



# **Credit Card Insurances**

**Product Disclosure Statement and  
Information Booklet**

Effective 15 January 2020

# Contents

Welcome .....	3
<b>Things you need to understand</b> .....	<b>3-12</b>
Activating an Overseas Travel Policy .....	5
<b>Contact details</b> .....	back cover
How to make a claim .....	5
Helpful tips .....	12

## Important Information 13-35

Who issues and insures this product? .....	13
Duty of Disclosure .....	13
Policy conditions .....	14
Words with special meaning .....	23
General exclusions .....	30

## Overseas Travel Insurance 36-67

<b>Overseas Medical</b> .....	<b>37-41</b>
<b>Overseas Travel Policy</b> .....	<b>42-55</b>
<b>Upgrades</b> .....	<b>56-67</b>
Overseas Medical and related covers for people aged 80 or over .....	56
Existing medical conditions .....	57
Extension of period of cover .....	58
Increased rental vehicle insurance excess .....	58
Adventure Plus .....	59
Motorcycle/Motorscooter/Quadbike Plus .....	60
Snow Extras .....	60
Cruise Extras .....	64

## Other Insurances 68-78

Interstate Flight Inconvenience .....	69
Transit Accident .....	72
Price Guarantee .....	75
Purchase Security .....	75
Extended Warranty .....	77

## General Information 79-83

General Insurance Code of Practice .....	79
Financial Claims Scheme .....	79
We respect your privacy .....	79
Resolving complaints .....	81
About the Group Policy .....	82
Cancelling your policy .....	83
Change of terms and conditions .....	83

# Welcome

This is an important document.

You should read it carefully before making a decision in relation to the credit card insurances explained in it.

It will help you decide whether the insurance will meet your needs and you can use it to compare with other options you may be considering.

Any recommendation or opinion in this document is of a general nature only. It does not take into account your objectives, financial situation or needs. You need to decide if the insurance is right for you.

This booklet contains important information about the insurer, Zurich Australian Insurance Limited (ZAIL), ABN 13 000 296 640, AFS Licence Number 232507 (referred to as “**we, our and us**” in relation to the insurance), its agent Cover-More Insurance Services Pty Ltd ABN 95 003 114 145, AFSL 241713 (Cover-More) as well as the **Commonwealth Bank** and other relevant persons.

The **Commonwealth Bank** is not the insurer of the insurance referred to in this booklet. It and any of its related corporations do not guarantee, and are not liable to pay, any of the benefits under these covers.

## Things you need to understand

- The **Included Cover** is available to **cardholders**, who meet the specified eligibility criteria for the covers, under a **Group Policy** entered into by the **Commonwealth Bank** with **us**, not with **you**. See pages 82-83 for details of this arrangement.
- The **Overseas Travel Policy** and **Upgrades** is a contract of insurance between **us** and **you**.
- Terms, conditions, limits and sub-limits apply – that is why it is important **you** read this booklet carefully.
- Exclusions apply to restrict, limit and/or exclude cover. Read the *General exclusions* on pages 30-35 and the exclusions under each benefit section carefully to see what **we** don't cover.
- Cover is only provided during the **period of cover** – which differs for each type of cover.
- Certain words have special meanings and are shown in bold. See Words with special meaning, pages 23-30. For example **you, your or yourself** means any of the following if they are eligible for the cover:
  - The **cardholder**
  - The **cardholder's family**.

# Travel insurance

## Step one ... it's included



### Overseas Medical

It's automatically included with your card. Provides cover for medical and liability expenses. You need to follow step two and three to get the full benefits of this cover if you have existing medical conditions, or are aged 80 or over.

## Step two ... activate cover



### Overseas Travel Policy

There is no cost or spend requirement to get the full benefits of this cover you activate. Increase your cover by activating an Overseas Travel Policy for each journey and get extra benefits such as, cover for baggage and travel delays.

## Step three ... extend cover



### Upgrades

Apply for cover with our range of Upgrades if you have existing medical conditions, want to do more adventurous activities or want extras for skiing or cruising, or if you're aged 80 or over. A premium applies.

Travel insurance is subject to eligibility criteria specified in this booklet.

## Activating an Overseas Travel Policy

Activate on NetBank or the CommBank app, or call Cover-More on 1300 467 951.

**We** will email you a **Certificate of Insurance**, confirming **your period of cover**, policy number and a copy of this booklet.

If **you** activate after **you** have left **Australia**, there will be a three day no cover period before **you** can receive these benefits.

## How to make a claim

Visit [commbank.com.au/cbatravelclaims](http://commbank.com.au/cbatravelclaims)

Follow the prompts to complete **your** claim and the checklist to gather the supporting documents **you** need to submit with it.

### Submit the claim online

Upload **your** scanned supporting documents when submitting the claim online, or

If **you** are unable to upload documents, still submit the claim online, but post the documents to **us**. **We** will give you a claim number to note on the original supporting documents.

Card Insurances

C/o Cover-More

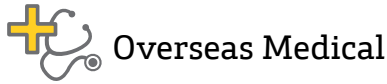
PO Box 2027

North Sydney NSW 2059

Australia

**We** need original supporting documents, so if **you** are uploading **your** documents, please hold on to them as **we** may request them. If **you** are posting them, keep a copy.

**Check that the amount you want to claim is higher than any excess applicable to your claim**



## Overseas Medical

These benefits are a limited level of medical and liability travel insurance automatically provided to **cardholders** (for example there is no cover for **existing medical conditions**, cancellation or luggage).

People aged 80 or over, or people with **existing medical conditions** (not automatically accepted on pages 19-21), must follow the activation process for an **Overseas Travel Policy** and apply for cover under **Upgrades** for cover under Benefits 1 & 2. See page 56 for details.

Overseas Medical Benefits Table	
Maximum duration per journey (from the departure date shown on cardholder's return overseas travel ticket)	
Benefits	Excess applies
1 Overseas Emergency Medical Assistance~	–
2 Overseas Emergency Medical and Hospital Expenses~	\$500
– Hospital Incidentals	
– Emergency Dental Expenses	
3 Personal Liability	–

~Medical and dental cover and assistance will not exceed 12 months from onset of the illness or injury.

There is no cost for this cover. It applies for the maximum duration shown, for an **overseas journey** commencing from the departure date shown on the **cardholder's** return **overseas** travel ticket.

A **cardholder's family** will also be eligible for this cover at no extra cost, provided they travel with the **cardholder** for the entire **journey**.

Gold	Platinum, Diamond & Ultimate
Gold - Three months	Platinum - Six months Diamond - 12 months Ultimate - 12 months
Limits are the combined limit for a <b>cardholder</b> and their <b>family</b> per <b>journey</b> and not per person unless specified.	
Unlimited	Unlimited
\$Unlimited	\$Unlimited
\$7,500 (\$75 per 24 hours)	\$10,000 (\$100 per 24 hours)
\$1,500 per person	\$1,500 per person
\$2,500,000	\$2,500,000

**You are able to extend this cover by activating an Overseas Travel Policy. If you activate, the excess is reduced to \$250 for claims under Benefit 2. See over the page for details.**



## Overseas Travel Policy

These benefits are available to **cardholders**, but only where they ‘activate’ an **Overseas Travel Policy** with **us** for each **journey**. There is no extra cost for this cover and it applies to a **journey** commencing within 12 months of activation.

i.e. **Cardholders** can activate a maximum of 12 months before the **journey** departure date.

The **cardholder’s family** will also be eligible for this cover if they travel with the **cardholder** for the entire **journey**.

People aged 80 or over, or people with **existing medical conditions** (not automatically accepted on pages 19-21), must follow the activation process for an **Overseas Travel Policy** and apply for cover under **Upgrades** for cover under Benefits 1, 2, 4 & 5. See page 56 for details.

Overseas Travel Policy Benefits Table		
Benefits		Excess applies
1 - 3	Overseas Medical benefits included	Yes*
4	Overseas Funeral or Cremation, or Body Repatriation	–
5	Cancellation Costs	Yes
6	Travel Services Provider Insolvency	Yes
7	Resumption of Journey	Yes
8	Accidental Death	–
9	Loss of Income	–
10	Travel Documents, Transaction Cards, Travellers Cheques and Cash	–
11	Baggage and Personal Goods	Yes
12	Baggage Delay Expenses	–
13	Travel Delay Expenses	–
14	Alternative Transport Expenses	Yes
15	Rental Vehicle Insurance Excess	–
16	Hijack and Kidnap	–

The excess amount will be on **your Certificate of Insurance**.

Gold		Platinum, Diamond & Ultimate	
Maximum limits (per <b>journey</b> all claims combined). Sub-limits apply. See pages 42-55.			
cardholder only	cardholder with family	cardholder only	cardholder with family
Yes	Yes	Yes	Yes
\$12,500	\$25,000	\$12,500	\$25,000
\$10,000	\$20,000	\$Unlimited	\$Unlimited
\$5,000	\$12,000	\$5,000	\$12,000
\$5,000	\$10,000	\$5,000	\$10,000
\$25,000	\$25,000 cardholder spouse \$5,000 child	\$50,000	\$50,000 cardholder spouse \$5,000 child
\$7,500	\$7,500	\$7,500	\$7,500
\$500	\$1,000	\$500	\$1,000
\$10,000	\$20,000	\$15,000	\$30,000
\$500	\$1,000	\$500	\$1,000
\$650	\$1,300	\$650	\$1,300
\$3,500	\$3,500	\$3,500	\$3,500
\$2,250	\$2,250	\$2,250	\$2,250
\$5,000	\$5,000	\$5,000	\$5,000

\*The excess is \$250 on *Benefit 2 – Overseas Emergency Medical and Hospital Expenses* on an activated **Overseas Travel Policy**.



## Upgrades

When a **cardholder** activates an **Overseas Travel Policy** for their **journey**, they can apply for **Upgrade(s)**:

- Overseas Medical and related covers for people aged 80 or over
- **Existing medical conditions**
- Extension of **period of cover**
- Increased **rental vehicle** insurance excess

- Adventure Plus – Participation in certain adventure activities
- Motorcycle/Motorscooter/Quadbike Plus
- Snow Extras
- Cruise Extras

Some of these **Upgrades** extend cover under the *Overseas Medical* and **Overseas Travel Policy** that would otherwise be excluded e.g. **existing medical conditions**, adventure activities and motorcycling. **Upgrades** that give additional benefits are in the table below.

A **premium** is payable to **us** for each **Upgrade you** apply for and that **we** agree to.

### Upgrades Benefits Table

Benefits	Excess applies
<b>Snow Extras</b>	
171 Your Snow Sport Equipment	Yes
172 Snow Sport Equipment Hire	Yes
173 Snow Sport Package	Yes
174 Piste Closure	Yes
175 Bad Weather and Avalanche Closure	Yes
176 Snow Skiing/Boarding Off-piste and Heli-skiing/Boarding	

### Cruise Extras

18.1 Cabin Confinement	–
18.2 Prepaid Shore Excursion Cancellation	Yes
18.3 Formal Wear Damaged, Lost or Stolen	Yes
18.4 Delayed Formal Wear	–
18.5 Marine Rescue Diversion	–

The excess amount will be on **your Certificate of Insurance**.

### Gold, Platinum, Diamond & Ultimate

cardholder only	cardholder with family
Maximum limits (per <b>journey</b> all claims combined) Sub-limits apply. See pages 61-67.	
\$2,000	\$4,000
\$2,000	\$4,000
\$1,000	\$2,000
\$1,000 (\$100 per 24 hour period)	\$2,000 (\$100 per 24 hour period)
\$1,000	\$2,000
You can participate in these activities with <i>Snow Extras</i>	

\$500 (\$50 per 24 hour period)	\$1,000 (\$50 per 24 hour period)
\$1,000	\$2,000
\$1,000	\$2,000
\$250	\$500
\$500 (\$100 per 24 hour period)	\$1,000 (\$100 per 24 hour period)

## Helpful tips

### Safety of your belongings

- Keep **valuables** with **you** rather than checking them in with the **transport provider** as they are not covered by **us** when checked-in.
- Do not leave **valuables** in a motor vehicle at any time.
- A maximum limit of \$2,500 applies to all other items left in a locked motor vehicle as long as they are in a **concealed storage compartment**. Also, do not leave items in a motor vehicle overnight, as they are not covered.
- Do not leave **your** belongings unattended in a **public place**. Unattended belongings are not covered by **us**.
- Remember to check for **your** items. **We** do not cover items left behind in any accommodation after **you** have checked out, left behind in any aircraft, ship, train, tram, taxi or bus, or left behind, forgotten, misplaced or walked away from in a **public place**.

### Cruising in Australian waters

Cover is included under *Overseas Medical, Benefit 2: Overseas Emergency Medical and Hospital Expenses* if **you** are travelling on a **domestic cruise** in **Australian** waters and the **cardholder** has activated their **Overseas Travel Policy**. For a **domestic cruise**, not part of an international **journey**, please choose 'Pacific' as **your** destination during activation.

### Reciprocal Healthcare Agreement

The Australian Government and the governments of certain countries have an agreement where Australian residents are provided with subsidised essential medical treatment (which, in turn, minimises **your** claim with **us**). The agreement is known as a Reciprocal Healthcare Agreement (RHA). Please visit [humanservices.gov.au/medicare](http://humanservices.gov.au/medicare) or [dfat.gov.au](http://dfat.gov.au) for details of RHAs with **Australia**.

## Important Information

### Who issues and insures these products?

#### Cover-More

These products are issued by Cover-More on behalf of the insurer. Cover-More administers the products (including customer service, medical assessments and claims management) and arranges the issue of the insurance to:

- the **Commonwealth Bank** who then provides the **cardholder** with the **Included Cover** under the **Group Policy**, or
- **you** directly for an **Overseas Travel Policy** and **Upgrade**.

#### Zurich Australian Insurance Limited

ZAIL is the insurer and is part of the Zurich Insurance Group, a leading multi-line insurer that serves its customers in global and local markets. Zurich provides a wide range of general insurance and life insurance products and services in more than 210 countries and territories. Zurich's customers include individuals, small businesses, and mid-sized and large companies, including multinational corporations. ZAIL's contact details are:

Zurich Australian Insurance Limited  
PO Box 677, North Sydney NSW 2059

### Duty of Disclosure

Before **you** enter into an **Overseas Travel Policy** or **Upgrade** with **us**, **you** have a Duty of Disclosure under the *Insurance Contracts Act 1984*.

The duty applies until (as applicable) **we** first enter into the policy with **you**, or **we** agree to a variation, extension or reinstatement with **you**.

#### Answering our questions

In all cases, **we** ask **you** questions that are relevant to **our** decision to insure **you**, and on what terms. So, please tell **us** anything **you** know and that a reasonable person in the circumstances would include in their answer.

It is important to understand **you** are answering **our** questions in this way for **yourself** and anyone else that **you** want covered by the contract.

#### Variations, extensions and reinstatements

For variations, extensions and reinstatements **you** must tell **us** anything **you** know, or could reasonably be expected to know, which may affect **our** decision to insure **you** and on what terms.

## What happens if you do not tell us something?

If **you** do not tell **us** anything **you** are required to, **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.

## Policy conditions

### 1. Excess – what you contribute to your claim

The excess is the first amount of a claim that **we** will not pay for. It is **your** contribution to **your** claim if it is approved by **us**. The excess applies per event.

For *Overseas Medical*, the excess amount and benefits that the excess applies to are shown in the benefits tables pages 6-7.

For an **Overseas Travel Policy**, and for any **Upgrade**, the benefits that the excess applies to are shown in the benefits tables pages 8-11. The excess amount will be shown on **your Certificate of Insurance**.

*Claim example: If you made a claim for \$2,500 under Benefit 2: Overseas Emergency Medical and Hospital Expenses, you did not activate an Overseas Travel Policy, you already paid the expenses and we approve your claim, we would deduct the \$500 excess from the claim before we paid you. If, via our emergency assistance team, we approved a claim directly with an overseas medical provider, we will ask you to pay the \$500 excess directly to the provider at the time or request you to pay it to us before we can finalise your claim with the provider. In any event, the total claim we pay is \$2,000.*

For *Other Insurances* – the amount and covers that an excess applies to are:

- *Purchase Security* – **you** must pay the first \$100 for each claim
- *Extended Warranty* – **you** must pay the first \$100 for each claim, and
- *Interstate Flight Inconvenience* – **you** must pay the first \$250 for each claim made under Benefits 2 and 5.

In some circumstances where **you** have an **Upgrade**, **we** may impose an extra or increased excess for claims arising from **existing medical conditions**. **We** will inform **you** in writing if this applies: These will be set out in **your** Certificate of Insurance or in a letter from **our** medical assessment team.

### 2. Claims

- **You** must report the theft, wilful damage or accidental loss of **your business items/property/personal goods/valuables** to the police and (where applicable) the responsible **transport provider** within 24 hours. A written report must be made at that time and a copy of the report obtained.

- **You** must not make any offer, promise of payment, or admit any liability without **our** written consent.
- If **you** are admitted to hospital or **you** think **your** medical expenses and **additional** expenses are likely to exceed \$2,000 **you** or someone on **your** behalf must call the emergency assistance number as soon as physically possible.
- **You** must take all reasonable steps to prevent or minimise a claim. This includes taking adequate and reasonable precautions to protect **your business items/property/personal goods**.
- **You** must advise **us** of any claim, or occurrence that may give rise to a claim, as soon as possible and within 60 days of the event or of returning **home** whichever is the latest.
- For *Price Guarantee* claims, **you** must advise **us** and claim within 30 days of purchase of the item that is the subject of the claim.
- If there is a delay in claim notification, or **you** do not provide sufficient detail for **us** to consider **your** claim, **we** can reduce any claim payable by the amount of prejudice **we** have suffered because of the delay.
- **You** must, at **your** own expense, supply any documents in support of **your** claim that **we** may request. This can include proof of **your** residential status and age, proof **you** are eligible for insurance cover (e.g. **your eligible credit card account** statement and credit card receipt to confirm **your** eligibility for the insurance), an original police report, a Property Irregularity Report (PIR), travel documents, receipts, valuations, a repair quote, a death certificate and/or medical certificate. If required **we** may ask **you** to translate into English any documents to enable **us** to assess **your** claim.
- For claims relating to a mobile phone or device with phone capabilities **you** must supply **us** with the IMEI (International Mobile Equipment Identity). **You** must block the IMEI number (by Australian telecommunication providers) of the stolen or lost mobile phone or device.
- **You** must co-operate fully in the assessment or investigation of **your** claim.
- Please take this booklet and any current **Certificate of Insurance** **you** hold with **you** when **you** travel (or make sure **you** can access them electronically). **You** must also take documents needed to verify **your** eligibility for this cover, such as copies of **your eligible credit card account** statement or credit card receipt and/or a copy of the letter/statement/email confirming the redemption of **your** Commonwealth Awards points through the Commonwealth Awards Program in full or part payment for **your** return **overseas** travel ticket(s).



If **you** want to make a claim under the covers provided in *Overseas Medical* while **overseas**, **you** acknowledge and agree it will be necessary for the **Commonwealth Bank** or its agents to confirm to **us** or **our** agents that **you** are eligible for the cover as previously outlined. Without this information, a claim may be delayed and it may not be possible for **us** or **our** agents to give approval for **overseas** medical attention. Where, at **our** discretion, **we** honour a claim on the basis that **you** will, at a later date, provide proof to substantiate the claim and **you** are later unable to do so, **you** will be liable for any loss **we** have incurred on **your** behalf.

- When making a claim, **you** are responsible for assisting **us** and acting in an honest and truthful manner. If **you**, or anyone acting on **your** behalf, use fraudulent, false or exaggerated means to make a claim under this policy, **we** may not pay the claim in whole or in part. **You** acknowledge and agree that **we** may inform the **Commonwealth Bank** of the situation and **you** may no longer be eligible for any (or all) of the covers in this booklet or **your** credit card facility. **We** may also report **you** to the appropriate authorities and **you** may be prosecuted.
- If **we** agreed 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 limits of liability). If **you** are entitled to claim an input tax credit in respect of a cost for which a claim is made, or would be entitled to an input tax credit if **you** were to incur the relevant cost (i.e. in replacing a lost or stolen item), the amount **we** would otherwise pay will be reduced by the amount of that input tax credit.
- If **you** are entitled to claim an input tax credit in respect of **your premium**, **you** must inform **us** of the amount of that input tax credit (as a percentage) at the time **you** first make a claim. If **you** fail to do so, **you** may have a liability for GST if **we** pay **you** an amount in respect of any of the covers provided.

### 3. Claims are payable in Australian dollars

All claims and amounts payable are paid in Australian dollars at the rate of exchange applicable at the time the expenses were incurred. **We** will pay **you** unless **you** tell **us** to pay someone else, except in the case of **your** death in which case **we** will pay **your** estate. Payment will be made by direct credit to an Australian bank account nominated by **you** unless otherwise agreed by **us**.

### 4. If you can claim from anyone else, we will only make up the difference

In the case that policy condition 6. *Other insurance* (following) does not apply, if **you** can make a claim against someone in relation to a loss or expense in respect of any of the covers provided and they do not pay **you** the full amount of **your**

claim, **we** will make up the difference. **You** must claim from them first.

### 5. You must help us to make any recoveries

**We** have the right to recover, from any other party in **your** name, money payable under the policy or to choose to defend any action brought against **you**. **You** must provide reasonable assistance to **us**.

**We** will apply any money **we** recover from someone else under a right of subrogation in the following order:

1. To **us**, **our** costs (administration and legal) arising from the recovery
2. To **us**, an amount equal to the amount that **we** paid to **you** in respect of any of the covers provided
3. To **you**, **your** uninsured loss (less **your** excess)
4. To **you**, **your** excess.

Once **we** pay **your** total loss, **we** will keep all money left over.

If **we** have paid **your** total loss and **you** receive a payment from someone else for that loss or damage, **you** must pay **us** the amount of that payment up to the amount of the claim **we** paid **you**.

If **we** pay **you** for lost or damaged property and **you** later recover the property or it is replaced by a third party, **you** must pay **us** the amount of the claim **we** paid **you**.

### 6. Other insurance

If **you** are insured, or entitled to receive a benefit or make a claim, under any other insurance policy in respect of the same loss as your claim under **our** covers, then:

- **you** must give us full details of the other insurance policy,
- to the extent permitted by law, **we** will not be liable to provide indemnity until the indemnity amount under any other policy is exhausted, or
- **we** may seek, from the other insurer, contribution for any amounts **we** have paid.

### 7. Subrogation

**We** may, at **our** discretion, undertake in **your** name and on **your** behalf, control and settlement of proceedings for **our** own benefit to recover compensation or secure indemnity from any party in respect of any of the covers provided.

**You** are to assist **us** and give **us** permission to do everything required to recover compensation or secure indemnity from other parties, to which **we** may become entitled or subrogated, upon **us** accepting **your** claim in respect of any of the covers provided. This is regardless of whether **we** have yet paid **your** claim, whether or not the amount **we** pay **you** is less than full compensation for **your** loss or whether **your** claim is paid under a non-indemnity or an indemnity clause.

## 8. Policy interpretation

All insurance covers will be interpreted in accordance with the law of New South Wales, Australia.

## 9. Emergency assistance

Where **your** claim is excluded or falls outside the coverage provided, the giving of emergency assistance will not in itself be an admission of liability.

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 **our** emergency assistance, the **Commonwealth Bank**, Cover-More or **us**.

## 10. Sanctions

Notwithstanding any other terms, **we** shall not be deemed to provide cover or make any payments or provide any service or benefit to any person or other party to the extent that such cover, payment, service, benefit and/or any business or activity of the person would violate any applicable trade or economic sanctions law or regulation.

## 11. Maximum period of cover – extending your journey

**You** are only covered for incidents that occur in the **period of cover**.

If **you** find that **your** return to **Australia** has been delayed because of one or more of the following reasons, and **you** return **home** as soon as possible, **your period of cover** may be automatically extended at no extra cost:

- **Your** scheduled transport back to **Australia** is delayed for reasons beyond **your** control
- The delay is due to an event for which **you** can claim

If, for any other reason, other than as stated above, **your overseas** travel is for a period longer than the **period of cover**, **you** will not be covered after the end of that **period of cover** unless the **cardholder** has successfully applied for an **Upgrade**.

The **cardholder** will need to activate an **Overseas Travel Policy** and then apply for the *Extension of period of cover Upgrade*. See page 58 for details. For each journey **you** can only activate one **Overseas Travel Policy**.

## 12. Special conditions and restrictions that apply for people aged 80 or over

The following benefits are not available to people who are aged 80 or over at the time they commence their **journey** or at the time of activation of an **Overseas Travel Policy**:

- *Benefit 1: Overseas Emergency Medical Assistance*
- *Benefit 2: Overseas Emergency Medical and Hospital Expenses*

- *Benefit 4: Overseas Funeral or Cremation, or Body Repatriation*
- *Benefit 5: Cancellation Costs* (where the cause of the claim is the death, **injury**, sickness or disease of a **cardholder** or **spouse**)

However, the **cardholder** may be able to include cover under the above benefits (including for their **spouse**, if applicable) by activating an **Overseas Travel Policy** and then applying for the *Overseas Medical and related covers for people aged 80 or over Upgrade*.

If **we** accept the application for the *Overseas Medical and related covers for people aged 80 or over Upgrade*, the **cardholder** will need to pay **us** an extra **premium**. See page 56 for details.

## 13. Existing medical conditions for persons aged 79 years and under

Cover is not provided for **existing medical conditions**, except for those automatically accepted as described on pages 19-21, or where **you** have purchased the *Existing medical conditions Upgrade*.

If **you** have an **existing medical condition** that is not covered, **we** will not pay any claims directly or indirectly arising from, or exacerbated by, that condition. This means that **you** will have to pay for any **overseas** medical emergency and any associated costs, which can be prohibitive in some countries.

## 14. Automatically accepted existing medical conditions

**We** automatically accept cover for an **existing medical condition** shown in the tables following, provided:

- in the two years prior to the **relevant time**, **you** have not been hospitalised (including day surgery or emergency department attendance) for that condition,
- prior to the **relevant time**, **you** have not had surgery involving any joints, the back, spine, brain or abdomen requiring at least an overnight stay in hospital for that condition, and
- **your** condition meets any criteria shown for that condition.

Conditions	
Acne	Eczema
Bunions	Gastric Reflux (GORD)
Carpal Tunnel Syndrome	Glaucoma
Cataracts	Gout
Cleft Palate	Hay Fever

Conditions	
Cochlear Implant	Hormone Replacement Therapy
Coeliac Disease	Hypothyroidism including Hashimoto's Disease
Congenital Adrenal Hyperplasia	Lipoma
Congenital Blindness	Macular Degeneration
Congenital Deafness	Meniere's Disease
Conjunctivitis	Rhinitis
Dengue Fever	Rosacea
Dry Eye Syndrome	Sinusitis
Dupuytren's Contracture	Tinnitus

Conditions	Criteria
Asthma	Provided <b>you</b> : <ul style="list-style-type: none"> <li>are under 60 years of age</li> <li>have not smoked for at least the last 18 months</li> <li>do not need prescribed oxygen outside of a hospital, and</li> <li>have no other lung condition or disease.</li> </ul>
Ear Grommets	Provided no current infection
Hiatus Hernia	Provided no surgery is planned
Pregnancy	If it is a single, uncomplicated pregnancy – cover up to the 24th week i.e. up to 23 weeks, 6 days provided: <ul style="list-style-type: none"> <li>the conception was not medically assisted e.g. using assisted fertility treatment including hormone therapies or in vitro fertilisation (IVF).</li> </ul>

Conditions	Criteria
*Diabetes (type 1 or type 2) or glucose intolerance	Provided: <ul style="list-style-type: none"> <li>First diagnosed more than six months ago</li> <li>No complications in last 12 months</li> <li>No kidney, eye or neuropathy complications</li> <li>No cardiovascular disease</li> </ul>

*Hypercholesterolaemia (High Cholesterol)	Provided no cardiovascular disease and/or no diabetes
*Hyperlipidaemia (High Blood Lipids)	Provided no cardiovascular disease and/or no diabetes
*Hypertension (High Blood Pressure)	Provided no cardiovascular disease and/or no diabetes

\*These conditions are risk factors for cardiovascular disease. If **you** have a history of cardiovascular disease, and it is an **existing medical condition**, cover for these conditions are also excluded.

### If your existing medical condition is not automatically accepted

If **your existing medical condition** is not automatically accepted above **we** will not provide any cover for any claims directly or indirectly arising from, or exacerbated, by that condition.

If **you** want to take cover for **existing medical condition(s)**, **you** will need to apply for an *Existing medical conditions Upgrade*. See page 57. If **we** accept **your** application for cover of **existing medical conditions**, an extra **premium** is payable to **us**.

### 15. Medical conditions that are undiagnosed or awaiting specialist opinion

**We** are unable to offer any cover for any medical conditions that **you** were aware of, or a reasonable person in **your** circumstances should have been aware of, or arising from signs or symptoms that **you** were aware of, or a reasonable person in **your** circumstances should have been aware of, before commencing any cover described in this booklet, and for which at that time:

- you** had not yet sought a medical opinion regarding the cause
- you** were currently under investigation to define a diagnosis, or
- you** were awaiting specialist opinion.

**You** will still be eligible for the other benefits provided by *Overseas Medical* and the **Overseas Travel Policy**, and **you** may apply for cover for other **existing medical conditions**. However, there will be no cover for claims directly or indirectly arising from, or exacerbated by, any of the above.

### 16. Medical and hospital cover in Australia

**We** will not pay any benefit or provide cover if the provision of a payment, benefit or cover would result in **us** contravening the *Health Insurance Act 1973* (Cth), the *Private Health Insurance Act 2007* (Cth) or the *National Health Act 1953* (Cth) or any applicable legislation (whether in **Australia** or not).

For the purposes of this cover:

- travel from Tasmania or mainland **Australia** to Norfolk Island, Christmas Island, Lord Howe Island or Cocos Island is considered **overseas** travel. It will be covered under *Overseas Medical*, **Overseas Travel Policy** or **Upgrades** however, there is no cover for medical transfers/evacuations, or medical and hospital expenses, and
- travel from Norfolk Island, Christmas Island, Lord Howe Island or Cocos Island to Tasmania or mainland **Australia** is considered **overseas** travel and will be covered under *Overseas Medical*, **Overseas Travel Policy** and **Upgrades** however, there is no cover for medical transfers/evacuations, or medical and hospital expenses.

### 17. Automatically included activities

- Ballooning
- Parasailing
- Bungy Jumping
- Riding a motorcycle or motorscooter up to 50cc
- Flying Fox
- Scuba diving to a depth of 30 metres
- Horse Riding
- Snorkelling
- Jet Boating
- Snow skiing/boarding **on-piste**
- Jet Skiing
- White Water Rafting
- Kayaking

**Your** participation in any of the activities listed above is subject to the terms of cover. There is no cover for these activities if racing, or participating in a **professional** capacity. There is no personal liability cover for use or ownership of waterborne craft or mechanically-propelled vehicles. Conditions apply to scuba diving and to riding a motorcycle/motorscooter/quadbike. See exclusion 33 and 39 respectively on pages 34-35.

### 18. About your premium – Upgrades

**You** will be told the **premium** payable for **your** cover when **you** apply for an **Upgrade**. **We** calculate **your premium** by taking into account many factors, including **your** destination(s), length of **journey**, the number of persons and their ages to be covered under the policy. The amount of any excess and cover for approved **existing medical conditions** is also included in this calculation, as are any relevant government charges, taxes or levies (such as stamp duty or GST) in relation to **your Upgrade**. These amounts are included in the total amount payable by **you** as shown on **your Certificate of Insurance**.

### 19. Cooling-off period – Upgrades

Even after **you** have obtained **your Certificate of Insurance** confirming **your Upgrade**, **you** have cooling-off rights.

If **you** decide that **you** do not want **your Upgrade**, **you** may cancel it within 14 days after **you** are issued **your Certificate of Insurance**. **You** will be given a full refund of the **premium** **you** paid, provided **you** have not started **your journey** or **you** do not want to make a claim or exercise any other right under

**your** cover. After the cooling-off period ends, **you** still have the right to cancel **your Upgrade**. However, **we** may deduct some costs from any refund, as set out under *Cancelling your policy* on page 83.

## Words with special meaning

In this booklet words in bold have the meanings shown below. The use of the singular shall also include the use of the plural and vice versa.

**accident** (in regard to *Transit Accident*) means any sudden and unexpected physical force, which occurs on a **trip** and causes an **injury** that is described in the *Transit Accident* cover's Schedule of Benefits.

**accompanied child/children** means at the time eligibility for cover is satisfied:

- all unmarried **children**, up to and including 18 years of age, who the **cardholder** has sole custody of and who live with the **cardholder**
- all unmarried **children**, up to and including 18 years of age, of whom the **cardholder** has shared custody
- all unmarried **children**, from 19 years of age up to and including 21 years of age, who are full-time students attending an accredited institution of higher learning in **Australia** and who the **cardholder** has/had sole or shared custody, and who are dependent upon the **cardholder** for their maintenance and financial support, or
- all unmarried persons who are physically or mentally incapable of self-support who the **cardholder** has custody of and who live with the **cardholder**.

However, **accompanied child/children** never means an infant born on the **journey**.

**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 accommodation or transport (and meals where mentioned) **you** actually use less the cost of the accommodation or transport (and meals where mentioned) **you** expected to use had the **journey** proceeded as planned.

**Australia** means the area enclosed by the territorial waters of the Commonwealth of Australia (including Norfolk Island) where Medicare benefits are payable. Australian has a corresponding meaning.

## **business items and personal goods**

### **a. business items**

Cover applies to eligible business Gold and business Platinum **cardholders** and means new business property acquired for **your** business use, except items with an original purchase price over \$3,000

### **b. personal goods**

means new personal property acquired for personal, domestic or household use and **valuables** (except to the extent otherwise specified as being excluded), but does not include:

- furniture, furnishings or household appliances (unless covered under *Extended Warranty Insurance*)
- items with an original purchase price over \$10,000 for Gold **cardholders**, over \$20,000 for Diamond or Platinum **cardholders** or over \$20,000 Ultimate Awards **cardholders**, and
- for *Purchase Security Insurance*, items purchased by instalment (e.g. mobile phones) prior to the final payment being made.

c. Items not considered **business items** or **personal goods** are:

- items acquired for the purpose of re-supply/re-sale
- items acquired to undergo transformation in a business
- computer software, or information stored on any electronic device or other media, including digital photos, downloaded files, electronic applications, programmed data or non-tangible items
- bullion, cash, collections such as stamps, coins and cards, lottery tickets or other gambling-related items, negotiable instruments, securities, manuscripts or books of account, trading cards, tickets of any description or travellers cheques
- consumable or perishable items (including but not limited to drugs, food, fuel or oil), animals or plant material
- airplanes, automobiles, boats, motorboats or any other motorised vehicles and their integral parts and installed accessories
- second-hand items, including antiques
- items of contraband, and
- real estate and movable fixtures or fittings (including but not limited to dishwashers and fixed air conditioners) that form, or are intended to form, part of any home, office or real estate.

**cardholder** means a person residing in **Australia** to whom the **Commonwealth Bank** has issued an **eligible credit card**. Persons residing in **Australia**, unless otherwise approved by us in writing as a **cardholder**, must have:

- an Australian Medicare card

- an Australian issued Temporary Work (skilled) Visa (subclass 457), or
- an Australian Visa that:
  - authorises them to live and work in Australia, and
  - requires them to maintain a minimum level of health insurance coverage as required by the Department of Home Affairs.

If a **cardholder's family** is travelling together, only one person can claim the benefits payable to the **cardholder**. The others can only claim as a **spouse** or **accompanied child**.

**carrier** means an aircraft, vehicle, train, tram, vessel or other scheduled transport, operated under a licence, for the purpose of transporting passengers. However, it does not mean a taxi, limousine or similar service.

**Certificate of Insurance** (this definition only applies to an **Overseas Travel Policy** and **Upgrades**) means the document we provide to a **cardholder** when they are issued an **Overseas Travel Policy** and, if applicable, **Upgrades**, and sets out details of the cover provided.

**Commonwealth Bank** means Commonwealth Bank of Australia ABN 48 123 123 124.

**concealed storage compartment** means a boot, trunk, glove box, enclosed centre console, or concealed cargo area of a motor vehicle.

**disabling injury, sickness or disease** means a disabling injury, sickness or disease, which first shows itself during the **period of cover** provided for **your journey** and required immediate treatment by a **medical practitioner**.

**domestic cruise** means a voyage on a foreign-registered cruise ship from a port in **Australia** to another port or ports in **Australia** without any stopover at a port outside of **Australia**.

**eligible credit card** means, unless otherwise specified, a current and valid personal or business Gold, personal or business Platinum, personal Diamond or personal Ultimate Awards credit card issued by the **Commonwealth Bank**. An eligible credit card that is currently cancelled or suspended is not current and valid.

**eligible credit card account** means, unless otherwise specified, a current and valid personal or business Gold, personal or business Platinum, personal Diamond or personal Ultimate Awards credit card facility with the **Commonwealth Bank**. An **eligible credit card account** that is currently cancelled or suspended is not current and valid.

**epidemic** means a fast-spreading contagious disease or illness in an area as documented by a recognised public health authority.

**existing medical condition** means a disease, illness, medical or dental condition or physical defect that, at the **relevant time**, meets any of the following:

- a. Within the last two years:
  - i. has required an emergency department visit, hospitalisation or day surgery procedure
  - ii. new medication has been prescribed or there has been a change to **your** medication regime, or
  - iii. required prescription pain relief medication.
- b. Requires:
  - i. prescription medication from a qualified **medical practitioner**
  - ii. regular review or check-ups
  - iii. ongoing medication for treatment or risk factor control, or
  - iv. consultation with a specialist.
- c. Has:
  - i. been medically documented involving the brain, circulatory system, heart, kidneys, liver, respiratory system or cancer
  - ii. required surgery involving the abdomen, back, brain, joints or spine that required at least an overnight stay in hospital, or
  - iii. shown symptoms or signs, however a medical opinion or investigation has not been sought to confirm or provide a cause or diagnosis.
- d. Is:
  - i. chronic or ongoing (whether chronic or otherwise) and medically documented
  - ii. under investigation
  - iii. pending diagnosis or awaiting a specialist opinion, or
  - iv. pending test results.
- e. Is:
  - i. pregnancy, or
  - ii. connected with **your** current pregnancy or the conception was medically assisted e.g. using assisted fertility treatment including hormone therapies or IVF.

The above definition applies to **you, your travel companion, a relative** or any other person.

**family** means **spouse** and/or **accompanied children**.

**Group Policy** means the insurance policy issued by **us** to the **Commonwealth Bank**, in relation to *Overseas Medical* and *Other Insurances*.

**home** means the place where **you** normally live in **Australia**.

**Included Cover** means the cover described in *Overseas Medical* and *Other Insurances*.

**injury** or **injured** means bodily injury caused solely and directly by violent, accidental, visible and external means, which happens at a definite time and place during the **period of cover** provided for **your journey** (or on the **trip** in respect of

*Transit Accident*) and does not result from any illness, sickness or disease.

**insolvency** or **insolvent** means bankruptcy, provisional liquidation, liquidation, insolvency, appointment of a receiver or administrator, entry into a scheme of arrangement, statutory protection, presentation of a petition for the compulsory winding up of, stopping the payment of debts or the happening of anything of a similar nature under the laws of any jurisdiction.

**interstate flight** means travel on a registered and scheduled commercial passenger airline from any **Australian** state or territory, to another **Australian** state or territory.

**journey** means the following:

The journey starts when **you** leave **your home** or **your** place of business to travel directly to the **Australian** air or sea terminal that is the departure point for **your** journey.

The journey ends when the first of the following occurs:

- For *Overseas Medical*, three months after the date of departure shown on a Gold personal and business **cardholder's** return **overseas** travel ticket, (six months for Platinum personal and business **cardholders**, or 12 months for Diamond or Ultimate Awards **cardholders**)
- For an **Overseas Travel Policy** or any **Upgrades**, the end date of the **period of cover** shown on the **Certificate of Insurance**
- At midnight on the date when the **cardholder's** scheduled transport (as shown on their return **overseas** travel ticket) is due to arrive in **Australia**
- When **you** return to **your home**, provided **you** travel directly there from the **Australian** air or sea terminal where **you** landed
- When the **cardholder** cancels their return **overseas** travel ticket

**legal costs** means fees, costs and expenses (including any applicable taxes and charges) in connection with a legal action. It also means any costs, which **you** are ordered to pay by a court or arbitrator (other than any fine or penalty, or aggravated, punitive, exemplary or liquidated damages) or any other costs **we** agree to pay.

**medical practitioner** means a doctor, psychiatrist, clinical psychologist or a dentist, who is not **you, your travel companion** or a **relative**, or an employee of **you, your travel companion** or a **relative**, registered with and accredited by the Australian Health Practitioner Regulation Agency (AHPRA). Or, if **you** are **overseas**, an equivalent regulatory body in the country in which they are currently practising and qualified to give the diagnosis being provided.

**natural disaster** means any event or force of nature that has catastrophic consequences, such as an avalanche, bushfire, cyclone, earthquake, flood, hurricane, tornado, tsunami and volcanic eruption, but not an **epidemic** or **pandemic**.

**off-piste** means areas that are not groomed terrain, marked slopes, or open trails maintained, monitored and patrolled by the ski resort.

**on-piste** means areas that are groomed terrain, marked slopes, and open trails maintained, monitored and patrolled by the ski resort.

**overseas** means outside **Australia** and its territories.

**Overseas Travel Policy** means the insurance policy described in Overseas Travel Policy and on the **cardholder's** current **Certificate of Insurance**.

**pandemic** means an **epidemic** that is expected to affect an unusually large number of people or involves an extensive geographic area.

**period of cover** means the time when **you** are covered.

a. It starts:

- i. for *Overseas Medical*, at the commencement of the **journey**
- ii. for an **Overseas Travel Policy**:
  - *Benefit 5: Cancellation Costs* – from the date the **cardholder** completes activation
  - For all other benefits – the start date on the **Certificate of Insurance**, and
- iii. for **Upgrades**, at the start date on the **Certificate of Insurance**.

b. It ends at the earliest of the following times:

- i. At the end of the **journey**
- ii. When **we** determine that **you** should return to **Australia** for treatment.

**premium** means the amount payable by **you** to **us** in relation to **Upgrades**.

**professional** means (in relation to a sporting activity) training for, coaching or competing in any sporting event where **you** are entitled to receive, or are eligible to receive, an appearance fee, wage, salary or prize money in excess of \$1,000.

**public place** means any place the public has access to, including but not limited to airports, bus terminals, buses, cruise ships, planes, stations, taxis, trains, wharves and beaches, galleries, hostels, hotels, hotel foyers and grounds, museums, private car parks, public toilets, shops, streets, restaurants and general access areas.

**relative** means a person who is the **cardholder's spouse**; parent, parent-in-law, stepparent, guardian; grandparent; child, foster child, grandchild; brother, brother-in-law, half-brother,

stepbrother, sister, sister-in-law, half-sister, stepsister; daughter, daughter-in-law, stepdaughter, son, son-in-law, stepson; fiancé, fiancée; uncle, aunt; or niece, nephew.

**relevant time**:

- a. if **you** have not activated an **Overseas Travel Policy** for the relevant journey, means the time **you** commence that journey, or
- b. if **you** have activated an **Overseas Travel Policy** for the relevant journey, means the time of activation.

**rental vehicle** means a campervan/motorhome that does not exceed 4.5 tonnes, a sedan, coupe, hatchback, station wagon, SUV, four-wheel-drive or mini bus/people mover rented from a licensed motor vehicle rental company or agency.

**snow sport equipment** means skis, poles, boots, bindings, snowboards or ice skates.

**spouse** means the partner of the **cardholder** who is permanently living with the **cardholder** at the time the **journey** starts (or the **trip** in respect of *Transit Accident*) or the time the interstate travel starts.

**transaction card** means a debit card, credit card or travel money card.

**transport provider** means a properly licensed coach operator, airline, shipping line or railway company.

**travel companion** means:

- in regard to *Overseas Medical*, and **Overseas Travel Policy**, a person whom, before the **journey** began, arranged to accompany **you** on **your journey** for at least 50% of the time of **your journey**, and
- in regard to *Interstate Flight Inconvenience*, a person who is accompanying **you** for at least 50% of the time of **your** interstate travel.

**travel services provider** means a scheduled services airline, hotel, accommodation provider, car rental agency, coach, bus, shipping line or railway.

**trip** (this definition only applies to *Transit Accident*) means an international passage taken by the **cardholder** (and their **family** who are accompanying the **cardholder** who is also on the **trip**), as a paying passenger (not as a pilot, driver or crew member etc.). This can be in a licensed plane, tourist bus, train, ferry or other conveyance, authorised pursuant to any statute, regulation, by-law or the equivalent thereof, for the transportation of passengers for hire, provided that the cost of the passage was charged to the **cardholder's eligible credit card account** before the passage commenced.

**Upgrades** means the cover and benefits **you** can apply for, described on pages 56-67 of this booklet.

**valuables** means articles made of, or containing, gold, precious metals or stones, semi-precious stones or silver; binoculars; furs; jewellery; precious metals; precious or semi-precious stones; photographic, audio, video, tablet computer, computer and electrical equipment of any kind (including but not limited to devices such as drones, computer games, portable navigation equipment or media); mobile phones; smart phones; telescopes and watches.

**we, our** or **us** means Zurich Australian Insurance Limited ABN 13 000 296 640, AFS Licence Number 232507.

**you, your** or **yourself** means any of the following if they are eligible for the cover:

- The **cardholder**
- The **cardholder's family**

## General exclusions

These exclusions apply to all covers described in this booklet unless specified otherwise. There are also specific exclusions.

### Common exclusions

**We** will not pay for:

1. claims for costs or expenses incurred outside the **period of cover**
2. claims involving consequential loss of any kind including, but not limited to, loss of enjoyment, punitive damages, fines or penalties or any financial loss not specified as covered in the policy
3. claims directly or indirectly arising from **your** failure to take reasonable care or put **yourself** in a situation where a reasonable person could foresee that loss, theft or damage to property, or a death, illness or bodily **injury** might happen, except in an attempt to protect the safety of a person or to protect property
4. 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
5. claims directly or indirectly 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
6. claims directly or indirectly arising from radioactivity, ionising rays, or the use, existence or escape of any nuclear fuel, nuclear material or nuclear waste
7. claims directly or indirectly arising from biological and/or chemical materials, substances, compounds or the like used directly or indirectly for the purpose to harm or to destroy human life and/or create public fear

8. loss or damage caused by detention, confiscation or destruction by customs or other officials or authorities
9. claims directly or indirectly arising from any unlawful act committed by **you**
10. to the extent permitted by law, claims directly or indirectly arising from **you** not being honest and frank with all answers, the accuracy of information, statements and submissions made in connection with **your** insurance application or claim
11. claims directly or indirectly arising from, or prohibited under, any government intervention, prohibition, sanction, regulation or restriction or court order, or
12. claims directly or indirectly arising from circumstances **you** knew of, or a reasonable person in **your** circumstances would know or foresee, at the time **you** booked **your journey** or activated **your Overseas Travel Policy** or **Upgrade** (whichever was earliest), that could lead to the **journey** being delayed or cancelled.

### Medical and health

**We** will not pay for:

13. claims directly or indirectly arising from travel booked or undertaken by **you**:
  - a. even though **you** knew, or a reasonable person in **your** circumstances would know, **you** were unfit to travel, whether or not **you** had sought medical advice
  - b. against the advice of a **medical practitioner**
  - c. to seek medical or dental advice, treatment or review, or
  - d. to participate in a clinical trial.
14. claims directly or indirectly arising from, or exacerbated by, any **existing medical condition you** have.

This exclusion will be waived to the extent that cover is provided if:

  - a. **your** condition is automatically accepted by **us**. See *Automatically accepted existing medical conditions*, pages 19-21, or
  - b. **you** applied for, and **we** accepted, cover and **you** paid the extra **premium** for the *Existing medical conditions Upgrade*. See *Upgrades, Existing medical conditions*, page 57 for details.
15. claims directly or indirectly arising from, or exacerbated by, any **existing medical condition**:
  - a. **your travel companion** has, or
  - b. that a **relative** has other than as provided on an **Overseas Travel Policy** under Benefit 5.4 on page 44 and Benefit 7.4 on page 48.



16. claims directly or indirectly arising from, or exacerbated by, any physiological or psychological signs or symptoms that **you** were aware of before commencing any cover described in this booklet, if **you**:
  - a. had not yet sought a medical opinion regarding the cause
  - b. were currently under investigation to obtain a diagnosis, or
  - c. were awaiting specialist opinion
17. claims directly or indirectly arising from or exacerbated by **you** taking a blood-thinning prescription medication such as Warfarin
18. claims involving, or directly or indirectly arising from, the transmission of any sexually transmitted disease or virus
19. claims directly or indirectly arising from **you** having elective medical or dental treatment or surgery, a cosmetic procedure or body modification (e.g. tattoos and piercings) during the **journey**, such as any complication, or
20. any benefit, or provide cover, if the provision of a payment, benefit or cover would result in **us** contravening the Health Insurance Act, the Private Health Insurance Act or the National Health Act or any applicable legislation (whether in **Australia** or not) or where **we** do not have the necessary licenses or authority to provide such cover.

## Pregnancy and childbirth

**We** will not pay for:

21. claims directly or indirectly arising from pregnancy of **you** or any other person if **you** were aware of the pregnancy at the **relevant time** and:
  - a. where complications of this pregnancy had occurred prior to this time
  - b. it was a multiple pregnancy e.g. twins or triplets, or
  - c. where the conception was medically assisted e.g. using assisted fertility treatment including hormone therapies or IVF.

This exclusion will be waived to the extent that cover is provided if **you** applied for, and **we** accepted cover and **you** paid the extra **premium** for **your Existing medical conditions Upgrade**. The cover provided under the **Upgrade** is in respect of **your** pregnancy (only) for unexpected serious medical complications arising before the start of the 24th week of pregnancy. See *Upgrades, Existing medical conditions*, page 57.

22. claims directly or indirectly arising from:
  - a. pregnancy of **you** or any other person after the start of the 24th week of pregnancy, or
  - b. pregnancy of **you** or any other person where the problem arising is not an unexpected serious medical complication, or

23. claims directly or indirectly arising from childbirth or the health of a newborn child. This exclusion applies irrespective of the stage of pregnancy at which the child is born.

## Your conduct

**We** will not pay for:

24. claims involving, or directly or indirectly arising, from **your** suicide, attempted suicide, self-inflicted **injury** or condition, self-harm, self-destruction, stress or travel exhaustion
25. claims involving, or directly or indirectly arising from, any conduct engaged in whilst under the influence or effect of alcohol or drugs, the effect of or chronic use of alcohol or drugs (except a drug prescribed to **you** by a **medical practitioner** and taken in accordance with their instruction) or involving a hospital or clinic where **you** are being treated for addiction to drugs or alcohol, or are using it as a nursing, convalescent or rehabilitation place
26. claims involving, or directly or indirectly arising from, any event that is intentionally caused by **you** or by a person acting with **your** consent, or
27. claims involving, or directly or indirectly arising from, the conduct of someone who enters **your** accommodation with **your** consent, or whose accommodation **you** choose to enter.

## Legal and tax

**We** will not pay for:

28. any GST liability or any fine, charge or penalty **you** are liable for because of a failure to fully disclose to **us your** input tax credit entitlement for the **premium**
29. losses for which insurance or the payment is prohibited by law, or
30. any expenses recoverable by compensation under any workers compensation or transport accident laws, or by any government-sponsored fund, plan or medical benefit scheme, or any other similar type of legislation required to be effected by, or under, a law.

## World events

**We** will not pay for:

31. any event that is caused by, or arises directly or indirectly from, travel to countries or parts of a country for which:
  - a. an advice or warning has been released by the Australian Department of Foreign Affairs and Trade or any other government or official body
  - b. the advice or warning risk rating is 'Reconsider your need to travel' or 'Do not travel' (or words to that effect) or the advice or warnings recommend against all non-essential travel to or in that location or advise against specific transport arrangements or participation in specific events or activities

- c. the mass media has indicated the existence or potential existence, of circumstances (including circumstances referred to above) that may affect **your** travel, and
  - d. **you** did not take appropriate action to avoid or minimise any potential claim under **your** policy (including delay of travel to the country or part of the country referred to in the relevant advice(s), warning(s) and/or mass media statement(s)).
- Circumstances, in this case include, but are not limited to, strike, riot, weather event, civil protest or contagious disease (including an **epidemic** or **pandemic**), or
32. claims caused by, or claims arising from, an **epidemic**, **pandemic** or outbreak of a contagious disease or any derivative or mutation of such viruses, or the threat or perceived threat of any of these. Refer to who.int and smartraveller.gov.au for further information on epidemics and pandemics.

### Activities, adventure and snow

**We** will not pay for:

- 33. claims involving participation by **you** or **your travel companion** in hunting or using hunting equipment or projectiles (e.g. shooting and archery), mountaineering (involving the use of climbing equipment, ropes or guides), outdoor rock climbing (involving the use of climbing equipment, ropes or guides), trekking that reaches an altitude of more than 6,000 metres above sea level, sports activities in a **professional** capacity, abseiling, parachuting, skydiving, hang gliding, BASE jumping, wingsuiting, potholing, canyoning, caving, fire walking, motocross, running with the bulls, rodeo riding, polo playing, tobogganing, snowmobiling, scuba diving or underwater activities that involve using artificial breathing equipment (unless the maximum depth is no greater than 30 metres, and **you** or **your travel companion** have an open water diving licence and are diving with another person, or are diving with a qualified and registered diving instructor).
- 34. claims involving participation by **you** or **your travel companion** in any activity that uses an air supported device unless that activity is parasailing or hot air ballooning
- 35. claims involving participation by **you** or **your travel companion** (during the **journey**) in racing (other than swimming races of 10 kilometres or less, or running races that are marathon distance or less). This exclusion will be waived to the extent that cover is provided under the *Adventure Plus Upgrade* on page 58 if **you** applied for, and **we** accepted, cover and **you** paid the extra **premium**

- 36. claims involving participation by **you** (during the **journey**) in any adventure activity listed under **Upgrades, Adventure Plus**. This exclusion will be waived to the extent that cover is provided under the *Adventure Plus Upgrade* on page 58 if **you** applied for, and **we** accepted, cover and **you** paid the extra **premium**
- 37. claims involving participation by **you** (during the **journey**) in **off-piste** snow skiing or snowboarding or heli-skiing/snowboarding. This exclusion will be waived to the extent that cover is provided under the *Snow Extras Upgrade* on pages 60-64 if **you** applied for, and **we** accepted, cover and **you** paid the extra **premium**, or
- 38. claims involving **you** not wearing the appropriate protective clothing and head protection for the sport or activity **you** are participating in.

### Motorcycle/Motorscooter/Quadbike

**We** will not pay for:

39. claims involving **you**:

- a. riding a motorcycle, motorscooter or quadbike (during the **journey**) without a current Australian motor vehicle driver's licence or Australian motorcycle rider's licence, or a driver's licence valid for the country **you** are riding in. This applies even if **you** are not required by law to hold a licence in the country **you** are riding in
- b. riding a quadbike (of any engine capacity), or motorcycle/motorscooter with an engine capacity between 51cc and 250cc inclusive, for any purpose. This exclusion (point b. only) will be waived to the extent that cover is provided under the *Motorcycle/Motorscooter/Quadbike Plus Upgrade* on page 60, if **you** applied for, and **we** accepted, cover and **you** paid the extra **premium**
- c. riding a motorcycle/motorscooter with an engine capacity greater than 250cc for any purpose
- d. travelling as a passenger on a motorcycle or motorscooter that is in the control of a person who does not hold a current motorcycle rider's or driver's licence valid for the vehicle being ridden and for the country **you** are riding in, or
- e. riding, or travelling as a passenger, on a motorcycle, motorscooter or quadbike without wearing a helmet.

# Overseas Travel Insurance



## Overseas Medical

This insurance cover is subject to the conditions, exclusions, limits, sub-limits and terms following and must be read in conjunction with *Important Information*. **You** must also check *General exclusions* for other reasons why **we** will not pay. The benefit limits include **family** when travelling with the **cardholder** unless specified otherwise.

**People aged 80 or over or people with existing medical conditions (not automatically accepted on pages 19-21) must follow the activation process for an Overseas Travel Policy and apply for cover under Upgrades for cover under Benefits 1 & 2**

### Benefit 1: Overseas Emergency Medical Assistance

**Our** emergency assistance team is contactable 24 hours a day, 365 days a year while **you** are travelling **overseas**.

The team of doctors, nurses, case managers and travel agents provide the following services:

- Arranging access to a **medical practitioner** for emergency medical treatment while **overseas**
- Passing on any messages to **your** family or employer in the case of an emergency
- Providing written guarantees for payment of the usual and customary costs of emergency hospitalisation while **overseas**
- Arranging **your** medical transfer or evacuation if **you** must be transported to the nearest hospital for emergency medical treatment **overseas** or be brought back to **Australia** with appropriate medical supervision
- Returning **your accompanied children** to **Australia** if they are left without supervision following **your** hospitalisation or evacuation



- Helping if passports, travel documents or **transaction cards** are lost and **you** need assistance in contacting the issuer of the document or card
- Helping to change travel plans if **your** travel consultant is not available to assist with rescheduling in an emergency

*Certain services are subject to your claim being approved.*

The maximum benefit limit for this section is:

### Gold, Platinum, Diamond & Ultimate

Unlimited

#### We will not pay for:

1. any costs incurred in **Australia**
2. any expenses for medical evacuation unless it has been first approved by **our** emergency assistance team
3. any claim if **you** decline to promptly follow the medical advice **we** have obtained, and **we** will not be responsible for subsequent medical, hospital or evacuation expenses, or
4. medical evacuation from **Australia** to an **overseas** country.

## Benefit 2: Overseas Emergency Medical and Hospital Expenses

### Overseas Emergency Medical and Hospital Expenses

If **you** suffer a **disabling injury, sickness or disease** we will pay the usual and customary costs of medical treatment and ambulance transportation and emergency dental treatment (required due to an **injury**) provided outside **Australia** by, or on the advice of, a **medical practitioner**.

Cover applies for a maximum of 12 months from the date of onset of suffering the **disabling injury, sickness or disease**.

However, if **we** determine, on medical advice, that **you** should return **home** for treatment and **you** do not agree to do so, **we** will restrict cover to no more than an amount that **we** reasonably consider to be equivalent to **your** medical expenses and/or related costs incurred **overseas** to the date **we** advise **you** to return to **Australia**, plus the amount it would cost **us** to return **you** to **Australia**. **You** will then be responsible for any further costs relating to, or arising out of, the event **you** have claimed for.

### Hospital Incidentals

If **you** are hospitalised for more than 48 continuous hours while **you** are **overseas** and **your** claim is approved, **we** will also reimburse incidental expenses **you** pay for, such as TV rental, newspapers and/or hospital phone calls.

### Emergency Dental Expenses

**We** will pay up to \$1,500 for the cost of emergency dental treatment incurred, which the treating dentist certifies in writing is for the relief of sudden and acute pain to sound and natural teeth. This limit does not apply to dental costs arising from an **injury** that is covered under Overseas Emergency Medical and Hospital Expenses.

The maximum benefit limit for this section is:

	Gold	Platinum, Diamond & Ultimate
Overseas Emergency Medical and Hospital Expenses	\$Unlimited	\$Unlimited
Hospital Incidentals	\$7,500 (\$75 per 24 hours)	\$10,000 (\$100 per 24 hours)
Emergency Dental Expenses	\$1,500 per person	\$1,500 per person

#### We will not pay for:

1. medical treatment, dental treatment or ambulance transportation provided in **Australia**.  
If **you** have an **Overseas Travel Policy** and are travelling on a **domestic cruise**, this exclusion does not apply to medical treatment provided while 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. expenses incurred after two weeks' treatment by a dentist, chiropractor or physiotherapist, unless approved by **us**
3. expenses arising from any disease that is transmitted when giving or taking a drug, unless the giving or taking of the drug is supervised by a **medical practitioner** and the disease is not excluded anywhere else in this cover
4. dental treatment caused by, or related to, the deterioration and/or decay of teeth or associated tissue; involving the use of precious metals; involving cosmetic dentistry; or preventative or routine dental treatment
5. damage to dentures, dental prostheses, bridges or crowns
6. continuation or follow-up treatment (including medication and ongoing immunisations) **you** were on prior to the start of the **journey**

7. medical treatment, dental treatment or ambulance transportation provided in **your** country of residence
8. claims where **you** have received medical care under a Reciprocal Healthcare Agreement
9. expenses if, despite the advice given following **your** call to **our** 24 hour emergency assistance provider, **you** received private hospital or medical treatment where public funded services or care is available in **Australia** or under any Reciprocal Healthcare Agreement between the Australian Government and the government of any other country, or
10. any event and expenses that arise from any medical procedures in relation to the insertion of a pacemaker, automated implantable cardioverter-defibrillator (AICD) or implantable cardioverter-defibrillator (ICD) device (alone or combined) during **overseas** travel. If **you** require this procedure, due to sudden and acute onset, which occurs for the first time during **your journey** and not directly or indirectly related to an **existing medical condition**, we will exercise **our** right, based on medical advice, to organise **your** repatriation to **Australia** for this procedure to be completed.

### Benefit 3: Personal Liability

We will provide cover if, as a result of an accident (an unexpected event caused by something external and visible or a series of accidents arising out of the one event), that happens during **your journey**, **you** become legally liable to pay compensation in respect to damage caused to someone else's property or the **injury** or death of someone else. Cover is for:

1. the compensation (including **legal costs**) awarded against **you**, and
2. any reasonable **legal costs** incurred by **you** for settling or defending a claim made against **you**, providing **you** have **our** approval, in writing, before incurring these costs.

**You** must tell **us**, as soon as **you** or **your** personal representatives are aware, or a reasonable person in **your** circumstances should have been aware, of a possible prosecution, inquest, fatal **injury**, accident or incident that might lead to a claim against **you**.

**You** must not pay, or promise to pay, settle with, admit or deny liability to anyone who makes a claim against **you** without **our** written consent.

The maximum benefit limit for this section is:

**Gold, Platinum, Diamond & Ultimate**

\$2,500,000

**We will not pay for liability arising:**

1. where **you** become liable to pay somebody who is a member of **your** family or travelling party, **your travel companion** or employed by **you** or deemed to be employed by **you**
2. from loss of, or damage to, property belonging to, or in the care, custody or control of **you**, **your travel companion**, a **relative** or an employee of any of **you**
3. from the conduct by **you** of any profession, trade or business
4. out of the use, or ownership by **you**, of any aircraft, drone, firearm, weapon, waterborne craft or mechanically-propelled vehicle
5. out of occupation or ownership of any land, buildings or immobile property
6. out of any wilful or malicious act
7. out of the transmission of an illness, sickness or disease
8. from punitive, exemplary or aggravated damages or any fine or penalty
9. out of **your** liability under a contract or agreement, unless **you** would be liable if that contract or agreement did not exist
10. out of assault and/or battery committed by **you** or at **your** direction, or
11. out of any act intended to cause bodily **injury**, property damage or liability done by **you** or any person acting with **your** knowledge, connivance or consent.



# Overseas Travel Policy

This insurance cover is subject to the conditions, exclusions, limits, sub-limits and terms following and must be read in conjunction with *Important Information*. **You** must also check *General exclusions* for other reasons why **we** will not pay.

**People aged 80 or over or people with existing medical conditions (not automatically accepted on pages 19-21) must follow the activation process for an Overseas Travel Policy and apply for cover under Upgrades for cover under Benefits 4 and 5**

If **you** activate after **you** have left **Australia**, there will be a three day no cover period before **you** can receive these benefits. This means that if something happens before **you** activate the cover or within the three days after **you** activate the cover and **you** wish to make a claim for that event, **we** will not provide any cover for claims arising from that event even if **you** submit the claim later.

For each journey **you** can only activate one **Overseas Travel Policy**.

## Benefit 4: Overseas Funeral or Cremation, or Body Repatriation

In addition to any cover for Overseas Emergency Medical Assistance in *Overseas Medical*, **our** emergency assistance team will arrange the following assistance.

If **you** die as a result of a **disabling injury, sickness or disease** during **your journey**, **we** will pay:

1. the reasonable costs incurred **overseas**, charged by a funeral director for arranging **your** funeral service and a cemetery for **your** burial, or a crematorium for **your** cremation incurred **overseas**, and
2. the cost of bringing **your** remains to **Australia**, including from the inbound port or airport to **your home** or nominated funeral home.

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$12,500	\$25,000

**We will not pay for:**

1. the cost of memorialisation, or
2. funeral expenses incurred **overseas** or bringing **your** remains back to **Australia**, unless it has been first approved by **our** emergency assistance team.

## Benefit 5: Cancellation Costs

If, due to circumstances outside **your** control and unforeseeable at the time **you** activated this policy:

1. **you** have to rearrange **your journey**, **we** will pay the reasonable cost of doing so. (**We** will not pay more for the cost of rearranging **your journey** than the non-refundable costs, which would have been incurred had the **journey** been cancelled. The cover is limited to the same or similar standard of transport and accommodation as was originally booked), or
2. **you** have to cancel **your journey** (where **you** cannot rearrange it prior to leaving **home**) **we** will pay **you**:
  - a. the value of the unused portion of **your** prepaid travel or accommodation arrangements that are non-refundable and not recoverable in any other way
  - b. **your** travel agent's cancellation fees equal to the lesser of \$500 or 15% of the value of the travel arranged by the travel agent. **We** will only pay these fees, if at the time the circumstances causing **your** claim happened, **you** had already paid at least the full deposit, and
  - c. the value of frequent flyer or similar flight reward points, air miles, redeemable vouchers or similar schemes lost by **you** following cancellation of the services paid for with those points, if **you** cannot recover **your** loss in any other way. The amount **we** will pay is calculated as follows:
    - i. For frequent flyer or similar flight reward points, loyalty card points, air miles:
      - The cost of an equivalent booking, based on the same advance booking period as **your** original booking. **We** will deduct any payment **you** made towards the booking and multiply it by the total number of points or air miles lost, divided by the total number of points or air miles used to make the booking
    - ii. For vouchers, the face value of the voucher or current market value of an equivalent booking, whichever is the lesser.

## Sub-limits

3. The most **we** will pay for claims arising from an **injury** that caused the death of a **relative** living **overseas** is \$2,500 for a **cardholder** or \$5,000 for a **cardholder** with their **family**.
4. The most **we** will pay for claims directly or indirectly arising from, or exacerbated by, an **existing medical condition** of a **relative** who is hospitalised or dies in **Australia** during the **period of cover** is \$2,000 for a **cardholder** or \$4,000 for a **cardholder** with their **family**. This is provided that, at the time of activation, **you** were unaware of the likelihood of such hospitalisation or death.

## Additional expenses

Cover is subject to the written advice of the **overseas** treating **medical practitioner** and acceptance by **our** 24 hour emergency assistance team.

**We** will reimburse **your** reasonable **additional** accommodation (room rate only) expenses and **additional** transport expenses, at the same accommodation standard or fare class as originally booked, if a disruption to **your journey** arises from any of the following reasons:

5. **You** or **your travel companion** cannot travel because of a **disabling injury, sickness or disease** and the treating **medical practitioner** certifies in writing that **you** or **your travel companion** are unfit to travel
6. **You** shorten **your journey** and return to **Australia** on the written advice of a **medical practitioner** approved by **us**. **You** must take advantage of any pre-arranged return travel to **Australia**
7. **You** are required to return early to **Australia** because **your travel companion** or a **relative** of either of **you** dies unexpectedly or suffers a **disabling injury, sickness or disease**, which means hospitalisation is required, provided the claim was not directly or indirectly arising from or exacerbated by an **existing medical condition**
8. **Your** scheduled or connecting transport is cancelled, delayed, rescheduled or diverted because of a strike, riot, hijack, civil protest, weather, **natural disaster** or a collision affecting **your** mode of transport
9. **You** unknowingly breach a quarantine regulation
10. **You** lose **your** passport, travel documents or **transaction cards** (except involving government confiscation or articles sent through the mail) or they are stolen
11. **Your home** is rendered uninhabitable by fire, explosion, earthquake or flood

If **you** did not have a return ticket booked to **Australia** before the event that gave rise to the claim, **we** will reduce the amount of **your** claim by the price of the fare to **Australia** from the place **you** planned to return to **Australia** from. The fare will be at the same fare class as the one in which **you** left **Australia**.

The maximum benefit limit for this section is:

Gold		Platinum, Diamond & Ultimate	
cardholder only	cardholder with family	cardholder only	cardholder with family
\$10,000	\$20,000	\$Unlimited	\$Unlimited

## We will not pay for claims caused by:

1. the death, **disabling injury, sickness or disease** of any person, including a **relative** or **travel companion**, not listed on **your Certificate of Insurance** who resides outside of **Australia** other than as specified in Benefit 5.3 on page 44
2. the death, **disabling injury, sickness or disease** of **your relative** arising from an **existing medical condition**, except as specified under Benefit 5.4 on page 44
3. the disinclination of **you** or **your travel companion** to proceed with the **journey** or deciding to change travel plans, or the breakdown or dissolution of any personal or family relationship
4. any costs or expenses prior to **you** or **your travel companion** being certified by a qualified **medical practitioner** as unfit to travel
5. any contractual or business obligation or **your** financial situation. This exclusion does not apply to claims where **you** or **your travel companion** are involuntarily made redundant from permanent full-time employment in **Australia** after a continuous working period of two years with the same employer and where **you** would not have been aware before activation that the redundancy was to occur
6. mechanical breakdown of any means of transport
7. cancellations, delays, rescheduling or diversions to **your** scheduled or connecting transport, unless it is due to a strike, riot, hijack, civil protest, weather, **natural disaster** or a collision affecting **your** mode of transport
8. failure by **you** or another person to obtain the relevant visa, passport or travel documents
9. errors or omissions by **you** or another person in a booking arrangement
10. the standards and expectations of **your** prepaid travel arrangements being below or not meeting the standard expected

11. 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 other person, company or organisation they deal with
12. the failure of **your** travel agent, any tour operator, transport or accommodation supplier or provider, person or agency to pass on monies to operators or to deliver promised services
13. a request by **your** employer, unless **you** are a full-time member of the Australian Defence Force or of federal, state or territory emergency services and **your** leave is revoked
14. 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. This exclusion does not apply to prepaid travel arrangements bought separately to reach the departure point for the tour or for other travel arrangements
15. an **act of terrorism** (or arising directly or indirectly from it) or the threat, or perceived threat, of an **act of terrorism**, or
16. **you** operating a **rental vehicle** in violation of the rental agreement.

## Benefit 6: Travel Service Provider Insolvency

If, due to the **insolvency** of a **travel services provider**:

1. **you** have to rearrange **your journey**, **we** will pay the reasonable cost of doing so. (**We** will not pay more for the cost of rearranging **your journey** than the non-refundable costs, which would have been incurred had the **journey** been cancelled. The cover is limited to the same or similar standard of transport and accommodation as was originally booked.)
2. **you** have to cancel **your journey** (where **you** cannot rearrange it prior to leaving **home**) **we** will pay **you**:
  - a. the value of the unused portion of **your** prepaid travel or accommodation arrangements that are non-refundable and not recoverable in any other way
  - b. **your** travel agent's cancellation fees, equal to the lesser of \$500 or 15% of the value of the travel arranged by the travel agent. **We** will only pay these fees if, at the time the circumstances causing **your** claim happened, **you** had already paid at least the full deposit, and
  - c. the value of frequent flyer or similar flight reward points, air miles, redeemable vouchers or similar schemes lost by **you** following cancellation of the

services paid for with those points if **you** cannot recover **your** loss in any other way. The amount **we** will pay is calculated as follows:

- i. For frequent flyer or similar flight reward points, loyalty card points, air miles:
    - The cost of an equivalent booking, based on the same advance booking period as **your** original booking. **We** will deduct any payment **you** made towards the booking and multiply it by the total number of points or air miles lost, divided by the total number of points or air miles used to make the booking
  - ii. For vouchers, the face value of the voucher or current market value of an equivalent booking, whichever is the lesser, or
3. **you** have to incur **additional** expenses in returning **home**, **we** will pay **your** reasonable **additional** accommodation (room rate only) and **additional** transport expenses, at the same fare class and accommodation standard as originally booked.

**You** must recover the maximum amount available from any statutory fund, compensation scheme or any other source. For example, if **you** paid for **your** airline ticket with a credit card and the transaction meets the card issuer's terms and conditions regarding non-provision of services, **you** need to claim the cost of the airline ticket through the credit card issuer first.

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$5,000	\$12,000

**We will not pay for claims caused by:**

1. the **insolvency** of a **travel services provider** if the booking was not made before the start of **your journey** while **you** are still in **Australia**
2. the **insolvency** of any travel agent, tour wholesaler, tour operator or booking agent
3. **insolvency** of a **travel services provider** if, at the time of activation, the **travel services provider** was **insolvent** or a reasonable person would have reason to expect the **travel services provider** might become **insolvent**
4. accommodation expenses incurred after the date **you** originally planned to return to **Australia**, or
5. an **act of terrorism** (or arising directly or indirectly from it) or the threat, or perceived threat, of an **act of terrorism**.



## Benefit 7: Resumption of Journey

We will pay the economy class transport costs **you** incur to return **overseas** if **you** are required to return **home** because, during **your journey**, **your relative** died unexpectedly or was hospitalised in **Australia** following a sudden serious **injury**, sickness or disease (not from an **existing medical condition**), provided:

1. it is possible for **your journey** to be resumed
2. there are more than 14 days remaining on the **period of cover**, as noted on **your Certificate of Insurance**, and
3. **you** resume **your journey** within 12 months of **your** return to **Australia**.

### Sub-limit

4. If **you** are required to return **home** during **your journey**, because **your relative** died or was hospitalised in **Australia** during the **period of cover** as the result of an **existing medical condition**, and the points above are met, **we** will pay up to \$2,000 for a **cardholder** or \$4,000 for a **cardholder** with their **family** for the economy class transport costs **you** incur to return **overseas** provided:
  - a. at the time of activation, **you** were unaware of the likelihood of such hospitalisation or death.

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$5,000	\$10,000

### We will not pay for:

1. claims if **you** were aware of any reason, before **your period of cover** commenced, that **your journey** may be cancelled, delayed or disrupted.

## Benefit 8: Accidental Death

If, during the **journey**, **you** suffer an **injury** resulting in **your** death **we** will pay **your** estate the amount shown in the table over the page provided **your** death occurs within one year of the **injury**.

This benefit is also available if, during **your journey**, something **you** are travelling on or in disappears, sinks or crashes and **you** are presumed dead and **your** body is not found within 12 months, and the *Transit Accident* in the *Other Insurances* section does not provide 'loss of life' benefits for **your** death.

The maximum benefit limit for this section is:

Gold		Platinum, Diamond & Ultimate	
cardholder	spouse	cardholder	spouse
\$25,000	\$25,000	\$50,000	\$25,000
	accompanied child		accompanied child
	\$5,000		\$5,000

## Benefit 9: Loss of Income

If, during **your journey**, **you** suffer an **injury** requiring medical treatment **overseas** and:

- a. **you** become disabled within 30 days because of the **injury**
- b. the disablement continues for more than 30 consecutive days from the date of **your** return to **Australia**, and
- c. **you** lose all **your** income because **you** are unable to return to **your** usual place of employment in **Australia** as a result,

**we** will pay **you** up to \$750 per week for **your** weekly net of income tax wage for a maximum period of three months, starting from the 31st day after **your** return to **Australia**.

**You** must be under the regular care of, and acting in accordance with the instructions or advice of, a **medical practitioner** who certifies in writing that the disablement prevents **you** from gainful employment.

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder and/or spouse	\$7,500

## Benefit 10: Travel Documents, Transaction Cards, Travellers Cheques and Cash

### Travel documents

**We** will pay the issuer's fees for the replacement costs (including communication costs) of **your** essential travel documents (including passports), **transaction cards** or travellers cheques if they are lost by **you**, stolen from **you** or destroyed during **your journey**.

### Transaction cards or travellers cheques

**We** will pay for any loss resulting from the fraudulent use of **your transaction cards** or travellers cheques that are lost or stolen during **your journey**.

## Cash

We will reimburse **you** for cash, bank notes, currency notes, postal or money orders stolen from **your** person during **your journey**.

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$500	\$1,000

### We will not pay for:

1. loss or theft, which is not reported within 24 hours to the police, and to the issuing bank or company in accordance with the conditions of issue. All cases of loss or theft must be confirmed in writing by the police and issuing bank or company at the time of making the report and a written report obtained
2. any amounts covered by any guarantee given by the bank or issuing company to **you** as the holder of the **transaction cards** or travellers cheques
3. **your** failure to comply with the recommended security guidelines for the use of bank or currency notes, cheques, credit card, postal or money orders or petrol coupons, or
4. cash, bank notes, currency notes, postal or money orders not on **your** person at the time they were stolen.

## Benefit 11: Baggage and Personal Goods

If, during **your journey**, **your business items** and/or **personal goods** are stolen, accidentally damaged or are permanently lost **we** will pay the lesser of the repair cost, the replacement cost, the amount it would cost **us** to repair or replace the item(s) allowing for any trade discounts **we** are entitled to or the original purchase price.

### Sub-limits

**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:

- business Gold/business Platinum cards – \$3,000 per **business item**
- Gold cards – \$3,000 per item for **personal goods**, or
- Platinum/Diamond/Ultimate cards – \$5,000 per item for **personal goods**.

Here are some examples of items considered as only one item for the purpose of this insurance. The appropriate single item limit will be applied: a camera, camera accessories, lenses

and tripod (attached or not); a smart phone and cover/case; a matched or unmatched set of golf clubs, golf bag and buggy; a necklace and pendant; a charm bracelet and charms.

The maximum benefit limit for this section is:

Gold		Platinum, Diamond & Ultimate	
cardholder only	cardholder with family	cardholder only	cardholder with family
\$10,000	\$20,000	\$15,000	\$30,000

### We will not pay for:

1. **business items** and/or **personal goods** left:
  - a. behind in any cruise cabin, hostel, hotel or motel room or peer to peer service type accommodation (including but not limited to Airbnb) after **you** have checked out
  - b. unattended in a **public place**
  - c. behind in/on any aircraft, bus, car, peer to peer service transport vehicle (including but not limited to Uber), rental car, ship, taxi, train, tram or any other vehicle or vessel
  - d. behind, forgotten, misplaced or walked away from in a **public place**
  - e. unattended in any motor vehicle overnight even if they were in a **concealed storage compartment**
  - f. unattended in any motor vehicle other than overnight, unless they were stored in a **concealed storage compartment** of a locked motor vehicle and forced entry was gained. The most we will pay is \$2,500 in total for all items
  - g. under the supervision of somebody who is not **you** or **your travel companion**, or
  - h. with a person who steals or deliberately damages them
2. loss or theft, that is not reported within 24 hours to the:
  - a. police, and
  - b. responsible **transport provider** (where **your** items are lost or stolen while travelling with a **transport provider**).

All cases of loss or theft must be confirmed in writing by the police (and **transport provider** where applicable) at the time of making the report and a written report obtained

3. a mobile phone or device with phone capabilities if **you** are unable to supply the IMEI (International Mobile Equipment Identity)
4. damage, loss or theft of **valuables** placed in the care of a **transport provider**, including any loss from the point of check in until collection by **you** from the baggage carousel or collection area at the end of **your flight, journey** or voyage

5. **valuables** left unattended in a motor vehicle at any time, even if stored in a **concealed storage compartment**
6. cash, bank notes, currency notes, cheques or negotiable instruments
7. watercraft of any type (other than surfboards)
8. sporting equipment whilst in use
9. **snow sport equipment**
10. items that are being sent to **you**, unaccompanied by **you** or under a freight contract
11. an electrical or mechanical fault or breakdown
12. loss of, or damage to, any item that is brittle or fragile (except photographic or video equipment), unless the loss or damage is caused by thieves, burglars, fire, or a collision involving the means of transport in which **you** are travelling
13. damage caused by atmospheric or climatic conditions; wear and tear; vermin; or any process of cleaning or alteration
14. consequential damage caused while an item is being serviced, repaired or restored, unless **we** have authorised the work
15. loss of, or damage to, items that are commercial samples, works of art and antiques, or items **you** take to sell while **overseas**
16. deterioration, normal wear and tear, or damage arising from inherent defects in the **business items/property/personal goods**, or
17. any defective item or any defect in an item.

## Benefit 12: Baggage Delay Expenses

**We** will reimburse **you** up to a maximum amount of \$500, per person, if any of **your business items** and/or **personal goods** are delayed, misdirected or misplaced by the **carrier** for more than 12 hours during **your journey**, and in **our** opinion it was necessary for **you** to purchase essential items of clothing or other personal items.

**You** must provide written proof from the **carrier**, who was responsible for **your business items** and/or **personal goods**, that they were delayed, misdirected or misplaced.

**We** will deduct any amount **we** pay **you** under this benefit from any subsequent claim for lost **business items** and/or **personal goods** (Benefit 11).

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$500	\$1,000

**We will not pay for:**

1. expenses **you** incur if **you** are entitled to compensation from the **carrier you** were travelling on for the relevant amount claimed. However, if **you** are not reimbursed the full amount, **we** will pay the difference between the amount of **your** expenses and what **you** were reimbursed, up to the limit of **your** cover.

## Benefit 13: Travel Delay Expenses

If **you** pre-booked transport is temporarily delayed for at least six hours due to an unforeseeable circumstance outside **your** control, **we** will reimburse up to \$250 for a **cardholder** only, or \$500 for a **cardholder** with their **family**, for reasonable **additional** meals and accommodation expenses **you** incur.

In addition, for each full 12 hour period that the delay continues beyond the initial six hour delay, **we** will reimburse up to \$150 for a **cardholder** only to a maximum of \$400, or \$300 for a **cardholder** with their **family** to a maximum of \$800, for reasonable **additional** meals and accommodation expenses **you** incur.

**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 expenses incurred.

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$650	\$1,300

**We will not pay for claims:**

1. caused by the **insolvency** of any travel agent, tour wholesaler, tour operator or booking agent, or
2. arising directly or indirectly from an **act of terrorism** or the threat or perceived threat of an **act of terrorism**.

## Benefit 14: Alternative Transport Expenses

If, due to an unforeseeable circumstance outside **your** control, **your journey** would otherwise be cancelled, delayed, shortened or diverted resulting in **you** being unable to arrive in time to attend a wedding, funeral, prepaid conference, sporting event or prepaid travel/tour arrangements, **we** will pay the reasonable **additional** travel expenses to arrive at **your** destination on time.

The maximum benefit limit for this section is:

### Gold, Platinum, Diamond & Ultimate

cardholder only and/or with family	\$3,500
------------------------------------	---------

#### We will not pay for claims:

1. caused by the financial collapse or **insolvency** of any travel agent, tour wholesaler, tour operator or booking agent, or
2. arising directly or indirectly from an **act of terrorism** or the threat or perceived threat of an **act of terrorism**.

## Benefit 15: Rental Vehicle Insurance Excess

This cover applies if **you**:

- hire a **rental vehicle**
- are the nominated driver on the **rental vehicle** agreement, and
- have purchased motor vehicle insurance or a damage waiver from the rental company or agency **you** rented the **rental vehicle** from.

If the **rental vehicle** is damaged or stolen while in **your** control during **your period of cover**, **we** will pay the lower of the **rental vehicle** insurance excess or the liability fee **you** are required to pay under a damage waiver or the repair costs to the **rental vehicle** that **you** become liable to pay.

This benefit does not cover items such as, but not limited to, tyres and/or windscreens if they are not covered by the motor vehicle insurance or damage waiver purchased from the rental company or agency.

**You** must provide **us** with a copy of **your rental vehicle** agreement, an incident report that was completed, the repair account, an itemised list of the value of the damage and written notice from the rental company or agency advising that **you** are liable to pay the excess or liability fee.

If **your** treating **medical practitioner** certifies in writing that **you** are unfit to return **your rental vehicle** to the nearest depot during **your journey**, then **we** will pay up to \$500 for the cost of returning **your rental vehicle**.

The maximum benefit limit for this section is:

### Gold, Platinum, Diamond & Ultimate

cardholder only and/or with family	\$2,250
------------------------------------	---------

#### We will not pay for:

1. any damage or theft, arising from the operation of a **rental vehicle** in violation of the terms of the rental agreement
2. **you** using the **rental vehicle** without a licence valid for the purpose that **you** were using it
3. any damage sustained to a **rental vehicle** while it is being driven on an unsealed surface, or
4. administration costs or loss of use penalties.

## Benefit 16: Hijack and Kidnap

**We** will pay **you** \$250 for each continuous 24 hour period that **you** are forcibly detained if **you** are hijacked or kidnapped during **your journey**.

The maximum benefit limit for this section is:

### Gold, Platinum, Diamond & Ultimate

cardholder only and/or with family	\$5,000
------------------------------------	---------



## Upgrades

This insurance cover is subject to the conditions, exclusions, limits, sub-limits and terms following and must be read in conjunction with *Important Information* and **Overseas Travel Policy**. **You** must also check *General exclusions* for other reasons why **we** will not pay.

### Upgrade options, benefits and limits

When a **cardholder** activates an **Overseas Travel Policy**, they can apply to include any of the following **Upgrades**. These options may be applied for at the time of activation or be added to an existing **Overseas Travel Policy**. Some options cannot be applied for if **you** have commenced **your journey** or the start date as shown on **your Certificate of Insurance** has passed. Please check the conditions in each **Upgrade** section following for the details around when a **cardholder** can apply for a particular **Upgrade**.

The **Upgrades** that a **cardholder** has chosen, and that **we** have agreed to, will be shown on the **Certificate of Insurance**. The **cardholder** will be required to pay **us** any **premium** that applies.

### Overseas Medical and related covers for people aged 80 or over

If **you** are aged 80 or over either at the time **you** commence **your journey** under *Overseas Medical*, or activate cover under an **Overseas Travel Policy**, **we** will only cover **you** for the following benefits provided **you** complete a medical assessment, **we** agree to cover **you** and **you** pay **us** any **premium** that applies:

- *Benefit 1: Overseas Emergency Medical Assistance*
- *Benefit 2: Overseas Emergency Medical and Hospital Expenses*
- *Benefit 4: Overseas Funeral or Cremation, or Body Repatriation*

- *Benefit 5: Cancellation Costs* (where a claim is due to the death, **injury**, sickness or disease of a **cardholder** or **spouse** aged 80 or over at the time of activation)

**You** cannot apply for this **Upgrade** if:

- **you** have commenced **your journey**, or
- the start date shown on **your Certificate of Insurance** has passed.

**We** have the absolute right to accept or decline the application for an **Upgrade**, or impose special conditions such as an extra or increased excess.

### Existing medical conditions

**We** cover some **existing medical conditions** described on pages 19-21. If **you** need cover for conditions outside the specified criteria or for other conditions **you** can apply for this **Upgrade** by:

- completing a medical assessment online when **you** activate **your** policy, or
- calling **us** to complete a medical assessment.

Once **we** have agreed to cover **you** and **you** have paid **us** any **premium** that applies and **we** have issued a **Certificate of Insurance** confirming this **Upgrade**, cover will apply under *Overseas Medical* and **Overseas Travel Policy** for the following benefits:

- *Benefit 1: Overseas Emergency Medical Assistance*
- *Benefit 2: Overseas Emergency Medical and Hospital Expenses*
- *Benefit 4: Overseas Funeral or Cremation, or Body Repatriation*
- *Benefit 5: Cancellation Costs*

**We** will not pay any claims arising from, related to or associated with **your existing medical condition** if:

- **you** do not apply for this **Upgrade** cover for that **existing medical condition**
- **you** apply for this **Upgrade** cover for that **existing medical condition** and **we** do not agree to provide cover for that **existing medical condition**, or
- **we** agree to provide cover for that **existing medical condition** and **you** do not pay the required extra **premium**.

This means that **you** will have to pay for an **overseas** medical emergency which can be very expensive in some countries.

**You** cannot apply for this **Upgrade** if:

- **you** have commenced **your journey**, or
- the start date as shown on **your Certificate of Insurance** has passed.

If **you** have any questions about **existing medical conditions**, please call Cover-More on 1300 467 951.

## Extension of period of cover

If a **cardholder** intends to be travelling for longer than the **period of cover** applying to the **eligible credit card**, the **cardholder** can apply to extend the relevant **period of cover**.

If accepted and the **cardholder** pays **us** any **premium** that applies, the **cardholder's Certificate of Insurance** will show the extended **period of cover**.

**Note:** Diamond and Ultimate Awards **cardholders** receive 12 months cover per **journey** without having to upgrade. This 12 month period cannot be extended.

## Increased rental vehicle insurance excess

A **cardholder** can increase the benefit limit that applies to *Benefit 15: Rental Vehicle Insurance Excess, Overseas Travel Policy*, pages 54-55, by nominating the level of extra cover required from the options **we** make available. The **cardholder** must pay **us** any **premium** that applies.

This increased benefit limit is in addition to the benefit limit provided under the **Overseas Travel Policy** and is the amount that will be shown on the **cardholder's Certificate of Insurance**.

## Adventure Plus

As well as the cover **we** provide **you** under *Overseas Medical* and **Overseas Travel Policy**, the **cardholder** can pay to upgrade cover to include participation in the adventure activities shown below during **your journey**. Cover is subject to meeting the criteria listed and starts from the time the extra premium is paid.

**You** cannot apply for this **Upgrade** if:

- **you** have commenced **your journey**, or
- the start date as shown on **your Certificate of Insurance** has passed.

The maximum amount **we** will pay for all claims combined under each benefit is shown in a table in the relevant benefit section in *Overseas Medical* and **Overseas Travel Policy**. In addition to any exclusions listed under each benefit, please also check *General exclusions* on pages 30-35 for other circumstances when **we** will not pay.

### Adventure Plus activities

- Closed circuit triathlon up to a 1.5 kilometre swim, 40 kilometre bike ride and 10 kilometre run.
- Scuba diving if the maximum depth is between 30 metres and 50 metres below the surface, provided **you** are diving under the direction of an accredited dive marshal, instructor or guide; or, if qualified, are diving within the guidelines of the relevant\* diving or training agency or organisation and not diving alone.  
\*BSAC Sports Diver – 35 metres, BSAC Dive Leader – 50 metres, PADI Advanced Open Water – 30 metres, PADI Dive Master – 40 metres, PADI Deep Dive Speciality – 40 metres, SSI Advanced Open Water – 30 metres, SSAC Sports Diver – 35 metres or SSAC Master Diver – 50 metres.
- Scuba diving to a depth greater than 50 metres below the surface, provided **you** are qualified to do so, and are diving within the guidelines of the relevant diving or training agency or organisation, are diving with a professionally organised party, and not diving alone.
- Trekking (which does not require specialist climbing equipment) that reaches a maximum altitude between 4000 metres and 6000 metres above sea level, if the trek takes more than two days to complete.
- Trekking the Kokoda Track.

**Note: We** will not pay claims involving **your** participation during the **journey** in any activity undertaken in a **professional** capacity.

## Motorcycle/Motorscooter/Quadbike Plus

As well as the cover **we** provide **you** under *Overseas Medical* and **Overseas Travel Policy**, the **cardholder** can pay to upgrade cover for participation in the activities shown below during **your journey**. Cover is subject to meeting the criteria listed and starts from the time the extra premium is paid.

**You** cannot apply for this **Upgrade** if:

- **you** have commenced **your journey**, or
- the start date shown on **your Certificate of Insurance** has passed.

The maximum amount **we** will pay for all claims combined under each benefit is shown in a table in the relevant benefit section in *Overseas Medical* and **Overseas Travel Policy**. In addition to any exclusions listed under each benefit, please also check *General exclusions* on pages 30-35 for other circumstances when **we** will not pay.

### Motorcycle/Motorscooter/Quadbike riding as the driver or passenger

Even if the **cardholder** pays the extra **premium**, **you** will only be covered if:

- the engine capacity is between 51cc and 250cc inclusive if riding a motorcycle/motorscooter
- while in control of a motorcycle, motorscooter or quadbike **you** hold a valid Australian motorcycle rider's licence or Australian motor vehicle driver's licence, and **you** hold a licence valid in the relevant country
- while **you** are a passenger the driver holds a licence valid in the relevant country
- **you** are wearing a helmet
- **you** are not participating in a **professional** capacity
- **you** are not racing, and
- **you** are not participating in motocross.

**Note:** No cover will apply under *Benefit 3: Personal Liability* on pages 40-41. This means **you** are responsible to pay costs associated with damage to the vehicle or property or **injury** to another person.

## Snow Extras

As well as the cover **we** provide under *Overseas Medical* and **Overseas Travel Policy** for snow-based activities conducted **on-piste** (except those listed under *General exclusions*) a **cardholder** can pay to upgrade **your** policy to include the Benefits 171 - 176 provided in the *Snow Extras*.

The maximum amount **we** will pay for all claims combined under each benefit is shown in the relevant benefit section.

In addition to the exclusions listed under each benefit, please also check *General exclusions* on pages 30-35 for other circumstances when **we** will not pay.

## Benefit 171: Your Snow Sport Equipment

If **snow sport equipment you** own is accidentally damaged, permanently lost or is stolen during **your journey**, **we** will pay the lesser of the repair cost, the replacement cost, the amount it would cost **us** to repair or replace the item(s) allowing for any trade discounts **we** are entitled to or the original purchase price.

**Our** payment will not exceed the original purchase price of an item. Pairs or sets of equipment e.g. skis, ski poles, boots, or bindings are considered to be one item, not two or more separate items.

Where the incident occurred while travelling with a **transport provider**, **you** may be entitled to compensation. **We** will pay the difference between the amount **you** have been reimbursed and the amount of **your** loss.

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$2,000	\$4,000

### We will not pay for:

1. items left behind in any:
  - a. cruise cabin, hostel, hotel or motel room or peer to peer service type accommodation (including but not limited to Airbnb) after **you** have checked out, or
  - b. aircraft, bus, car, peer to peer service transport vehicle (including but not limited to Uber), rental car, ship, taxi, train, tram or any other vehicle or vessel
2. lost or stolen **snow sport equipment**, that is not reported within 24 hours to the:
  - a. police, or
  - b. an office of the **transport provider you** were travelling on when the loss, theft or damage occurred.

The event must be confirmed in writing by the police or **transport provider** at the time of making the report and a written report obtained

3. **snow sport equipment** items sent unaccompanied by **you** or under a freight contract
4. loss or damage caused by atmospheric or climatic conditions, wear and tear, vermin or any process of cleaning, repairing, restoring or alteration
5. **snow sport equipment** left behind, forgotten, misplaced, walked away from or left unattended in a **public place**
6. **snow sport equipment** left unattended in any motor vehicle overnight even if they were in a **concealed storage compartment**
7. **snow sport equipment** left unattended in any motor vehicle, unless it was stored in a **concealed storage compartment** of a locked motor vehicle and forced entry was gained: cover is limited to a maximum amount of \$200 for each item, and \$1,000 in total for all stolen items.
8. loss or damage to **snow sport equipment** while it is in use, or
9. claims relating to **you** participating in ice skating, **off-piste** or backcountry activities, bobsleighbing, snow rafting, parapenting, heli-skiing, ski acrobatics, ski or snowboard jumping, aerial skiing, stunting, freestyle, skijoring or any form of power-assisted skiing or use of mechanised snowmobiles, except when provided by the recognised piste authorities for transporting **you** to and from designated areas.

## Benefit 17.2: Snow Sport Equipment Hire

### Snow sport equipment owned by you

If **snow sport equipment you** own is misdirected or delayed for a period of more than 24 hours, or is lost, stolen or damaged (and as part of a claim under Benefit 17.1) **we** will pay for the costs of hiring alternative **snow sport equipment**.

### Snow sport equipment hired by you

If **you** are charged by the hire company following the loss of, or damage to, the **snow sport equipment you** hired, **we** will pay for the **snow sport equipment** hire insurance excess.

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$2,000	\$4,000

## Benefit 17.3: Snow Sport Package

If **you** are unable to use **your** prepaid ski passes, **snow sport equipment** hire, tuition fees or lift passes due to **you** suffering a **disabling injury, sickness or disease** during **your journey**, **we** will reimburse **you** the unused portion of those costs.

**You** must obtain a medical certificate from **your** treating **medical practitioner**.

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$1,000	\$2,000

### We will not pay for claims relating to you:

1. participating in ice skating, **off-piste** or backcountry activities, bobsleighbing, snow rafting, parapenting, heli-skiing, ski acrobatics, ski or snowboard jumping, aerial skiing, stunting, freestyle, skijoring or any form of power-assisted skiing or use of mechanised snowmobiles except when provided by the recognised piste authorities for transporting **you** to and from designated areas, or
2. staying in resorts in the northern hemisphere outside the period 15th December to 31st March or the southern hemisphere outside the period 15th June to 30th September (except resorts open outside of these periods that have sufficient snow for normal skiing activities).

## Benefit 17.4: Piste Closure

If all lift systems in **your** pre-booked holiday resort are closed for more than 24 hours as a result of bad weather, power failure or not enough snow, **we** will pay **you** up to \$100 for each 24 hour period for the costs of transport to the nearest resort or additional ski passes.

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$1,000	\$2,000

### We will not pay for claims relating to:

1. resorts that do not have skiing facilities more than 1,000 metres above sea level, or
2. **you** staying in resorts in the northern hemisphere outside the period 15th December to 31st March or the southern hemisphere outside the period 15th June to 30th September (except resorts open outside of these periods that have sufficient snow for normal skiing activities).



## Benefit 17.5: Bad Weather and Avalanche Closure

If **you** pre-booked outward or return **journey** is delayed for more than 12 hours from **your** scheduled departure time because of an avalanche or bad weather, **we** will pay **you** for **additional** travel and accommodation expenses **you** incur as a result of the delay.

**You** must have written confirmation from the appropriate authority confirming the reason for, and length of, the delay.

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$1,000	\$2,000

### We will not pay for claims relating to:

1. resorts that do not have skiing facilities more than 1,000 metres above sea level, or
2. **you** staying in resorts in the northern hemisphere outside the period 15th December to 31st March or the southern hemisphere outside the period 15th June to 30th September (except resorts open outside of these periods that have sufficient snow for normal skiing activities).

## Benefit 17.6: Snow Skiing/Boarding Off-piste and Heli-skiing/Boarding

Claims arising from **your** participation in the following activities during **your journey** are covered if the **cardholder** adds the *Snow Pack* to the *Overseas Medical* and **Overseas Travel Policy** and pays **us** an extra premium. Cover starts from the time the extra **premium** is paid. Cover is subject to meeting the criteria listed below.

Snow skiing/boarding **off-piste** and heli-skiing/boarding provided:

- a. **you** are under 70 years of age at the time **you** activate an **Overseas Travel Policy**
- b. while heli-skiing/boarding **you** are on a guided tour with a licensed tour operator
- c. when skiing or snowboarding **off-piste**, **you** are not going against local advice or warning
- d. **you** are not participating in a **professional** capacity, and
- e. **you** are not racing.

## Cruise Extras

As well as the cover **we** provided **you** under *Overseas Medical* and **Overseas Travel Policy** for cruising, the **cardholder** can pay to upgrade **your** policy to include the Benefits 18.1 - 18.5 provided in the *Cruise Extras*.

The maximum amount **we** will pay for all claims combined under each benefit is shown below the relevant section. In addition to any exclusions listed under each benefit, please also check *General exclusions* on pages 30-35 for other circumstances when **we** will not pay.

## Benefit 18.1: Cabin Confinement

If **you** suffer a **disabling injury, sickness or disease** during **your journey** on a cruise vessel and the onboard treating **medical practitioner** orders **you** to be confined to **your** cabin or the onboard hospital **we** will pay **you** \$50 for each 24 hour period of confinement.

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$500	\$1,000

## Benefit 18.2: Prepaid Shore Excursion Cancellation

If **you** have a covered cabin confinement claim (see Benefit 18.1), **we** will pay **you** any cancellation costs incurred if **you** could not participate in **your** prepaid shore excursion(s) during that period of confinement.

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$1,000	\$2,000

## Benefit 18.3: Formal Wear Damaged, Lost or Stolen

If **your** formal wear is accidentally damaged, permanently lost or is stolen during **your journey**, **we** will pay the lesser of:

- the repair or replacement cost, or
- the original purchase price.

It is **our** choice which of these **we** do.

Our payment will not exceed the original purchase price of an item. Pairs or sets of formal wear (e.g. gloves, shoes and suits) are considered to be one item, not two or more separate items. The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$1,000	\$2,000

**We will not pay for:**

1. items left behind in:
  - a. any hostel, hotel or motel room or peer to peer service type accommodation (including but not limited to Airbnb) after **you** have checked out
  - b. any aircraft, bus, car, peer to peer service transport vehicle (including but not limited to Uber), rental car, ship, taxi, train, tram or any other vehicle or vessel
  - c. a cruise vessel cabin after **you** disembarked
2. lost, misplaced or stolen formal wear, that is not reported within 24 hours to the:
  - a. police, or
  - b. an office of the **transport provider you** were travelling on when the loss, theft or misplacement occurred.

The event must be confirmed in writing by the police or **transport provider** at the time of making the report and a written report obtained

3. damage or loss caused by atmospheric or climatic conditions, wear and tear, vermin or any process of cleaning, repairing, restoring or alteration, or
4. items left behind, forgotten, misplaced, walked away from or left unattended in a **public place**.

## Benefit 18.4: Delayed Formal Wear

If, on the outward leg of **your journey**, **your** formal wear is delayed, misdirected or misplaced for over 12 hours from the time **you** boarded the cruise vessel and it is necessary to buy or hire replacement formal wear, **we** will pay **you** the reasonable expenses to do so.

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$250	\$500

**We will not pay for:**

1. claims under this benefit if **you** are entitled to compensation from the bus line, airline, shipping line or rail authority **you** were travelling on for the relevant amount claimed. However, if **you** are not reimbursed the full amount, **we** will pay the difference between the amount of **your** expenses and what **you** were reimbursed, up to the limit of **your** cover.

## Benefit 18.5: Marine Rescue Diversion

If the cruise vessel **you** are travelling on is obliged to carry out a marine rescue during **your journey**, **we** will give **you** \$100 for each 24 hour period the diversion lasts up to a maximum of five days.

Cover applies where the marine rescue is carried out according to international conventions governing the Law of the Sea and Search and Rescue.

The maximum benefit limit for this section is:

Gold, Platinum, Diamond & Ultimate	
cardholder only	cardholder with family
\$500	\$1,000

# Other Insurances

## Included at no extra cost upon spend.

A range of protections are included, such as insurance for *Interstate Flight Inconvenience*, *Transit Accident*, *Price Guarantee*, *Purchase Security* and *Extended Warranty*.

Insurance will apply for purchases made using **your eligible credit card**. E.g. For *Extended Warranty* the entire cost of the **personal goods** item must be charged to the **eligible credit card account**. *Interstate Flight Inconvenience*, *Transit Accident* and *Price Guarantee* do not apply to Gold cards.

These insurance covers are subject to the conditions, exclusions, limits, sub-limits and terms following and must be read in conjunction with *Important Information*. **You** must also check *General exclusions*, pages 30-35, for other reasons why **we** will not pay.



## Interstate Flight Inconvenience

*Interstate Flight Inconvenience* is a cover available to **Commonwealth Bank** personal Platinum, business Platinum, personal Diamond and personal Ultimate Awards **cardholders**, subject to the following terms and conditions and the details in *Important Information*. It is not available to Norfolk Island Residents.

It covers the **cardholder** during interstate travel, provided the **cardholder** charges the entire cost of their return **interstate flight** to their **eligible credit card account**.

This cover extends to the personal Platinum, personal Diamond or personal Ultimate Awards **cardholder's family**, provided they are travelling with the personal Platinum, personal Diamond or personal Ultimate Awards **cardholder** and the entire cost of their return **interstate flights** were also charged to the personal Platinum, personal Diamond or personal Ultimate Awards **cardholder's eligible credit card account**.

For *Benefit 5: Cancellation of Domestic Travel Arrangements*, this cover starts once the entire cost of **your return interstate flight** has been charged to the Platinum, Diamond or Ultimate Awards **cardholder's eligible credit card account** and ceases when **you** commence **your interstate flight**.

For all other benefits under this *Interstate Flight Inconvenience*, cover starts on the earlier of:

- the departure date shown on **your return interstate flight** ticket, or
- the time **you** leave **your home** if **you** travel directly from that **home** to the airport shown on **your return interstate flight** ticket.

Cover ceases when the first of the following occurs:

- Seven days after the departure date shown on the business Platinum **cardholder's** return **interstate flight** ticket
- 14 days after the departure date shown on the personal Platinum, personal Diamond or personal Ultimate Awards **cardholder's** return **interstate flight** ticket
- When **you** cancel **your interstate flight** ticket
- When **you** return to **your home** if **you** travel directly to that **home** from the airport shown on **your return interstate flight** ticket

Insurance cover for 'business goods' is only available to business Platinum cardholders

## 1. Delays

### a. Flight delay

If **you** intended **interstate flight** is delayed by four hours or more, and no alternative transport is made available, **you** are entitled to charge up to \$35 for each of **you** to the **cardholder's eligible credit card account** for meals and refreshments, up to a total of \$100.

### b. 12 hour luggage delay

If, following **your interstate flight**, **your** luggage containing clothes and toiletries is delayed in getting to **you** for over 12 hours, **you** are entitled to charge up to \$150 for each of **you** to the **cardholder's eligible credit card account** for essential clothing and toiletries, up to a total of \$450.

## 2. Loss of or damage to business items or personal goods

**We** insure **you** during **your** interstate travel, while this cover is in force, for the theft and accidental loss of, or damage to, clothing and **your business items** or **personal goods** that **you** have with **you**. **We** will pay up to a maximum amount of \$750 for each item to a maximum of \$1,500 in total per trip.

**We** do not cover **your business items** or **personal goods** under this benefit in any of the circumstances specified in **Overseas Travel Policy, Benefit 11: Baggage and Personal Goods** under '**We** will not pay for'.

**We** may choose to:

1. repair the item
2. replace the item, less an amount which takes into consideration its age
3. pay **you** the amount it would cost **us** to replace the item less an amount, which takes into consideration its age, or
4. provide **you** with a voucher or gift card for the amount it would cost **us** to replace the item, less an amount that takes into consideration its age.

Where the item is part of a pair or set, **you** will receive no more than the value of the particular part or parts lost, stolen or damaged, regardless of any special value that the item may have by way of being part of such pair or set. **Our** payment will not be more than the amount **you** paid for the item and depreciation will be deducted in accordance with the table following (where applicable).

When taking into consideration the age of an item **we** will deduct the following amounts from the replacement cost:

Items	Deduction for each month you owned the item	Maximum deduction
Toiletries (including skin care, makeup, perfume and medications)	3%	80%
Phones, electrical devices, communication devices, all computers, photographic equipment, tablets and electronics equipment	1.75%	60%
Clothing, footwear, luggage and books	1.75%	80%
Camping, sporting and leisure equipment (but not leisure clothing) and musical instruments	1%	60%
Jewellery (not watches)	0.25%	25%
Other items	1.25%	60%

*For example: If **your** stolen jeans have been owned for one year and **we** can replace them for \$150, **we** pay **you** (or replace, or provide **you** with a voucher or gift card for the amount of) \$118.50, as **we** will deduct \$31.50 ( $\$150 \times 21\%$  {i.e. 12 months  $\times$  1.75%/month}) from **our** replacement cost. This assumes that the stolen jeans cost **you** at least \$118.50.*

## 4. Funeral expenses as a result of accidental death

If, while on interstate travel and while this cover is in force, **you** die as a result of **injury** caused accidentally, directly and solely by a sudden physical force (but not illness or disease), **we** will pay:

1. the reasonable costs of returning **your** remains or ashes to **your home** town/city in **Australia** and/or
2. the cost of the funeral or cremation.

The maximum amount **we** will pay for this benefit is up to \$2,500 for each of **you**, to a maximum of \$7,000.

## 5. Cancellation of domestic travel arrangements

Under this benefit, **we** cover **you** for **your** cancelled non-refundable travel arrangements (but not taxes, airport or travel agent charges), and **additional** travel and accommodation expenses associated with the cancellation, to a maximum of \$3,000. This applies if travel arrangements **you** have paid for are cancelled for any of the following reasons, provided the entire cost of **your** return **interstate flight** has already been charged to the **cardholder's eligible credit card account**:

1. **You, your travel companion** or a **relative** unexpectedly:
  - a. die(s)
  - b. is seriously **injured**, or

c. become(s) seriously ill.

**We** will need to see a medical advice written by a **medical practitioner** regarding any of the above events, and be satisfied that the expenses involved are reasonable

2. **You** or **your travel companion's** normal residence in **Australia** is totally destroyed but not as a result of an **act of terrorism**
3. **You** or **your travel companion** are quarantined
4. **You** or **your travel companion** are subpoenaed to attend court in **Australia**
5. **Your** arranged travel is cancelled or delayed by the **carrier** because of an unexpected **natural disaster** or the mechanical breakdown of the aircraft
6. **You** are involuntarily made redundant from permanent full-time employment in **Australia** after a continuous working period of two years with the same employer and where **you** would not have been aware before the **interstate flight** was purchased that the redundancy was to occur.

## Transit Accident

*Transit Accident* is a cover available to **Commonwealth Bank** personal Platinum, business Platinum, personal Diamond and personal Ultimate Awards **cardholders** travelling internationally, subject to the following terms and conditions and the details contained in *Important Information*.

It provides certain accidental death and **injury** cover for **cardholders** who sustain an **injury** or die as a result of an **accident** on a **trip** while riding as a paying passenger in (not as a pilot, driver or crew member), or boarding or alighting (being when **you** physically get on or off) a licensed plane, tourist bus, train, ferry or other conveyance as outlined in this cover.

This cover is available on a **trip** outside **Australia** where, prior to the **trip**, the entire payment for the **trip** was charged to the **cardholder's eligible credit card account**. In certain circumstances the benefits also extend to the **cardholder's family**, provided they are travelling with the **cardholder** and, before the **trip**, the payment for their **trip** was also charged to the **cardholder's eligible credit card account**.

The benefits listed under the Schedule of Benefits following will be paid if, while outside **Australia**, the **cardholder** and/or their **family**, subject to meeting the eligibility and extended cover as above, suffer a loss as a result of an **injury** incurred following an **accident** under the circumstances specified as follows:

1. The **injury** is sustained on a **trip** while **you** are riding as a paying passenger in (not as a pilot, driver or crew member) or boarding or alighting (being when **you** physically get on or off) the licensed plane, tourist bus, train or ferry

authorised pursuant to any statute, regulation, by law or the equivalent thereof for the transportation of passengers for hire

2. The **injury** is sustained while **you** are riding as a paying passenger in (not as a pilot, driver or crew member) another conveyance (for example a licensed taxi, bus or hire vehicle) authorised pursuant to any statute, regulation, by-law or the equivalent thereof for the transportation of passengers for hire. This is provided **you** are travelling directly to or from an airport, bus depot, railway station or dock, immediately preceding or following the scheduled **trip**.

When, due to an **accident** specified in points 1 or 2 above, **you** are unavoidably exposed to the elements and, because of such exposure, suffer an **injury** for which indemnity is otherwise payable hereunder, the loss shall be covered under the terms of this cover

3. If **your** body has not been found within one year of the date of **your** disappearance arising out of an **accident**, which would give rise to a loss as specified in points 1 or 2 above, it will be presumed that **you** died as a result of **injury** caused by the **accident** at the time of **your** disappearance

A benefit payable under this cover will be paid to the **cardholder** or **spouse**. In the event of **your** death, the benefit will be paid to **your** legal representative. In the event of an **injury** or death of an **accompanied child**, **we** will pay the **cardholder**.

When an **accident** results in any of the **injuries**, shown in the Schedule of Benefits table, on the next page, within one year after the date of the **accident**, **we** will pay the benefit amount shown according to the **injury**.

If **you** sustain more than one **injury** resulting from one **accident**, the Benefit Amount for the greater **injury** will be paid.

## Schedule of Benefits

Injury	Benefit Amount		
	Cardholder	Spouse	Accompanied child
Loss of life	\$1,000,000	\$150,000	\$100,000
Loss of both hands or both feet	\$500,000	\$150,000	\$100,000
Loss of one hand and one foot	\$500,000	\$150,000	\$100,000
Loss of the entire sight of both eyes	\$500,000	\$150,000	\$100,000
Loss of the entire sight of one eye and one hand and one foot	\$500,000	\$150,000	\$100,000
Loss of one hand or one foot	\$250,000	\$100,000	\$75,000
Loss of the entire sight of one eye	\$250,000	\$100,000	\$75,000

Please note:

- 'Loss of', with reference to a hand or foot, means the complete severance through or above the wrist for the hand or the complete severance through or above the ankle joint for the foot
- 'Loss of' with reference to an eye, means permanent and irrecoverable loss of the entire sight of the eye

### Limits on what we pay

The most **we** will pay for all claims that result from the one incident (e.g. a bus crash) is a maximum amount of \$1,300,000. This is regardless of the number of persons (whether related or not) eligible for cover who are involved in the incident.

This means that if, as a result of one **accident**, a number of **cardholders, spouses and/or accompanied children** (whether related or not) suffer an **injury**, **we** would pay each on a proportional basis (using the Schedule of Benefits above) up to a total of \$1,300,000. For example, if six **cardholders** lost their lives in the same bus crash, **we** would pay \$216,667 to each of their legal representatives.

## Price Guarantee

*Price Guarantee* cover is available to **Commonwealth Bank** personal Platinum, business Platinum, personal Diamond and personal Ultimate Awards **cardholders**, when:

- **business items** or **personal goods** to the value of \$10,000 are purchased by a Diamond, Platinum or Ultimate Awards **cardholder** in a store (not online) in **Australia**, and
- the entire cost is charged to the Diamond, Platinum or Ultimate Awards **cardholder's eligible credit card account**.

Cover is subject to the following and the details contained in *Important Information*.

This cover refunds the **cardholder** the difference in price if, within 21 days of the purchase, they advise **us** that they have, subsequent to their purchase, received a printed catalogue showing the same **business items** or **personal goods** for a lower price in a store within 25 kilometres of the store that the **business items** or **personal goods** were purchased, and the price difference is greater than \$75.

To make a claim, **you** must report the cheaper article and submit **your** claim to **us** within 30 days of the purchase of the **business items/personal goods**.

The cheaper **business item** or **personal goods** must be: the same model number, the same model year and produced by the same manufacturer as the **business items** or **personal goods** purchased by **you**.

### What is the cover limit?

Provided the price difference is greater than \$75, **we** will refund the price difference up to a maximum amount of \$500 for any one item, set or pair items (including attached and unattached accessories).

### What is not covered?

This section does not cover **business items** or **personal goods** purchased or advertised exclusively on the internet.

## Purchase Security

*Purchase Security* is a cover available to all **Commonwealth Bank eligible cardholders**, subject to the following terms and conditions and the details contained in *Important Information* of this booklet.

This cover provides 90 consecutive days of cover (from the date of purchase) in the event of loss, theft or damage of a wide range of new **business items** or **personal goods** purchased anywhere in the world, when those items are charged to the **cardholder's eligible credit card account** or purchased by redeeming Commonwealth Awards points.

We do not cover **your business items** or **personal goods** under this benefit in any of the circumstances specified in **Overseas Travel Policy, Benefit 11: Baggage and Personal Goods** under 'We will not pay for'.

### Terms and conditions

1. This cover provides automatic insurance protection for new **business items** or **personal goods** when their purchase is charged to an **eligible credit card** or the purchase is made by direct redemption of Commonwealth Awards points, unless the **business items** or **personal goods** and/or claims are excluded by the policy's terms and conditions, or the **cardholder** fails to comply with the policy conditions in this booklet. For the avoidance of doubt, **business items** or **personal goods** being purchased by instalment payments (e.g. mobile phone contracts) are not covered until the final payment is made.
2. Cover extends to permanent **Australian** residents who receive the new **business items** or **personal goods** as a gift from a **cardholder** who has purchased the **business items** or **personal goods** in accordance with point 1 above. For the purpose of this cover, these persons are also referred to as **cardholder** or **cardholders**.
3. The **business items** or **personal goods** are insured anywhere in the world for 90 consecutive days from the date of purchase in the event of loss, theft or damage. However, there is no cover until **you** have taken possession of the **business items** or **personal goods**.

### What are the cover limits?

We will pay the lesser of:

1. the actual amount charged to the **cardholder's eligible credit card account** to purchase the new **business items** or **personal goods**
2. the market value of the **business items** or **personal goods** purchased through the redemption of Commonwealth Awards points
3. in respect of jewellery, watches and fine arts, a maximum amount of:
  - a. \$3,000 for personal Gold, business Gold and business Platinum **cardholders**, and
  - b. \$10,000 for personal Platinum, personal Diamond and personal Ultimate Awards **cardholders**, or
4. up to a maximum in any 12 month period of:
  - a. \$6,000 for business Gold and business Platinum **cardholders**
  - b. \$125,000 for personal Gold **cardholders**, and
  - c. \$200,000 for personal Platinum, personal Diamond and personal Ultimate Awards **cardholders**in respect of any one **eligible credit card account**.

## Extended Warranty

*Extended Warranty* is a cover available to all **Commonwealth Bank eligible cardholders**, subject to the following terms and conditions and the details contained in *Important Information* of this booklet.

The purpose of the cover is to extend the manufacturer's expressed written Australian warranty on **business items** or **personal goods** (the warranty that is applicable and able to be fulfilled within **Australia** and that has been properly registered with the manufacturer). This is provided the purchase is charged to the **cardholder's eligible credit card account** or is purchased by redeeming Commonwealth Awards points.

The **business items** or **personal goods** may come with guarantees from the seller and/or the manufacturer that cannot be excluded under the Australian Consumer Law or other relevant law and that may entitle **you** to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. **You** may also be entitled to have the goods repaired or replaced, if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This *Extended Warranty* operates alongside, and in addition to, and does not change or take away any rights **you** may have under, the Australian Consumer Law in relation to **your business items** or **personal goods**. However, **you** can choose to make a claim under this cover even if **you** have rights under the law.

### Terms and conditions

1. The cover provided by this *Extended Warranty* in respect of the purchase of **business items** or **personal goods** comes into effect at the end of the Australian warranty period that applies to those **business items** or **personal goods** and covers the cost to repair or replace the **business items** or **personal goods**.
2. This *Extended Warranty* period will be for a duration equivalent to the Australian warranty period, up to a maximum of one full year, and does not apply if the Australian warranty exceeds five years.

The table below sets out examples of how extended warranty periods apply:

Australian warranty period	Extended warranty period
7 days	7 days
14 days	14 days
1 month	1 month
6 months	6 months
1 to 5 years	1 year
Over 5 years	No cover

- Only covered breakdowns are eligible for *Extended Warranty*. A covered breakdown means the failure of **business items** or **personal goods** to operate for the purpose for which they were designed as a result of a breakdown or defect, provided the breakdown or defect is covered by the terms of the Australian warranty.
- You** must take all reasonable care to protect and maintain the **business items** or **personal goods** insured under this cover.
- If a claim is to be paid under this cover, **you** must obtain approval from **us** prior to proceeding with any repairs or replacement of the **business items** or **personal goods**, which have broken down, or are defective. **You** must also retain the **business items** or **personal goods** or parts for **our** inspection.

### What are the cover limits?

**We** will not pay more than:

- the actual Australian dollar purchase price of the **business items** or **personal goods** charged to the **eligible credit card account**
- the market value of the **business items** or **personal goods** purchased through the redemption of Commonwealth Awards points, and
- up to a maximum in any 12 month period of:
  - \$6,000 for business Gold and business Platinum **cardholders**
  - \$10,000 for personal Gold **cardholders**, and
  - \$20,000 for personal Platinum, personal Diamond and personal Ultimate Awards **cardholders**
 in respect of any one **eligible credit card account**.

# General Information

## General Insurance Code of Practice

**We** are signatories to the General Insurance Code of Practice (Code), which was developed by the Insurance Council of Australia to further raise standards of practice and service across the insurance industry. To obtain more information on the Code and the rights **you** may have under it please contact **us** or visit [codeofpractice.com.au](http://codeofpractice.com.au).

## Financial Claims Scheme

If the insurer becomes insolvent, **you** may be entitled to payment under the Financial Claims Scheme (FCS). Access to the FCS is subject to eligibility criteria. Please visit [fcs.gov.au](http://fcs.gov.au) for information.

## We respect your privacy

In this Privacy Notice the use of “**we**”, “**our**” or “**us**” means both Cover-More and the insurer, unless specified otherwise.

### Why your personal information is collected

**We** collect **your** personal information (including sensitive information) to help **us** in:

- identifying **you** and conducting necessary checks
- determining what services or products **we** can provide to **you** and/or others
- issuing, managing and administering services and products provided to **you** and/or others including claims investigation, handling and payment, and
- improving services and products, e.g. training and developing representatives, product and service research, data analysis and business strategy development.

Cover-More also collects **your** personal information to provide **you** with special offers of other services and products that may be of interest to **you**.

### How your personal information is collected

**We** may collect **your** personal information through websites, from data **you** or **your** travel consultant input directly, or through cookies and other web analytic tools, also via email, fax, telephone or in writing.

**We** collect personal information directly from **you** unless:

- you** have consented to collection from someone else
- it is unreasonable or impracticable for **us** to do so, or
- the law permits **us** to collect from someone else.



**We** also collect additional personal information from other third parties to provide **you** with **our** services and products. If **you** provide personal information to **us** about another person **you** must only do so with their consent and agree to make them aware of this Privacy Notice.

### Who we disclose your personal information to

**We** may disclose **your** personal information to other parties and service providers for the reasons explained above. The other parties and service providers include:

- insurers and reinsurers
- medical providers, travel providers and **your** travel consultant
- **our** lawyers and other professional advisers
- **our** related companies and other representatives or contractors who **we** have hired to provide services or to monitor the services provided by **us** or **our** agents, **our** products or operations, and/or
- other parties **we** may be able to claim or recover against or other parties where permitted or required by law.

Additional parties and service providers are detailed in the Cover-More Privacy Policy and the insurer's Privacy Statement. The contractual arrangements that **we** have in place with these parties and service providers generally include an obligation for them to comply with Australian privacy laws.

**We** may need to disclose personal information about **you** to other parties and service providers, some of whom may be located **overseas**. Who they are may change from time to time. Generally these recipients will be located in the **overseas** countries **you** travelled to over the duration of **your** policy and **your** claim. These recipients would usually be service providers, such as medical providers, providers of travel-related services, investigators, assessors and facilitators or **our** related entities that carry out services on **our** behalf in relation to **your** policy and **your** claim. Further details of these types of recipients are set out in the Cover-More Privacy Policy and the insurer's Privacy Statement.

**We** may not always be able to take reasonable steps to ensure that these recipients comply with the *Privacy Act 1988*. Some of the countries where these recipients are based may not offer the same protection or obligations that are offered by the Act in Australia. By acquiring the services and products from **us**, **you** agree that **you** may not be able to seek redress under the Act, or from **us** and/or from the recipients in **overseas** countries, or to the extent permitted by law.

**You** and any other traveller included on the policy consent to these uses and disclosures unless **you** tell Cover-More, using the contact details following.

### Your choices

If **you** choose not to provide **your** personal information and/or choose not to consent and/or withdraw **your** consent to the use and disclosure of **your** personal information, set out in this Privacy Notice, at any stage, **we** may not be able to provide **our** services or products or manage and administer services and products to **you** and/or others.

If **you** wish to withdraw **your** consent, including for things such as receiving information on products and offers, please contact Cover-More using the following methods.

### More information

For more information about how **your** personal information is collected, used or disclosed, how to access or seek correction to **your** personal information or how to make a complaint and how such a complaint will be handled, please contact **us** or refer to the relevant website.

#### Cover-More Privacy Officer

Cover-More Insurance Services Pty Ltd

Mail: PO Box 2027, North Sydney NSW 2059 Australia

Email: [privacy.officerCBA@covermore.com.au](mailto:privacy.officerCBA@covermore.com.au)

Call: 1300 72 88 22

Website: [covermore.com.au/covermore\\_privacy\\_policy](http://covermore.com.au/covermore_privacy_policy)

#### ZAIL Privacy Officer

Zurich Australian Insurance Limited

Mail: PO Box 677, North Sydney NSW 2059

Email: [privacy.officer@zurich.com.au](mailto:privacy.officer@zurich.com.au)

Call: 132 687

Website: [zurich.com.au/important-information/privacy](http://zurich.com.au/important-information/privacy)

## Resolving complaints

**We** and Cover-More are committed to resolving any complaint or dispute fairly.

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 let us know. We will put **you** in contact with someone who can help to resolve the complaint. **You** can talk over the phone, email or write:

- Call Cover-More on 1300 467 951
- Write to the Customer Relations Manager  
Post: PO Box 2027, North Sydney NSW 2059  
Email: [customerrelationsCBA@covermore.com.au](mailto:customerrelationsCBA@covermore.com.au)

We will attempt to resolve the matter in accordance with our Internal Dispute Resolution process. To obtain a copy of our procedures, please contact us.

A dispute can be referred to the Australian Financial Complaints Authority (AFCA), subject to the AFCA Rules.

Its services are independent and free to **you** and **we** are bound by determinations made by it in accordance with its terms of reference.

Australian Financial Complaints Authority

Call: 1800 931 678

Address: GPO Box 3, Melbourne VIC 3001

Email: [info@afca.org.au](mailto:info@afca.org.au)

Website: [afca.org.au](http://afca.org.au)

## About the Group Policy

The **Group Policy** is a contract of insurance between **us** and the **Commonwealth Bank** who is the insured entity under the policy.

Access to benefits under the **Group Policy** is provided to **cardholders** solely by operation of section 48 of the *Insurance Contracts Act 1984*.

**Cardholders** do not enter into any agreement with **us** and cannot vary or cancel the **Group Policy**, as they are not the contracting insured. If **we** or the **Commonwealth Bank** cancel or vary the **Group Policy**, neither **we** or the **Commonwealth Bank** need to obtain consent to do so.

**We** do not provide any notices to **cardholders**. **We** only send notices to the **Commonwealth Bank** (to whom **we** have contractual obligations).

**You** are not obliged to accept any of the cover benefits, but if **you** wish to make a claim under the **Group Policy** then **you** have the same obligations to **us** as the **Commonwealth Bank** in accordance with the *Insurance Contracts Act*. **We** have the same rights regarding **cardholders** as **we** have regarding the **Commonwealth Bank**.

Neither **we** nor the **Commonwealth Bank** hold anything in trust, for the benefit of, or on **your** behalf under the **Group Policy**.

The **Commonwealth Bank** does not act on **our** behalf or on **your** behalf in relation to the insurance.

Any person who may be eligible should consider obtaining advice as to whether the benefits are appropriate or useful for their needs, from a person who is licensed to give such advice. No advice is provided by **us**, **our** representatives or the **Commonwealth Bank** that this insurance is appropriate or useful for any person's needs. Nothing prevents such persons from entering into other insurance arrangements.

### Termination of the Group Policy

The **Commonwealth Bank** may terminate or vary the **Group Policy** at any time. If this happens, the **Commonwealth Bank** will:

- give the **cardholder** written notice of the variation or termination, or
- advise the **cardholder** that a variation or termination will occur.

In these circumstances, the **Commonwealth Bank** will not provide the **cardholder** with a copy of the actual changes made to the cover. The **Commonwealth Bank** will direct the **cardholder** to the relevant website URL for the details of the variation or termination and inform the **cardholder** that they can call the **Commonwealth Bank** to request that a copy of the actual changes is sent to the **cardholder** by post or email.

Purchases made in accordance with the existing **Included Cover** before the **Group Policy** is varied or terminated will still be eligible for that cover. Any purchases made after the variation or termination of the **Group Policy** will not be eligible for the existing cover.

## Cancelling your policy

The cover provided under an **Overseas Travel Policy** or any **Upgrades** can be cancelled by the **cardholder** at any time.

If the **cardholder** cancels their **Overseas Travel Policy**, any **Upgrades** bought by the **cardholder** will also be cancelled at the same time.

For **Upgrades** cancelled within a cooling-off period of 14 days after **you** are issued **your Certificate of Insurance**, **you** will be given a full refund of the premium **you** paid, provided **you** have not started **your journey** or **you** do not want to make a claim or exercise any other right under **your** cover.

After this period **you** can still cancel **your** cover. **We** will refund to **you** a proportion of the premium for the unexpired period of cover (less any non-refundable government charges and taxes that **we** have paid and are not recoverable). **You** are not entitled to a refund if **you** have started **your** journey, **you** want to make a claim, or exercise any other right under **your** cover.

To cancel **your** cover please contact Cover-More by phone 1300 467 951 or email [commbank@covermore.com.au](mailto:commbank@covermore.com.au).

## Change of terms and conditions

From time to time, and where permitted by law, **we** may change parts of the PDS and Information Booklet. **We** will issue **you**/the **cardholder** with a new PDS, Information Booklet or a Supplementary PDS or Information Booklet or other compliant document to update the relevant details, except in limited cases. Any updates, which are not materially adverse to **you**/the **cardholder** from the view of a reasonable person deciding whether to acquire this insurance, can be found on [commbank.com.au/travelinsuranceincluded](http://commbank.com.au/travelinsuranceincluded). **You**/the **cardholder** can obtain a paper copy of any updated information, without charge, by calling Cover-More on 1300 467 951.

# Contact details



## Travel insurance

---

### 24 hour emergency assistance

Please call Australia DIRECT and TOLL FREE from:

**USA** 1844 345 1662      **UK** 0808 234 3737

**Canada** 1844 345 1662    **NZ** 0800 632 031

Charges apply if calling from a pay phone or mobile phone.

From all other countries or if you experience difficulties with the numbers above:

**Call direct:** +61 2 8907 5641

**Fax:** +61 2 9055 3303

### General enquiries (non-emergency)

To activate your policy, ask about claims or other details about the insurance included with your credit card, please call or email:

**1300 467 951** (within Australia)

**+61 2 8907 5060** (from overseas)

[commbank@covermore.com.au](mailto:commbank@covermore.com.au)

How to make a claim – See page 5



## Commonwealth Bank

---

### By phone

#### Australia

**13 2221**

Personal and  
Business Awards  
customers

**131 576**

Business Non-Awards  
customers

#### From overseas

**+61 2 9999 3283**