



Important Information Regarding: Air Vanuatu Insolvency – May 2024

Issued: 10 May 2024

Background

As of yesterday, hundreds of people across Australia; New Zealand; and the Pacific have been left stranded after Vanuatu Air suddenly cancelled flights to and from Sydney; Brisbane and Auckland. This follows Air Vanuatu filing for insolvency on Monday 6 May 2024

It's reported that impacted passengers have not been offered alternative flights however Air Vanuatu has said it is working with partner airlines to minimise disruption and will contact affected customers.

If you have been directly affected by this event, it has been recommended to contact the airline. If you are experiencing an emergency, please call our 24 hour emergency assistance team immediately on +61 2 8907 5662. We recommend you pay close attention to information that is released about the matter.

Policy coverage:

There is no cover available under this policy for claims caused by the Insolvency of an airline.

Free Extension of Insurance

If the relevant time of your current trip pre-dates this travel advice and your travel is disrupted due to this event, impacting your ability to return home on your policy end date, your policy will freely extend until you are physically able to return home as soon as it becomes possible.

Important general advice

This information must be read in conjunction with the Product Disclosure Statement (PDS) as certain terms, conditions, limits, sub-limits and exclusions apply. These are detailed in the PDS and in particular we draw your attention to 'The Benefits', 'Policy Conditions' and 'General Exclusions' sections of the PDS.

Contact us

If you are travelling and require travel or medical assistance, please contact our 24 hour emergency assistance team on +61 2 8907 5662.

For any general enquiries regarding the event please contact our Customer Service team on 1300 617 409 between 8am and 7pm Monday to Friday, 9am to 4pm Saturday and 10am to 3pm Sunday.