australia.

#### 4. If Your Home Is Destroyed By Fire, Earthquake Or Flood

We will pay the reasonable Additional transport expenses for Your early return to Your Home in Australia if it is totally destroyed by fire, earthquake or flood while You are on Your Journey.

#### 5. Other Circumstances

We will pay Your reasonable Additional hotel accommodation and Additional transport expenses incurred on the Journey resulting from:

- a) disruption of Your scheduled transport because of riot, strike or civil commotion occurring after the commencement of the Journey provided You act reasonably in avoiding Additional costs;
- b) loss of passport or travel documents except involving government confiscation or articles sent through the mail;
- c) a quarantine regulation You unknowingly breach;
- d) a natural disaster;
- e) a collision of a motor vehicle, watercraft, aircraft or train in which You are travelling;
- f) Your scheduled transport being delayed for at least 12 hours due to severe weather conditions. We will pay up to \$250 providing written confirmation from the Transport Provider has been obtained.

### SECTION 3 Amendment Or Cancellation Costs

If due to unforeseen circumstances outside Your control:

- 1. You have to rearrange Your Journey We will pay the reasonable cost of doing so

## Policy Wording

(We will not pay more for rearranging Your Journey than the cancellation costs which would have been incurred had the Journey been cancelled).

2. You have to cancel the Journey (because You cannot rearrange it) We will pay You:
  - a) the non-refundable unused portion of all travel costs prepaid in advance including a travel agent's cancellation fee (the travel agent's cancellation fee is limited to the lesser of \$4,000 or the amount of commission the agent had earned on the pre-paid refundable amount of the cancelled travel arrangements).
  - b) for frequent flyer or similar flight reward points lost following cancellation of Your airline ticket. The amount We will pay is calculated as follows:
    - (i) the cost of the equivalent class airline ticket, based on the best available advance purchase airfare at the time the claim is processed, less Your financial contribution towards the airline ticket multiplied by
    - (ii) the total amount of points lost divided by
    - (iii) the total amount of points used to obtain the airline ticket.

### We Will Not Pay For

Claims caused by:

1. Transport Provider caused cancellations, delays or rescheduling other than when caused by strikes.
2. the disinclination of You or any other person to proceed with the Journey.
3. any contractual or business obligation or Your financial situation.
4. the failure of Your travel agent or Our agent who issued this policy 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 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 due to the negligence of a wholesaler or operator.
7. any government regulation, prohibition or restriction.
8. the death, injury, sickness or disease of any person living outside Australia.

## SECTION 4 Luggage And Travel Documents

### 1. Loss, Theft Or Damage

If during the Period Of Insurance Your luggage or personal effects are lost, stolen or damaged We will replace, repair or pay You the value in cash of the luggage/personal effects. It is Our choice which of these We do. If We pay You the value in cash, We will deduct reasonable depreciation from the amount We pay You. If We replace, We will deduct reasonable depreciation from the amount We pay the supplier and the amount deducted must be paid by You to the supplier. Our payment will not exceed the original purchase price of an item with a limit for any one item, set or pair of items including attached and unattached accessories of \$500 on Plan I and \$300 on Plan D or \$3,500 for camera and video camera equipment on Plan I. The limit can be increased by up to \$4,500 per single item if the item is separately specified and the appropriate additional amount paid. For multiple items the overall increase in limits cannot exceed \$7,000.

### 2. Travel Document Replacement

We will pay You for the cost of replacing travel documents and credit cards lost or stolen on the Journey. 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 document prior to and after the loss or theft.

### 3. Automatic Re-instatement Of Sum Insured

In the event that a claimable loss, or damage to Your luggage and personal effects is incurred, We will allow You one automatic re-instatement of the sum insured stated in the Plan selected whilst on Your Journey.

### We Will Not Pay For:

1. loss or theft which is not reported to the police or responsible Transport Provider within 24 hours. All reports must be confirmed in writing by the police or Transport Provider at the time of making the report.

2. items left unattended in any motor vehicle unless stored in the boot and forced entry is gained.
3. items left unattended in any motor vehicle overnight (even if in the boot).
4. jewellery, camera and video camera equipment, sound equipment, mobile telephones or portable computer equipment left unattended in any motor vehicle at any time (even if in the boot).
5. more than \$2,000 in total for all items left unattended in any motor vehicle.
6. more than \$1,000 in total for all jewellery placed in the care of a Transport Provider.
7. items left unattended in a Public Place.
8. sporting equipment whilst in use.
9. items sent under the provisions of any freight contract or any luggage forwarded in advance or which is unaccompanied.
10. surfboards or waterborne craft of any description. This exclusion does not apply if the item is lost, stolen or damaged while in the custody of a Transport Provider.
11. 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. damage caused by atmospheric or climatic conditions, wear and tear, vermin or any process of cleaning, repairing, restoring or alteration.
13. electrical or mechanical breakdown.
14. negotiable instruments or any items described in Section 6 Money.

## SECTION 5 Delayed Luggage Allowance

If all Your luggage is delayed by a Transport Provider during the Journey for more than 24 hours We will pay You up to \$500 for essential emergency items of clothing and toiletries You purchase overseas. These limits will be doubled if You still have not received Your luggage after 72 hours.

The original receipts for the items and written confirmation of the length of 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 4 of this policy.

### We Will Not Pay For:

1. loss or theft which is not reported to the responsible Transport Provider within 24 hours. All reports must be confirmed in writing by the Transport Provider at the time of making the report.

## SECTION 6 Money

We will reimburse You for cash, bank or currency notes, postal or money orders accidentally lost or stolen from Your person.

### We Will Not Pay For:

1. loss or theft which is not reported to the police or responsible Transport Provider within 24 hours. All reports must be confirmed in writing by the police or Transport Provider at the time of making the report.
2. loss or theft of cash, bank or currency notes, postal or money orders whilst not carried on Your person.

## SECTION 7 Rental Car Insurance Excess

We will pay You for any Rental Car insurance excess You become liable to pay as a result of damage to, or theft of, a Rental Car, whilst in Your control during the Journey.

### We Will Not Pay For:

1. any damage or theft, arising from the operation of a Rental Car in violation of the terms of the rental agreement.
2. any damage sustained to a Rental Car while it is being driven on an unsealed surface.

## SECTION 8 Travel Delay

If Your pre-booked transport is temporarily delayed for at least 6 hours due to an unforeseeable circumstance outside Your control, We will reimburse You up to \$200

on a Plan I or \$150 on a Plan D for reasonable Additional hotel accommodation expenses. We will also reimburse up to these limits again for each full 24 hour period that the delay continues beyond the initial 6 hour delay.

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.

## SECTION 9 Resumption Of Journey

If You are required to return to Australia due to the sudden serious injury, sickness, disease or death of a Relative or business partner in Australia, We will pay for the economy class transport costs You incur to return overseas provided:

- a) Your Period of Insurance was at least 23 days, and
- b) less than 50% of the Period of Insurance had elapsed at the time of the onset of the sudden serious injury, sickness, disease or death of a Relative or business partner, and
- c) Your return overseas occurs prior to the original expiry date of Your cover for Your original Journey, and
- d) no claim due to the same event is made under Section 3 of this policy, and
- e) the death or onset of the illness or injury did not occur prior to the commencement of Your original Journey.

## SECTION 10 Special Events

If due to an unforeseeable circumstance outside Your control Your Journey would otherwise be delayed resulting in You being unable to arrive in time to attend a wedding, funeral, pre-paid conference, 25th or 50th wedding anniversary or sporting event which cannot be delayed due to Your late arrival, We will pay for the reasonable Additional cost of using alternative public transport to arrive at Your destination on time.

## SECTION 11 Cash In Hospital

We will pay You \$50 for each night You are confined to a hospital overseas as a result of a Disabling Injury, Sickness or Disease occurring during the Period of Insurance, provided that the period of confinement exceeds 48 hours.

## SECTION 12 Hijacking

If whilst on the Journey You are detained on a means of public transport due to it being hijacked by persons using violence or threat of violence We will pay You \$1,000 for each 24 hour period You are forcibly detained by the hijackers.

## SECTION 13 Loss Of Income

If during the Period of Insurance You suffer an injury caused solely and directly by violent, accidental, visible and external means (not caused by a sickness or disease) resulting in You being unable to attend Your usual work in Australia, We will pay You up to \$1,500 per month on Plan I or \$250 per month on Plan D for Your monthly net of income tax wage, but not in respect of the first 30 days after You originally planned to resume Your work in Australia. The benefit is only payable if Your disability occurs within 30 days of the accident. The maximum limit in respect of Accompanied Children is \$1,000 for each child. Cover for loss of income is limited to six months.

## SECTION 14 Disability

If during the Period of Insurance You suffer an injury caused solely and directly by violent, accidental, visible and external means (not caused by a sickness or disease) resulting in Your Permanent total loss of sight in one or both eyes or the Permanent total loss of use of one or more Limbs within one year of the date of the accident, We will pay You the amount shown in the Plan purchased. The maximum limit in respect of Accompanied Children is \$10,000 for each child.

**SECTION 15 Accidental Death**

If during the Period of Insurance You suffer an injury caused solely and directly by violent, accidental, visible and external means (not caused by a sickness or disease) resulting in Your death, We will pay Your estate the amount shown in the Plan purchased provided Your death occurs within one year of the accident. Our limit in respect of Accompanied Children is \$1,000 for each child.

**SECTION 16 Personal Liability**

We will provide cover if, as a result of Your negligent act occurring during the Period of Insurance, You become unintentionally legally liable to pay compensation in respect to damage caused to someone else's property or the injury or death of someone else.

**We Will Not Pay For:**

1. liability You become liable to pay to somebody related to You or to someone in Your employ or deemed to be in Your employ.
2. liability arising from property which is in Your legal custody or control.
3. liability arising from the conduct by You of any profession, trade or business or the use or ownership by You of any firearm, aircraft, water borne craft or mechanically propelled vehicle.
4. liability arising out of occupation or ownership of any land, buildings or immobile property.
5. liability arising out of any wilful or malicious act.
6. liability arising out of the transmission of an illness, sickness or disease.
7. liability involving punitive, exemplary or aggravated damages or any fine or penalty.
8. liability arising out of Your liability under a contract or agreement unless You would be liable if that contract or agreement did not exist.

**We Will Not Under Any Section Pay For:**

1. claims for costs or expenses incurred outside the Period of Insurance.
2. claims involving air travel other than as a passenger on a fully licensed passenger carrying aircraft operated by an airline or an air charter company.
3. claims arising as a result of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.
4. claims arising directly or indirectly from any nuclear reaction or contamination, ionising rays or radioactivity.
5. loss or damage caused by detention, confiscation or destruction by customs or other officials or authorities.
6. claims arising from 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.
7. claims arising from any government prohibition, regulation or intervention.
8. claims under Sections 2 or 3 in respect of any costs or expenses incurred prior to You being certified by a medical practitioner as unfit to travel.
9. claims in respect of travel booked or undertaken against the advice of any medical adviser or after a Terminal Illness had been diagnosed.
10. claims arising from loss or theft or damage to property, or death, illness or bodily injury if You fail to take reasonable care.
11. claims arising directly or indirectly from Human Immunodeficiency Virus (HIV), Acquired Immune Deficiency Syndrome (AIDS) or any derivative of either. This exclusion will be waived when cover is separately applied for by You in respect of Your or Your travelling companion's condition/s from the time We accept Your application and the appropriate additional amount payable has been paid to Us.
12. claims directly or indirectly arising from any Existing Medical Condition:
  - a) You or Your travelling companion has. This exclusion will be waived:
    - (i) if You satisfy the provisions set out under the heading "Self Assessment"

Existing Medical Conditions on pages 7-8; or

- (ii) from the time the appropriate additional amount payable has been received by Us in respect of the Existing Medical Conditions for which cover is separately applied for and accepted by Us and for which special conditions, limits and excesses may apply if We notify You in writing.
  - b) of any other person unless You purchase a Plan I or D and the person is hospitalised or dies in Australia after the Relevant Time and at the Relevant Time the chance of a claim occurring is highly unlikely. In any event we will not pay more than \$4,000 under all sections of the policy combined.
13. claims directly or indirectly arising from:
    - a) pregnancy involving You or any other person if You are aware of the pregnancy prior to the Relevant Time and,
      - (i) where complications of this pregnancy or any previous pregnancy have occurred prior to this time; or
      - (ii) where the conception was medically assisted.
 This exclusion will be waived from the time the appropriate additional amount payable has been received by Us if cover is separately applied for and accepted by Us in respect of Your pregnancy only; or
    - b) pregnancy involving You or any other person after the 26th week of pregnancy; or
    - c) pregnancy involving You or any other person where the problem arising is not an unexpected serious medical complication; or
    - d) childbirth or the health of a newborn child whatever the proximate cause of the claim is. This exclusion applies irrespective of the stage of pregnancy at which the child is born.
  14. claims involving Your suicide, attempted suicide, self inflicted injury or condition, stress, travel exhaustion, the effect of alcohol or drugs or the transmission of any sexually transmittable disease or virus.
  15. claims directly or indirectly arising from Your anxiety, depression or mental or nervous disorders. This exclusion will be waived when cover is separately applied for by You in respect of Your condition/s, from the time We accept Your application and the appropriate additional amount payable has been paid to Us.
  16. claims involving participation by You or Your travelling companion in hunting, racing (other than on foot), polo playing, hang gliding, off-piste snow skiing or snowboarding, rodeo riding, BASE jumping, sports activities in a professional capacity, mountaineering or rock climbing using ropes or guides, or scuba diving unless You hold an Open Water Diving Certificate or are diving with a qualified diving instructor.
  17. claims involving participation by You 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 Motor Cycle Licence issued by an Australian State or Territory.
  18. claims involving consequential loss of any kind including loss of enjoyment or any financial loss not specifically covered in the policy.
  19. 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 Amount Payable.
  20. claims arising from the 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.
  21. claims under Sections 3, 8 and 10 arising from an Act Of Terrorism or the threat or perceived threat of an Act Of Terrorism.
  22. losses for which insurance is prohibited by law.
  23. claims under Sections 2 (sub-sections 3 and 5), 3, 8 and 10 arising from Avian Influenza (including the H5N1 strain) or any derivative or mutation of such viruses, or the threat or perceived threat of any of the above.

This FSG is an important document and is designed to help you decide whether to use the financial services offered and understand how we are paid. If you have an enquiry or complaint, our contact details are provided on page 2 of the Product Disclosure Statement and we describe "How we resolve your complaints" on page 12.

**What financial services are provided?**

Cover-More provides general financial product advice about travel insurance products and issues these products to you.

Any advice given to you about travel insurance will be of a general nature only and will not take account of your personal objectives, financial situation or needs.

Cover-More acts under a binder authority. This means that Cover-More can enter into the Cover-More travel insurance policies and/or handle or settle claims on the insurer's behalf. Cover-More acts for the insurer when providing financial services under a binder and will not be acting on your behalf. You can find full details of Cover-More and the insurer on page 2 of the PDS.

**How are we paid?**

Cover-More is paid a commission by the insurer when you are issued with an insurance policy. The commission is included in the premium charged by the insurer and is received after you have paid the premium. This commission is calculated as a percentage of the gross premium (premium including taxes but excluding GST).

Cover-More may also receive a share of profit earned by Vero if Vero makes an underwriting profit in accordance with the underwriting targets it has set. This amount is calculated and paid retrospectively only when Vero exceeds its underwriting target calculated over a three-year period.

Cover-More's employees are paid an annual salary. They do not receive any commission for providing you with insurance services and may be paid a bonus based on business performance.

For more information about the remuneration (including commission) or other benefits received for the insurance services provided, please contact us before the financial service is provided.

Cover-More authorised the Financial Services Guide in this document. Vero Insurance Limited authorised the Product Disclosure Statement in this document. This combined FSG & PDS was prepared on 29 June 2006.

Attach Certificate Of Insurance Here

### Areas Of Travel (International Only)

- You must select the Area that covers your entire journey/s.
- Each area includes cover for the Areas below it e.g. Single Trip Area 2 includes cover while you are in Areas 3 and 4.

Annual Multi-Trip	Single Trip
<b>Area 1</b> Worldwide Including the Americas and Africa.  <b>Area 2</b> Restricted Worldwide Excludes the Americas and Africa if more than 20% of any one journey is to these regions.  Note: Annual Multi-Trip policies: • Choose from Area 1 or 2 only. • Cover is included for travel within Australia.	<b>Area 1</b> Worldwide Including the Americas and Africa.  <b>Area 2</b> Restricted Worldwide UK, Europe, Mid. East, Japan, China, Korea, Hong Kong and the Indian Sub Continent. Excludes the Americas and Africa if more than 20% of your journey is to these regions.  <b>Area 3</b> South East Asia Thailand, Vietnam, Malaysia, Singapore, Philippines and Asia (other).  <b>Area 4</b> Indonesia and SW Pacific Indonesia, South West Pacific, Norfolk Island and New Zealand.

### If Things Go Wrong

#### Claims & Other Non-Emergency Assistance

Please submit your claim form within 60 days of completing your journey. Refer to the claims procedures outlined on page 17 in this brochure. If you need further help:

Phone: from Australia 1300 36 26 44 from overseas +61 (2) 8907 5007  
 Fax: +61 (2) 9202 8098 Email: claims@covermore.com.au

#### When Must You Phone The Emergency Number

You must phone the emergency assistance number as soon as physically possible if:

- you are admitted to hospital or;
- you anticipate that any of your medical or related expenses are likely to exceed \$2,000.

Subject to medical advice, Vero has the option of returning you to Australia or evacuating you to another country if the cost of your overseas medical and additional expenses is likely to exceed the cost of returning you to Australia.

#### 24 Hour Emergency Assistance

If you need emergency assistance during the journey please call Australia DIRECT and TOLL FREE from:

USA 1800 937 9763 Canada 1800 645 8714  
 UK 0800 892 014 Indonesia 0018 036 1543  
 NZ 0800 445 524

(the cost of a local call may be required if calling from a pay phone)

If you are calling from a country not listed above, or experiencing difficulties with one of the numbers above, call Australia reverse charge via the operator on:  
 Phone: +61 (2) 8907 5619 Fax: +61 (2) 9202 8220

### IMPORTANT:

You should have this policy booklet, your policy number and your Cover-More Emergency Assistance Card with you at all times when travelling.

## Enrolment Form – (Please Do Not Detach – Hand The Entire Booklet Back To The Providing Entity)

### Section 1 – Your travel and cover details

#### Plan Chosen (✓)

International (I) <input type="checkbox"/>	Domestic Alternative (DA) – Single trips only <input type="checkbox"/>
Domestic (D) <input type="checkbox"/>	Level of cover chosen (✓)
	\$200 \$400 \$600 \$800 \$1500

#### Policy Type And Travel Details

Annual Multi-Trip (✓) <input type="checkbox"/>	Single Trip <input checked="" type="checkbox"/>
Area of travel (see page 26)	Area of travel (see page 26)
Area 1 <input type="checkbox"/> Area 2 <input type="checkbox"/>	Area 1 <input type="checkbox"/> Area 2 <input type="checkbox"/> Area 3 <input type="checkbox"/> Area 4 <input type="checkbox"/>
Travel start date / / (Policy valid for 12 months)	Country most time spent in
Maximum duration any one trip – days (✓)	Travel start date / /
International 30 45 60	Travel end date / /
Domestic 15 30	

#### All Travellers Age Details (And Medical Conditions Requiring Extra Cover)

Adult Traveller/s	D.O.B.	Existing Medical Conditions/Pregnancy With Additional Premium (see pages 7-9)	
		Tier 2	Tier 3
1	/ /	Self Assessment Conditions (extra premium) Yes <input type="checkbox"/>	Conditions requiring approval by Cover-More. Enter approval number below
2	/ /	Yes <input type="checkbox"/>	
Children/Infants (aged 0-20 years)			
1	/ /	Yes <input type="checkbox"/>	
2	/ /	Yes <input type="checkbox"/>	
3	/ /	Yes <input type="checkbox"/>	
4	/ /	Yes <input type="checkbox"/>	
5	/ /	Yes <input type="checkbox"/>	
6	/ /	Yes <input type="checkbox"/>	

#### Options To Vary Cover

Excess Chosen (see page 9)	\$
Increase Luggage Item Limit (see page 9)	
Item description (attach valuations/receipts)	Item limit increase
	\$
Increase Rental Car Insurance Excess Cover (see page 9)	
Extra cover required (maximum extra cover \$2,000)	\$

#### Winter Sports

If you will be participating in winter sports on your journey, please specify

Snow skiing  Snowboarding  Other

Note: If you need additional space please provide extra information on a separate sheet of paper.

### Section 2 – To proceed with enrolment please complete all of this section

#### Amount Payable (Calculated By The Providing Entity)

The amount quoted to me based on the information I provided \$

#### Travellers Details

Traveller	Title	First Name	Initial	Surname
1				
2				
Street address				
Suburb			Post code	
Telephone				
M		BH ( )	AH ( )	
Email				

#### Declaration

In the last five years have you, and/or any other person wishing to be insured:

- a) made three or more travel insurance claims? Yes  No
- b) had insurance declined or cancelled or had a renewal refused or claim rejected? Yes  No
- c) been in prison or had any criminal conviction (other than driving offences)? Yes  No

Do you or any other person wishing to be insured have haemophilia, a heart condition, lung condition (other than asthma satisfying the criteria under the "Self Assessment" section), dementia, reduced immunity (e.g. as a result of medication or a medical condition), kidney failure, metastatic cancer or a condition with a terminal prognosis? Yes  No

If you answered Yes to any questions above please contact the Providing Entity. An additional form will need to be submitted to us. We will then advise whether we can provide a policy, and if so, on what terms.

- I/We acknowledge that a copy of the Product Disclosure Statement and Financial Services Guide were given to Me/Us before I/We applied for this insurance and that I/We have considered them.
- I/We understand that this policy does not automatically cover some existing medical conditions or some known pregnancies as stated in "We Will Not Under Any Section Pay For".
- I/We authorise Vero Insurance Limited, Cover-More or any other licensee who arranges this insurance and the Providing Entity, to give or to obtain from any other insurer, an insurance reference bureau, medical provider, lawyer, or recovery agent any information relating to any insurance held or claim made by me/us.
- I/We declare that all information supplied in this enrolment form and any attachments is truthful.
- I/We have read "Information About Other Products" on page 11.

Applicant's Signature	Date
1	/ /
2	/ /

Brochure number