

# Essentials Travel Insurance



- Single Trips
- Annual Multi-Trips

Combined Financial Services Guide  
and Product Disclosure Statement

Effective 15 November 2008

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## Part 1: Product Disclosure Statement

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

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

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

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

### Who Is The Insurer?

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

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

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

The person who provides you with this PDS is the Providing Entity. The capacity in which they act is displayed in the Financial Services Guide on page 29 of this booklet.

### How You Contact Us

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

**Cover-More Insurance Services Pty Ltd**

**Customer Service: 1300 72 81 80**

**Claims: 1300 36 26 44**

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

Fax: (02) 8920 2440

Mail: Private Bag 913, North Sydney, NSW, Australia 2059

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

### How To Buy A Policy

▶ **For A Fast Quote** – Reading pages 4-13 will assist you to choose a policy type and the price you will pay for your policy.

▶ **To Buy A Policy\*** – Complete the Enrolment Form at the back of this booklet and hand the entire booklet to the Providing Entity.

\*Please consider the entire PDS and Policy Wording before purchasing.

### Important Information

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

- consider all of the PDS and Policy Wording before you buy it to make sure that it gives you the protection you need;

- keep the policy booklet and Certificate of Insurance together in a safe place;
- are aware of the limits on the cover provided and the amounts we will pay you (including any excess that applies);
- are aware of the “Words With Special Meanings” found in the Policy Wording on pages 19-20; and
- are aware of the Maximum Benefit Limits shown in the “Schedule of Benefits” chart on pages 5-6.

### Change Of Terms And Conditions

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

### Commissions

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

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

### Your Duty Of Disclosure

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

#### What You Must Tell Us

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

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

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

#### If You Do Not Tell Us

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

#### Your General Duty Applies To Changes

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

#### Your General Duty Is Limited For New Policies

When you apply for a new policy your duty of disclosure applies, but you do not need to disclose something to us unless we specifically ask you about it. However, you must be honest in answering any questions we ask you.

You have a legal duty to tell us anything you know, and which a reasonable person in your circumstances would include in answering the questions. We will use the answers in deciding whether to insure you and anyone else to be insured under the policy, and on what terms.

#### Who Needs To Tell Us

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

## Policy Options

The following policy options are available to you:

### Single Trip



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

Plans available:

- International (Plan IB) ..... see pages 5-6
- Domestic (Plan D) ..... see pages 5-6
- Domestic Alternative (Plan DA) ..... see pages 5-6

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

### Annual Multi-Trip



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

Plans available:

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

After selecting a Single Trip or Annual Multi-Trip policy please see pages 11-13 for options to vary cover. You cannot vary cover on Plan DA.

## Significant Benefits And Features Of Each Policy Plan

The levels of benefits for each Plan are outlined on pages 5-6. Please refer to the Policy Wording section for further details of this insurance cover, including the terms and conditions and general exclusions that may apply.

## Schedule Of Benefits

Policy Section		Summary Of The Benefit / Feature
1	Overseas Medical And Dental	Cover for overseas hospital, medical, surgical, nursing, ambulance and emergency dental expenses.
2	Additional Expenses	Cover for additional accommodation and transportation expenses as a result of certain events including sickness, natural disasters, loss of travel documents and strikes.
3	Amendment Or Cancellation Costs	Cover, if due to unforeseen circumstances outside your control your journey has to be re-arranged or cancelled e.g. illnesses, accidents, extreme weather conditions, exam re-sit or retrenchment.
4	Luggage And Travel Documents	Luggage – cover for loss, theft or damage. Travel documents – cover for replacement cost if lost or stolen.
5	Delayed Luggage Allowance	Cover for the cost of essential emergency purchases overseas if all your luggage is delayed by a transport provider.
6	Rental Car Insurance Excess	Cover for the excess you become liable to pay as a result of damage to, or theft of, a rental car.
7	Travel Delay	Cover for additional accommodation expenses if your scheduled transport is delayed over 6 hours.
8	Special Events	Covers additional costs to get you to a special event (as defined) if you would miss it due to unforeseen circumstances outside your control.
9	Cash In Hospital	\$20 per night if you are hospitalised overseas due to a disabling injury or sickness provided you are in hospital for at least 48 hours.
10	Hijacking	\$200 for each 24 hour period you are forcibly detained on a hijacked public transport vehicle.
11	Loss Of Income	Benefit payable if, due to an injury sustained during your journey, you are unable to work on your return to Australia.
12	Disability	Benefit payable if, due to an injury sustained during your journey, you suffer total loss of sight in one or both eyes or total loss of the use of a limb.
13	Accidental Death	Benefit payable (to your estate) if you die due to an injury sustained during your journey.
14	Personal Liability	Cover for legal liability if your negligent act or omission during the journey causes bodily injury or damage to property of other persons.
15	Medical And Dental Expenses In Australia	Cover for hospital, medical and emergency dental expenses incurred in Australia, provided you are not an eligible person within the meaning of the Health Insurance Act.

Subject to the terms, conditions, sub limits and exclusions contained in the policy wording.

## Maximum Benefit Limits

Per Adult	Per Adult	Per Person
International Plan IB	Domestic Plan D	Domestic Plan DA
Single Trip or Annual Multi-Trip	Single Trip or Annual Multi-Trip	Single Trip Only
<b>\$10,000,000</b> Medical cover will not exceed 12 months from onset	\$Nil	\$Nil
	<b>\$10,000</b>	<b>\$10,000</b>
<b>\$3,000</b> Item limits apply – see page 13		
<b>\$200</b>	<b>\$Nil</b>	
<b>\$Nil</b> Unless purchased as an extra cover option – see page 13	<b>\$2,000</b> Extra cover available – see page 13	
<b>\$Nil</b>	<b>\$750</b>	
<b>\$Nil</b>	<b>\$2,000</b>	
<b>\$1,000</b>	<b>\$Nil</b>	For Domestic Plan DA, select your total amount of cover required from the Premium Guide on page 10.
<b>\$2,000</b>	<b>\$Nil</b>	
<b>\$Nil</b>	<b>\$1,500</b> Up to \$250 per month	
<b>\$Nil</b>	<b>\$10,000</b>	
<b>\$10,000</b> Up to \$1,000 per accompanied child	<b>\$10,000</b>	
<b>\$1,000,000</b>	<b>\$200,000</b>	
Only for Area 6 <b>\$1,000,000</b> Medical cover will not exceed 12 months from onset	<b>\$Nil</b>	

# International Premium Guide

## Single Trip – Plan IB

**Choosing Your Area:** Select the area which you will spend the most time in (Area 1 is compulsory if more than 20% of your time is spent in the Americas / Africa).

**Amounts Payable Per Adult** (includes your accompanied children or grandchildren under 21).

		DAYS											
Age	Excess	2	5	8	11	14	17	20	23	26	29	32	
Area 1 Worldwide	0-49	\$NIL	\$ 93	117	140	164	188	212	236	260	284	308	332
		\$100	\$ 89	112	133	154	173	195	221	243	266	289	312
	50-59	\$NIL	\$ 111	140	169	197	226	255	283	312	341	369	398
		\$100	\$ 107	135	159	185	208	234	265	292	319	347	374
	60-69	\$NIL	\$ 136	171	206	242	277	312	347	382	417	452	487
		\$100	\$ 131	165	195	227	255	287	325	358	390	425	458

(Area 1 is compulsory if more than 20% of your time is spent in the Americas / Africa)

		DAYS											
Age	Excess	2	5	8	11	14	17	20	23	26	29	32	
Area 2 Restricted Worldwide Europe, Middle East, Japan, China, Korea, Hong Kong, Indian Sub Continent	0-49	\$NIL	\$ 70	85	99	114	129	145	159	174	189	203	219
		\$100	\$ 67	81	94	107	120	133	149	163	177	191	206
	50-59	\$NIL	\$ 82	99	116	134	151	169	186	204	221	238	256
		\$100	\$ 78	95	110	125	140	156	174	190	207	224	241
	60-69	\$NIL	\$ 107	130	152	175	198	221	243	266	289	311	334
		\$100	\$ 102	125	144	163	183	204	227	249	271	293	315

		DAYS											
Age	Excess	2	5	8	11	14	17	20	23	26	29	32	
Area 3 UK and South East Asia UK, Republic of Ireland, Thailand, Vietnam, Malaysia, Singapore, Philippines and Asia (other)	0-49	\$NIL	\$ 68	83	97	111	125	140	153	167	181	196	210
		\$100	\$ 66	80	91	104	116	129	143	156	170	184	197
	50-59	\$NIL	\$ 79	95	111	128	144	161	176	192	209	225	241
		\$100	\$ 76	92	105	119	133	148	164	180	195	211	227
	60-69	\$NIL	\$ 97	117	137	157	177	197	216	236	256	276	296
		\$100	\$ 93	113	129	146	163	182	202	220	239	259	278

		DAYS											
Age	Excess	2	5	8	11	14	17	20	23	26	29	32	
Area 4 Indonesia and South West Pacific Indonesia, South West Pacific, Norfolk Island, New Zealand	0-49	\$NIL	\$ 56	66	76	86	96	111	127	144	156	167	179
		\$100	\$ 54	64	72	81	89	103	119	135	146	158	168
	50-59	\$NIL	\$ 66	77	89	101	113	130	149	169	182	196	209
		\$100	\$ 64	75	84	94	104	120	140	158	171	184	197
	60-69	\$NIL	\$ 83	99	114	129	144	166	190	215	232	249	266
		\$100	\$ 81	96	107	120	133	153	178	202	218	235	251

		DAYS											
Age	Excess	2	5	8	11	14	17	20	23	26	29	32	
Area 6 Australia Inbound	0-49	\$NIL	\$ 70	88	105	123	141	159	176	195	213	230	248
		\$100	\$ 65	82	98	114	131	148	164	181	198	214	231
	50-59	\$NIL	\$ 72	91	109	128	147	165	183	202	221	239	257
		\$100	\$ 67	85	101	119	136	154	170	188	205	222	239
	60-69	\$NIL	\$ 85	107	128	151	173	195	216	238	260	281	304
		\$100	\$ 79	100	119	140	161	181	201	222	242	262	282



### Away for longer than 32 days?

If you're getting away for longer than 32 days, ask the agent for a quote. We have Single Trip cover available up to 18 months\* depending on your age and destination.

\*Maximum duration for Area 1 is 12 months.

### Travellers 70 years and over

This policy is for travellers up to 69 years only. If you are 70 years or over, please ask the agent about an Options policy.

### Excess choices

On International Plan IB, you can choose your excess. The excess options we currently have available are \$Nil, \$100 and \$250. Higher excesses may also be available. If you would prefer a higher excess, please ask the agent for a quote. The higher the excess you choose, the lower the premium. Your excess will be shown on your Certificate of Insurance.

### Kids go FREE

We believe travelling with kids doesn't have to cost the earth. Both Single Trip International Plan IB and Domestic Plan D include free cover for your children and grandchildren under 21 who are travelling with you. Special family rates are also available on our Annual Multi-Trip plans (see overleaf).

## International Premium Guide

### Frequent Travellers

If you plan on getting away a few times over the next 12 months, taking an Annual Multi-Trip policy may be the better option for you.

- Unlimited number of journeys covered in a 12 month period
- Automatic reinstatement of cover after each journey
- Includes cover for travel within Australia
- Choose a maximum of 30, 45 or 60 days per journey
- Choose your excess. The higher the excess the lower the premium

### Annual Multi-Trip – Plan IB

**Single Amounts Payable Per Adult** (includes your accompanied children or grandchildren under 21)

		MAXIMUM DURATION PER JOURNEY (DAYS)					
Age	Excess						
		15	30	45	60		
Area 1 Worldwide	0-49	\$NIL	\$ -	456	654	826	
		\$100	\$ -	429	594	754	
	50-59	\$NIL	\$ -	547	785	991	
		\$100	\$ -	515	713	905	
60-69	\$NIL	\$ -	670	962	1,214		
	\$100	\$ -	630	873	1,109		

(including the Americas and Africa)

		MAXIMUM DURATION PER JOURNEY (DAYS)					
Age	Excess						
		15	30	45	60		
Area 2 Restricted Worldwide	0-49	\$NIL	\$ -	320	410	544	
		\$100	\$ -	301	373	497	
	50-59	\$NIL	\$ -	374	480	636	
		\$100	\$ -	353	436	582	
60-69	\$NIL	\$ -	490	627	832		
	\$100	\$ -	461	570	761		

(excludes the Americas and Africa if more than 20% of any one journey is to these destinations)

**Family Amounts Payable** (includes your spouse / defacto and accompanied children or grandchildren under 21)

		MAXIMUM DURATION PER JOURNEY (DAYS)					
Age	Excess						
		15	30	45	60		
Area 1 Worldwide	0-49	\$NIL	\$ -	654	938	1,184	
		\$100	\$ -	614	854	1,087	
	50-59	\$NIL	\$ -	785	1,125	1,421	
		\$100	\$ -	737	1,024	1,304	
60-69	\$NIL	\$ -	962	1,379	1,741		
	\$100	\$ -	903	1,255	1,598		

(including the Americas and Africa)

		MAXIMUM DURATION PER JOURNEY (DAYS)					
Age	Excess						
		15	30	45	60		
Area 2 Restricted Worldwide	0-49	\$NIL	\$ -	459	588	780	
		\$100	\$ -	432	536	714	
	50-59	\$NIL	\$ -	537	688	913	
		\$100	\$ -	505	627	835	
60-69	\$NIL	\$ -	703	900	1,194		
	\$100	\$ -	661	820	1,092		

(excludes the Americas and Africa if more than 20% of any one journey is to these destinations)

## Domestic Premium Guide

### Domestic Travellers

You have 2 policy types to choose from:

- Single Trip or Annual Multi-Trip Plan D  
A more comprehensive policy with cover for a broad range of circumstances – see pages 5-6 for details.
- Single Trip Plan DA  
A basic policy which only covers Additional Expenses and Amendment or Cancellation Costs.

### Single Trip – Plan D (Area 5)

**Amounts Payable Per Adult** (includes your accompanied children or grandchildren under 21)

		DAYS						WEEKS				
Age	Excess	5	8	12	16	23	31	5	6	7	8	
		0-69	\$50	\$	55	60	70	81	97	109	120	131

Longer durations may be available. Please ask the providing entity for a quote.

### Single Trip – Plan DA (Area 5)

**Amounts Payable Per Person**

		MAXIMUM BENEFIT LIMITS					
Age	Excess	\$200	\$400	\$600	\$800	\$1,500	
		0-69	\$25	\$	9	19	27

### Annual Multi-Trip – Plan D (Area 5)

**Single Amounts Payable Per Adult** (includes your accompanied children or grandchildren under 21)

		MAXIMUM DURATION PER JOURNEY (DAYS)				
Age	Excess	15	30	45	60	
		0-59	\$50	\$	96	146
60-69	\$50	\$	103	156	-	-

**Family Amounts Payable** (includes your spouse / defacto and accompanied children or grandchildren under 21)

		MAXIMUM DURATION PER JOURNEY (DAYS)				
Age	Excess	15	30	45	60	
		0-59	\$50	\$	142	215
60-69	\$50	\$	152	231	-	-

## Options to Vary Cover

### Existing Medical Conditions (Your Or Your Travelling Companion's)

This policy does **not** automatically cover claims arising from, or exacerbated by, some existing medical conditions.

#### What is an Existing Medical Condition?

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

'Relevant Time' in respect of:

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

If you are unsure whether you have an existing medical condition please phone Cover-More.

### 1. Conditions We Automatically Cover For Free

Subject to the requirements shown, this policy automatically covers:

**Acne** – If you have not required treatment by a medical practitioner in the last 60 days.

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

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

**Breast / Prostate / Kidney / Bowel / Colon Cancer** – If you were diagnosed over 6 months ago, have not had any chemotherapy or radiotherapy in the last 6 months, your cancer has not spread beyond the primary site at any time and your journey is less than 6 months. In respect of prostate cancer you must also have a PSA of 10 or less.

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

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

**Diabetes / Glucose Intolerance** – If you were diagnosed over 6 months ago and have not had any complications in the last 6 months. You must also have a Blood Sugar Level reading between 4 and 12 or a HbA1C score of 9% or less. You must also have not been investigated for or diagnosed with kidney, eye or nerve complications.

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

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

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

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

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

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

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

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

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

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

**Skin Cancer** (excluding Melanoma) – Provided the skin cancer was excised more than 30 days ago.

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

### 2. Other Conditions (Extra Cost Applies)

Many conditions not listed under Point 1 on page 11 can still be covered, but only if you pay the extra premium specified on our Medical Assessment Form.

For conditions next to "No Assessment Required" below, simply pay the extra premium for cover to apply.

For conditions next to "Assessment Required" below, submit our Medical Assessment Form and, if approved you will need to pay an extra premium for cover to apply.

For Travellers To:	
<b>New Zealand Or Within Australia (excludes Norfolk Island)</b>	
<ul style="list-style-type: none"> <li>Anxiety, depression, mental or nervous disorders</li> <li>Terminal conditions</li> </ul>	Assessment Required
All conditions not specified above or on page 11†	No Assessment Required
<b>Europe, The Middle East, Asia, UK, SW Pacific or Norfolk Island</b>	
<ul style="list-style-type: none"> <li>Anxiety, depression, mental or nervous disorders</li> <li>Cancer*</li> <li>Cerebrovascular conditions (e.g. stroke, transient ischaemic attack (TIA))</li> <li>Dementia / Alzheimers disease</li> <li>Diabetes*</li> <li>Heart conditions</li> <li>Hypertension*</li> <li>Kidney conditions</li> <li>Liver conditions</li> <li>Organ transplant</li> <li>Peripheral vascular disease</li> <li>Reduced immunity (e.g. as a result of a condition or medication)</li> <li>Respiratory or lung conditions*</li> <li>Terminal conditions</li> <li>Conditions for which you;                             <ul style="list-style-type: none"> <li>– are under investigation or on a treatment waiting list</li> <li>– have changed your medications in the last 60 days</li> <li>– have been treated by a medical practitioner in the last 90 days*</li> </ul> </li> </ul>	Assessment Required
* If the condition satisfies the requirements of Point 1. on page 11, you are covered automatically and free of charge.	
All conditions not specified immediately above or on page 11†	No Assessment Required
<b>Americas Or Africa</b>	
All conditions not specified on page 11†	Assessment Required

† Under no circumstances is cover available for:

- Conditions involving the back or neck, or drug / alcohol dependency
- Conditions for which you are travelling to seek medical treatment or review
- Travel booked or undertaken against the advice of any medical adviser

#### Where Can I Get A Medical Assessment Form?

- From [www.covermore.com.au](http://www.covermore.com.au) or from the Providing Entity; or
- Apply online at [www.covermore.com.au/assessments](http://www.covermore.com.au/assessments).

## Pregnancy

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

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

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

- Cover is only provided for unexpected serious pregnancy complications which occur during or before the 26th week of pregnancy.
- No cover is provided for childbirth or the health of a newborn child, irrespective of the stage of pregnancy at which the child is born\*.

To apply for cover, see "Where Can I Get A Medical Assessment Form?" on the previous page. Any extra cost will be advised if Your application is approved.

\* Expectant mothers should therefore consider whether they travel under this policy, particularly beyond the 20th week of pregnancy.

## Increase Luggage Item Limits

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

		Item Limit				
Plan IB	\$	200				
Plan D	\$	300				

For items which are valued at more than the limits shown above, you may increase the item limit (on a per item basis) as follows:

Item Limit Increase	\$	500	1,500	2,500	3,500	4,500
Extra Amount Payable	\$	20	60	100	140	180

For a single item you may increase the limit by up to \$4,500. For multiple items the overall increase in limits cannot exceed \$7,000. Receipts or valuations (less than 12 months old) must be attached to your Enrolment Form.

## Increase Rental Car Insurance Excess Cover

Plan IB does not automatically provide rental car insurance excess cover. Plan D automatically provides up to \$2,000 cover. Cover can be bought under Plan IB, or increased for Plan D, by up to \$3,500 by paying an additional premium as follows:

Extra Cover	\$	500	1,000	1,500	2,000	2,500	3,000	3,500
Extra Amount Payable	\$	25	50	75	100	125	150	175

## Motorcycle / Moped Riding

If you wish to be covered for riding a motorcycle (including a moped) as the driver or pillion passenger during your journey, you must pay an extra premium. Please ask the agent for a quote.

Even if you pay the extra premium you will only be covered if:

- the engine capacity is 200cc or less
- you are not participating in a professional capacity
- whilst in control of a motorcycle, you hold a licence valid in the relevant country
- you are wearing a helmet
- you are not racing

Note: No cover will apply under Section 14 Personal Liability.

## Snow Skiing And Snowboarding

If you wish to be covered for these activities during your journey, you must pay an extra premium. Please ask the agent for a quote.

Even if you pay the extra premium you will only be covered if:

- you are skiing or snowboarding on-piste
- you are not participating in a professional capacity
- you are not racing

## Additional Information

### Activities Included On All Policies

The following activities are covered under all Plans.

- Abseiling
- Parachuting
- White Water Rafting
- Ballooning
- Paragliding
- Working Holidays
- Bungy Jumping
- Parasailing

Note: Subject to the ordinary terms of cover and in particular exclusion 16 on page 28.

### Cooling Off Period

You have the right to cancel the policy by notifying the Providing Entity in writing within 15 working days (i.e. Monday to Friday excluding public holidays where you are) of the date the policy was issued to you ("cooling off period").

Provided the circumstances specified in paragraphs (a) or (b) below do not apply, you are entitled, during the cooling off period, to a complete refund of the amount you have paid for the policy. You are not entitled to a refund if, during the cooling off period, you:

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

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

### When And How Benefits Are Provided

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

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

After calculating the amount payable we will either:

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

### The Amount You Pay For This Insurance

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

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

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

### How Various Factors Affect The Amount Payable

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

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

- **Plan** – the International Plan IB, which provides more cover, costs more than the domestic plans.
- **Area** – higher risk areas cost more.
- **Age** – Plan IB costs more for some travellers who represent a higher risk.
- **Excess** – the higher the excess the lower the cost.

- **Duration** – the longer your trip the more it usually costs.
- **Extra Cover Options** – additional premium may apply.

### We Respect Your Privacy

#### Privacy Statement

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

#### Purpose Of Collection

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

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

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

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

#### Disclosure

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

#### Consequences If Information Is Not Provided

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

#### Access

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

### Information About Other Products

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

### Code Of Practice

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

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

### How We Resolve Your Complaints

#### Resolving Your Complaints

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

#### You Can Tell Us...

**By Phone** – Cover-More will put you in contact with an appropriate person to deal with your complaint. Phone 1300 72 88 22.

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

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

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

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

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

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

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

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

We expect our procedures will deal fairly and promptly with your complaint. However, if you are not satisfied with our final decision you can choose to have the matter resolved externally – with the Financial Ombudsman Service Ltd (FOS). This is an independent body and its services are free to you. As a member we agree to accept the FOS's decision.

You also have the right to take legal action if you disagree with the FOS's decision.

You must contact the FOS within 3 months of receiving our final decision. You can contact the FOS by:

**Mail:** Financial Ombudsman Service Ltd, GPO Box 3, Melbourne, Victoria, 3001

**Telephone:** 1300 78 08 08 **Facsimile:** (03) 9613 6399

**Website:** www.fos.org.au **Email:** info@fos.org.au



### Extending Your Journey

Having too much fun? If you wish to be insured for longer than the original period you must purchase a new policy through the original Providing Entity prior to the expiry of the original policy. It is not an extension of the previous policy.

Should a medical condition first present itself prior to the time of issue of the new policy it may be considered an existing medical condition under the new policy and therefore may not be automatically covered by the new policy. Purchasing a longer duration policy up front can avoid this risk.

## 24 Hour Emergency Assistance

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

- **Medical treatment**

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

- **Payment of hospital bills**

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

- **Evacuation or repatriation**

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

- **Assistance when passports, travel documents or credit cards are lost**

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

- **Assistance with rescheduling travel plans as a result of an emergency**

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



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

### To Obtain Emergency Assistance

Before calling for assistance please:

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

You will find information and directions such as:

- a) things you should do as soon as an event occurs.
  - b) instructions on how to contact the issuer of passports, credit cards etc.
  - c) online claim forms and instructions on how to submit a claim.
- read Policy Condition 5 (page 21), 10 (page 21) and Policy Conditions applying to Sections 1 and 2 only (page 22).

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

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

Please call Australia DIRECT and TOLL FREE from:

**USA:** 1866 309 2123

**Canada:** 1866 773 9314

**UK:** 0808 234 1522

**NZ:** 0800 498 654

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

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

Phone: +61 (2) 8907 5235 Fax: +61 (2) 9954 6253

**Other Countries:** Please call reverse charge via operator: +61 (2) 8907 5235



**IMPORTANT:**  
You should have this policy booklet, your policy number and your Emergency Assistance Card with you at all times when travelling.

## Claims

### How To Make A Claim

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

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

- visit [www.covermore.com.au](http://www.covermore.com.au) immediately.  
This will assist in ensuring you have all the necessary information and documentation to support your claim, such as:
  - a) things you should do as soon as an event occurs.
  - b) detailed instructions on how to submit a claim.
  - c) online claim form/s.
- follow the instructions in Policy Condition 5 (page 21).

In particular you must:

- a) report lost or stolen property to the police or responsible transport provider and obtain a written report.
- b) phone the emergency assistance number as soon as physically possible if you are admitted to hospital or if you anticipate that any of your medical or related expenses are likely to exceed \$4,000.

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

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

Fax: +61 (2) 9202 8098

### How A Claim Payment Is Calculated

When we pay a claim we consider a number of aspects in calculating the amount.

These can include:

- the amount of loss or damage or liability;
- the excess;
- maximum benefit limits and sub-limits;
- reasonable depreciation; and
- the terms and conditions of the policy.

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

- your new camera worth \$250 is stolen from a hotel room.
- you are travelling on the International Plan IB.
- you have chosen the nil excess option.
- you have not paid an additional amount to increase the standard item limit.

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

- consider the value of the camera – \$250 (No depreciation applies because the camera was new).
- consider the maximum benefit limit for Luggage and Travel Documents - \$3,000.
- consider the maximum item limit payable for luggage items – \$200. The maximum limit does apply in this case.
- as you have chosen the nil excess option, no excess is deducted. This results in an amount payable of \$200.

### The Amount You Pay Towards A Claim

You may be required to pay an amount in the event of a claim. This is called an excess. The amount of excess may vary depending on the travel plan chosen.

You may also have an option to choose from a range of excesses.

Your applicable excess level will be shown on your Certificate of Insurance.

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

## Part 2: Policy Wording

Insured and issued by Vero Insurance Limited  
ABN 48 005 297 807 AFSL No. 230859

**THIS POLICY IS NOT VALID UNLESS THE CERTIFICATE  
OF INSURANCE IS ATTACHED**

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

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

- You are not aware of any circumstance which is likely to give rise to a claim.
- You are a permanent resident of Australia, or a non-resident of Australia travelling on international Plan IB Area 6 cover, and will be returning to Your country of residence at the completion of the Period Of Insurance and within 12 months of the Journey commencing.
- If You purchase the Annual Multi-Trip Policy, cover will only extend to a Journey that involves travel to a destination which is more than 250 kilometres from Your Home.

### Words With Special Meanings

In this policy the following words have the following meanings:

**“We”, “Our”, “Us”** means Vero Insurance Limited.

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

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

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

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

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

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

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

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

**“Existing Medical Condition”** means:

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

**“Home”** means Your usual place of residence in Australia.

**“Insolvency”** means bankruptcy, provisional liquidation, liquidation, insolvency, appointment of a receiver or administrator, entry into a scheme of arrangement, statutory protection, 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.

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

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

**“Period Of Insurance”** means:

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

Cover under Section 3 begins from the time the policy is issued. The dates on Your Certificate Of Insurance can only be changed with Our consent.

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

**“Public Place”** means shops, airports, streets, hotel foyers and grounds, restaurants, beaches, private car parks and any place the public has access to.

**“Relative”** means Your spouse, defacto, parent, grandchild, brother, sister, son-in-law, daughter-in-law, parent-in-law, grandparent, child, step-parent, brother-in-law, sister-in-law, fiancé(e), first cousin, aunt, uncle, niece and nephew.

**“Relevant Time”** in respect of:

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

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

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

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

### Policy Conditions

#### 1. Excess

The excess is the first amount of a claim which We will not pay for. The excess, if applicable, applies to any claim arising from a separate event in respect of Sections 1, 2, 3, 4, 5, 8 and 15 of the policy only.

The excess is the amount shown on Your Certificate of Insurance.

An additional excess may apply in certain circumstances, such as cover for Existing Medical Conditions where You do not meet the provisions on page 11. If an additional excess applies We will notify You in writing.

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

If You purchase:

- a) Plan IB, Sections 1, 2, 3, 4, 5, 9, 10, 13 and 14 of the policy apply. Section 6 applies for all areas if you have paid an additional premium to activate the cover. For Area 5, Section 15 also applies;
- b) Plan D, Sections 2, 3, 4, 6, 7, 8, 11, 12, 13 and 14 of the policy apply;
- c) Plan DA, Sections 2 and 3 only of this policy apply.

#### 3. Limits Of Liability

The limits of Our liability for each Section of the policy are the amounts shown in the relevant table for the plan selected (see page 6) except:

- a) where additional luggage cover has been effected, or
- b) Plan D where the maximum liability collectively shall not exceed in total the sum insured stated under the policy plan selected for Sections 2 and 3, or
- c) Plan DA where the maximum liability collectively shall not exceed in total the sum insured stated under the policy plan selected for Sections 2 and 3, or
- d) the maximum liability collectively for Sections 11, 12 and 13, shall not exceed \$10,000 on Plan D, or
- e) the maximum liability collectively for Sections 1 and 2 shall not exceed \$10,000,000 on Plan IB, or
- f) where You have paid an additional amount to increase the level of Rental Car Insurance Excess cover, or
- g) where We have notified You in writing of different limits.

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

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

- a) make a claim under the policy; or
  - b) cancel the policy after the commencement of the Journey.
- We will not refund any of the Amount Payable if notified outside the cooling off period. We may give a partial refund if You change Your policy before You depart for Your Journey.

#### 5. Claims

- a) The loss or theft of luggage, personal effects, travel documents or money must be reported within 24 hours to the police or responsible Transport Provider and a written report must be obtained at that time.
- b) If You are admitted to hospital or You anticipate Your medical expenses and Additional expenses are likely to exceed A\$4,000 You must phone the emergency assistance number as soon as physically possible.
- c) You must take all reasonable steps to prevent or minimise a claim.
- d) You must not make any offer, promise of payment or admit any liability without Our written consent.
- e) You must advise Us of any claim or occurrence which may give rise to a claim as soon as possible and within 60 days of the return date shown on Your Certificate of Insurance by sending a completed claim form.
- f) You must at Your own expense, supply any documents in support of Your claim which We may request, such as original police reports, receipts, valuations and/or medical certificates and You must co-operate fully in the assessment or investigation of Your claim.
- g) Where You are a registered entity on a Plan D or Plan DA You may be entitled to an input tax credit for Your Amount Payable and/or for things covered by this policy. You must disclose these entitlements to Us if You make a claim under Your policy.
- h) If We agree to pay a claim under Your policy We will base any claim payment on the Goods and Services Tax (GST) inclusive costs (up to the relevant policy limit). However, We will reduce any claim payment by any input tax credit You are, or would be, entitled to for the repair or replacement of insured property or for other things covered by this policy.

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

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

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

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

#### 8. Claims Payable In Australian Dollars

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

#### 9. Policy Interpretation

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

#### 10. Emergency Assistance

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

#### 11. Free Extension Of Insurance

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

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

If You:

- want cover for an Existing Medical Condition which does not satisfy the provisions set out on page 11 or 12, or
- answer yes to the question in the "Medical Information" section of the Enrolment Form;

cover must be separately applied for and accepted by Us, and it may be subject to special conditions, limitations, excesses and amounts payable. We will notify You in writing of these before We issue the policy.

## 13. Automatic Reinstatement Of Sums Insured

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

## 14. Non-Australian Residents Travelling To Australia – Area 6 International Plan IB

This policy condition applies if You have paid the International Plan IB – Area 6 Amount Payable and You are a non-Australian resident. In this policy wording (other than in this policy condition, the second bullet point on page 19, Section 1 and Section 15):

- the word "Australia" should be replaced with Your country of residence; and
- the word "overseas" should be interpreted to mean a place outside Your country of residence.

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

- We have the option of returning You to Australia if the cost of medical and/or Additional expenses overseas are likely to exceed the cost of returning You to Australia subject always to medical advice. We also have the option of evacuating You to another country.
- In all cases the cost of evacuation or to bring You back to Australia will only be met if it was arranged by and deemed necessary by the emergency assistance network.
- If You are hospitalised We will pay for a share room. If a share room is not available We will, at Our discretion and that of Our medical advisers, pay to upgrade You to a single room.
- If You do not hold a return airline ticket an amount equal to the cost of an economy class one way ticket will be deducted from Your claim for repatriation expenses.

### Policy Conditions applying to Sections 11, 12 and 13 only

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

## The Benefits

### SECTION 1: Overseas Medical And Dental Expenses

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

The maximum benefit limit for this section is:

Plan IB: \$10,000,000*	Plan D: No Cover	Plan DA: No Cover
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\*Combined limit of Section 1 and 2

#### We Will Not Pay For:

- medical treatment, dental treatment or ambulance transportation which is provided in Australia. This exclusion does not apply to medical treatment provided whilst on a ship (including cruise ship, passenger ship or passenger ferry) even if that ship is within Australian territorial waters. However, this additional benefit does not apply to any medical treatment provided on Australian inland waterways or whilst the ship is tied up in an Australian port.
- dental treatment caused by or related to the deterioration and/or decay of teeth or associated tissue or involving the use of precious metals.
- the continuation or follow-up of treatment (including medication) started prior to Your Journey.
- medical treatment, dental treatment or ambulance transportation which is provided in Your country of residence.

## SECTION 2: Additional Expenses

### 1. If You Become Sick

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

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

### 2. If You Die

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

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

We will pay reasonable Additional transport expenses if You are required to return to Your Home due to the sudden Disabling Injury, Sickness or Disease or death of a Relative or business partner in Australia.

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

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

### 5. Other Circumstances

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

The maximum benefit limit for this section is:

Plan IB: \$10,000,000*	Plan D: \$10,000*	Plan DA: Cover Chosen**
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\*Combined limit of Section 1 and 2 \*Combined limit of Section 2 and 3

\*\*Shown on Your Certificate of Insurance

## SECTION 3: Amendment Or Cancellation Costs

If due to circumstances outside Your control and unforeseen at the Relevant Time:

- You have to rearrange Your Journey prior to leaving Home, We will pay the reasonable cost of doing so (We will not pay more for rearranging Your Journey than the cancellation costs which would have been incurred had the Journey been cancelled).
- You have to cancel the Journey (where You cannot rearrange it prior to leaving Home) We will pay You:
  - the non-refundable unused portion of all travel costs prepaid in advance including a travel agent's cancellation fee (the travel agent's cancellation fee is limited to the lesser of \$4,000 or the amount of commission the agent

had earned on the pre-paid refundable amount of the cancelled travel arrangements).

- for frequent flyer or similar flight reward points lost following cancellation of Your airline ticket. The amount We will pay is calculated as follows:
  - the cost of the equivalent class airline ticket, based on the best available advance purchase airfare at the time the claim is processed, less Your financial contribution towards the airline ticket multiplied by
  - the total amount of points lost divided by
  - the total amount of points used to obtain the airline ticket.

The maximum benefit limit for this section is:

Plan IB: \$10,000	Plan D: \$10,000*	Plan DA: Cover Chosen**
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\*Shown on Your Certificate of Insurance \*Combined limit of Section 2 and 3

#### We Will Not Pay For

Claims caused by:

- Transport Provider caused cancellations, delays or rescheduling other than when caused by strikes.
- the disinclination of You or any other person to proceed with the Journey or deciding to change plans.
- any contractual or business obligation or Your financial situation.
- the failure of Your travel agent or Our agent who issued this policy to pass on monies to operators or to deliver promised services.
- a request by Your Relative or employer unless You are a member of the police force and Your leave is revoked.
- 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.
- any government regulation, prohibition or restriction.
- the death, injury, sickness or disease of any person living outside Australia.

## SECTION 4: Luggage And Travel Documents

### 1. Loss, Theft Or Damage

If during the Period Of Insurance Your luggage or personal effects are lost, stolen or damaged We will replace, repair or pay You the value in cash of the luggage/ personal effects. It is Our choice which of these We do. If We pay You the value in cash, We will deduct reasonable depreciation from the amount We pay You. If We replace, We will deduct reasonable depreciation from the amount We pay the supplier and the amount deducted must be paid by You to the supplier. Our payment will not exceed the original purchase price of an item with a limit for any one item, set or pair of items including attached and unattached accessories of \$200 on Plan IB and \$300 on Plan D. The limit can be increased by up to \$4,500 per single item if the item is separately specified and the appropriate additional amount paid. For multiple items the overall increase in limits cannot exceed \$7,000.

### 2. Travel Document Replacement

We will pay You for the cost of replacing travel documents and credit cards lost or stolen on the Journey. We will also pay for Your legal liability arising from their illegal use. You must however comply with all the conditions of the issue of the document prior to and after the loss or theft.

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

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

The maximum benefit limit for this section is:

Plan IB: \$3,000	Plan D: \$3,000	Plan DA: No Cover
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#### We Will Not Pay For:

- loss or theft which is not reported to the police or responsible Transport Provider within 24 hours. All reports must be confirmed in writing by the police or Transport Provider at the time of making the report.
- items left unattended in any motor vehicle unless stored in the boot and forced entry is gained.
- items left unattended in any motor vehicle overnight (even if in the boot).
- jewellery, camera and video camera equipment, sound equipment, mobile telephones or laptop computer equipment left unattended in any motor vehicle at any time (even if in the boot).
- more than \$1,000 in total for all items left unattended in any motor vehicle.
- more than \$1,000 in total for all jewellery placed in the care of a Transport Provider.

7. items left unattended in a Public Place.
8. sporting equipment whilst in use.
9. items sent under the provisions of any freight contract or any luggage forwarded in advance or which is unaccompanied.
10. surfboards or waterborne craft of any description. This exclusion does not apply if the item is lost, stolen or damaged while in the custody of a Transport Provider.
11. damage to fragile or brittle articles unless caused by a fire or motor vehicle collision. This exclusion does not apply to spectacles, or to lenses in cameras, video cameras, laptop computers or binoculars.
12. damage caused by atmospheric or climatic conditions, wear and tear, vermin or any process of cleaning, repairing, restoring or alteration.
13. electrical or mechanical breakdown.
14. negotiable instruments including cash, bank or currency notes or postal or money orders.
15. sunglasses, spectacles, contact lenses or dentures.

### SECTION 5: Delayed Luggage Allowance

If all Your luggage is delayed by a Transport Provider during the Journey for more than 24 hours We will pay You up to \$200 on Plan IB for essential emergency items of clothing and toiletries You purchase overseas.

The original receipts for the items and written confirmation of the length of delay from the Transport Provider must be produced in support of Your claim. If Your luggage is not ultimately returned to You any amount claimable under this benefit will be deducted from any entitlement under Section 4 of this policy.

The maximum benefit limit for this section is:

Plan IB: \$200	Plan D: No Cover	Plan DA: No Cover
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#### We Will Not Pay For:

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

### SECTION 6: Rental Car Insurance Excess

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

The maximum benefit limit for this section is:

Plan IB: No Cover*	Plan D: \$2,000	Plan DA: No Cover
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\*Unless cover is purchased as an extra cover option

#### We Will Not Pay For:

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

### SECTION 7: Travel Delay

If Your pre-booked transport is temporarily delayed for at least 6 hours due to an unforeseeable circumstance outside Your control, We will reimburse You up to \$150 on a Plan D for reasonable Additional hotel accommodation expenses. We will also reimburse up to these limits again for each full 24 hour period that the delay continues beyond the initial 6 hour delay.

You must claim from the Transport Provider first, and provide Us with written confirmation from the Transport Provider of the cause and period of the delay and the amount of compensation offered by them. You must also provide Us with receipts for the hotel accommodation expenses incurred.

The maximum benefit limit for this section is:

Plan IB: No Cover	Plan D: \$750	Plan DA: No Cover
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### SECTION 8: Special Events

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

The maximum benefit limit for this section is:

Plan IB: No Cover	Plan D: \$2,000	Plan DA: No Cover
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### SECTION 9: Cash In Hospital

We will pay You \$20 for each night You are confined to a hospital overseas as a result of a Disabling Injury, Sickness or Disease occurring during the Period Of Insurance, provided that the period of confinement is at least 48 hours.

The maximum benefit limit for this section is:

Plan IB: \$1,000	Plan D: No Cover	Plan DA: No Cover
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### SECTION 10: Hijacking

If whilst on the Journey You are detained on a means of public transport due to it being hijacked by persons using violence or threat of violence We will pay You \$200 for each 24 hour period You are forcibly detained by the hijackers.

The maximum benefit limit for this section is:

Plan IB: \$2,000	Plan D: No Cover	Plan DA: No Cover
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### SECTION 11: Loss Of Income

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

The maximum benefit limit for this section is:

Plan IB: No Cover	Plan D: \$1,500*	Plan DA: No Cover
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\*Maximum liability collectively for Section 11, 12 and 13 is \$10,000

### SECTION 12: Disability

If during the Period Of Insurance You suffer an injury caused solely and directly by violent, accidental, visible and external means (not caused by a sickness or disease) resulting in Your Permanent total loss of sight in one or both eyes or the Permanent total loss of use of one or more Limbs within one year of the date of the accident, We will pay You the amount shown in the Plan purchased.

The maximum benefit limit for this section is:

Plan IB: No Cover	Plan D: \$10,000*	Plan DA: No Cover
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\*Maximum liability collectively for Section 11, 12 and 13 is \$10,000

### SECTION 13: Accidental Death

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

The maximum benefit limit for this section is:

Plan IB: \$10,000	Plan D: \$10,000*	Plan DA: No Cover
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\*Maximum liability collectively for Section 11, 12 and 13 is \$10,000

### SECTION 14: Personal Liability

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

The maximum benefit limit for this section is:

Plan IB: \$1,000,000	Plan D: \$200,000	Plan DA: No Cover
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#### We Will Not Pay For:

1. liability You become liable to pay to somebody related to You or to someone in Your employ or deemed to be in Your employ.
2. liability arising from loss or damage to property which is in Your legal custody or control.
3. liability arising from the conduct by You of any profession, trade or business or the use or ownership by You of any firearm, aircraft, water borne craft or mechanically propelled vehicle.

4. liability arising out of occupation or ownership of any land, buildings or immobile property.
5. liability arising out of any wilful or malicious act.
6. liability arising out of the transmission of an illness, sickness or disease.
7. liability involving punitive, exemplary or aggravated damages or any fine or penalty.
8. liability arising out of Your liability under a contract or agreement unless You would be liable if that contract or agreement did not exist.

### SECTION 15: Medical And Dental Expenses In Australia

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

The maximum benefit limit for this section is:

Plan IB: \$1,000,000	Plan D: No Cover	Plan DA: No Cover
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#### We Will Not Pay For:

1. medical treatment, dental treatment or ambulance transportation which is provided outside Australia;
2. dental treatment caused by or related to the deterioration and/or decay of teeth or associated tissue or involving the use of precious metals;
3. the continuation or follow-up of treatment (including medication) started prior to Your Journey;
4. medical treatment, dental treatment or ambulance transportation which is provided in Australia if you are an Australian resident or a non-Australian resident who is an eligible person within the meaning of the Health Insurance Act 1973 (Cth).

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

1. claims for costs or expenses incurred outside the Period Of Insurance.
2. claims involving air travel other than as a passenger on a fully licensed passenger carrying aircraft operated by an airline or an air charter company.
3. claims arising as a result of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.
4. claims arising directly or indirectly from any nuclear reaction or contamination, ionising rays or radioactivity.
5. loss or damage caused by detention, confiscation or destruction by customs or other officials or authorities.
6. claims arising from any unlawful act committed by You or if You have not been honest and frank with all answers, statements and submissions made in connection with Your insurance application or claim.
7. claims arising from any government prohibition, regulation or intervention.
8. claims under Sections 2 or 3 in respect of any costs or expenses incurred prior to You being certified by a medical practitioner as unfit to travel.
9. claims in respect of travel booked or undertaken against the advice of any medical adviser or after Your Terminal Illness had been diagnosed. This exclusion will be waived from the time the appropriate additional amount payable has been received by Us if cover is separately applied for and accepted by Us in respect of Your Terminal Illness.
10. claims arising from loss or theft or damage to property, or death, illness or bodily injury if You fail to take reasonable care.
11. claims arising directly or indirectly from Human Immunodeficiency Virus (HIV), Acquired Immune Deficiency Syndrome (AIDS) or any derivative of either. This exclusion will be waived when cover is separately applied for by You in respect of Your or Your travelling companion's condition/s from the time We accept Your application and the appropriate additional amount payable has been paid to Us.
12. claims directly or indirectly arising from, or exacerbated by, any Existing Medical Condition:
  - a) You or Your travelling companion has. This exclusion will be waived;
    - (i) if You satisfy the provisions set out under the heading "Conditions We Automatically Cover For Free" on page 11; or
    - (ii) from the time the appropriate additional amount payable has been received by Us in respect of conditions which require extra premium but can be covered without specific approval by Us; or
    - (iii) from the time the appropriate additional amount payable has been

- received by Us in respect of the Existing Medical Conditions for which cover is separately applied for and accepted by Us and for which special conditions, limits and excesses may apply if We notify You in writing.
- b) of Your Relative, business partner or of any other person who is known to You prior to the Relevant Time, unless You purchase a Plan IB or D and the person is hospitalised or dies in Australia after the Relevant Time and at the Relevant Time the chance of a claim occurring is highly unlikely. In any event, we will not pay more than \$4,000 under all sections of the policy combined.
13. claims directly or indirectly arising from:
    - a) pregnancy involving You or any other person if You are aware of the pregnancy prior to the Relevant Time and,
      - (i) where complications of this pregnancy or any previous pregnancy have occurred prior to this time; or
      - (ii) where the conception was medically assisted.
 This exclusion will be waived from the time the appropriate additional amount payable has been received by Us if cover is separately applied for and accepted by Us in respect of Your pregnancy only; or
    - b) pregnancy involving You or any other person after the 26th week of pregnancy; or
    - c) pregnancy involving You or any other person where the problem arising is not an unexpected serious medical complication; or
    - d) childbirth or the health of a newborn child whatever the proximate cause of the claim is. This exclusion applies irrespective of the stage of pregnancy at which the child is born.
  14. claims involving Your suicide, attempted suicide, self inflicted injury or condition, stress, travel exhaustion, the effect of, or chronic misuse of, alcohol or drugs or the transmission of any sexually transmittable disease or virus.
  15. claims directly or indirectly arising from Your anxiety, depression or mental or nervous disorders. This exclusion will be waived when cover is separately applied for by You in respect of Your condition/s, from the time We accept Your application and the appropriate additional amount payable has been paid to Us.
  16. claims involving participation by You or Your travelling companion in hunting, racing (other than on foot), polo playing, hang gliding, off-piste snow skiing or snowboarding, rodeo riding, BASE jumping, sports activities in a professional capacity, mountaineering or rock climbing using ropes or guides, or scuba diving unless You hold an Open Water Diving Certificate or are diving with a qualified diving instructor.
  17. claims involving participation by You (during the Journey) in motorcycling for any purpose. This exclusion, but not any other exclusion, will be waived from the time the appropriate additional amount payable has been received by Us, provided You are wearing a helmet, the motorcycle has an engine capacity of 200cc or less and whilst in control of a motorcycle, You hold a licence valid in the relevant country.
  18. claims involving consequential loss of any kind including loss of enjoyment or any financial loss not specifically covered in the policy.
  19. any Goods and Services Tax (GST) liability or any fine, charge or penalty You are liable for because of a failure to fully disclose to Us Your input tax credit entitlement for the Amount Payable.
  20. claims arising from the failure of any travel agent, tour operator, accommodation provider, airline or other carrier, car rental agency or any other travel or tourism services provider to provide services or accommodation due to their Insolvency or the Insolvency of any person, company or organisation they deal with.
  21. claims under Sections 3, 7 and 8 arising directly or indirectly from an Act Of Terrorism or the threat or perceived threat of an Act Of Terrorism.
  22. losses for which insurance is prohibited by law.
  23. claims under Sections 2 (sub-sections 3 and 5), 3, 7 and 8 arising from Avian Influenza (including the H5N1 strain) or any derivative or mutation of such viruses, or the threat or perceived threat of any of the above.
  24. claims arising directly or indirectly from complications following elective surgery.
  25. claims involving participation by You (during the Journey) in on-piste snow skiing or snowboarding. This exclusion, but not any other exclusion, will be waived from the time the appropriate additional amount payable has been received by Us.
  26. claims involving You travelling (during the Journey) in international waters in a private sailing vessel or a privately registered vessel.

## Part 3: Financial Services Guide

*This FSG is an important document and is designed to help you decide whether to use the financial services offered. It contains information about how Cover-More Insurance Services Pty Ltd (Cover-More) AFSL 241713, and the business that arranges the policy (Agent) is paid and how any complaints are handled. If you have a complaint about the travel insurance services provided by Cover-More or the Agent you should contact Cover-More on 1300 72 88 22. If you are not satisfied with our response please see page 16 for details.*

### What financial services are provided?

The Agent is an authorised representative of Cover-More, and is authorised to provide you with general financial product advice about this travel insurance product and to issue these products to you. The Agent acts on behalf of Cover-More and the insurer, and not on your behalf. Cover-More is responsible for the provision of these services.

The Agent is not authorised to give you personal advice in relation to travel insurance. Any advice given to you about travel insurance will be of a general nature only and will not take account of your personal objectives, financial situation or needs. Cover-More may also provide you with general advice and will issue the travel insurance product to you.

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

This FSG does not relate to any similar services provided to you in relation to any other insurance or other financial product. For services relating to other financial products, you will be given another FSG by the Agent that will describe the services and the AFS Licensee who is responsible.

### How are we paid?

The Agent, and/or its associates, is paid a commission by Cover-More for issuing your insurance policy. This amount is paid out of the commission that Cover-More receives from the insurer.

The Agent's employees may receive salaries, bonuses and/or company dividends in their own business depending on the nature of their employment. Bonuses may be linked to general overall performance and may include all or part of the commission received by the Agent.

If a travel services group is affiliated with the Agent they may be paid a commission out of the commission that Cover-More receives from the insurer for its role in supporting the Agent. The affiliate may also receive non-financial incentives from Cover-More to assist in marketing the travel insurance (e.g. sponsorship of training events and conferences).

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

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

Cover-More's employees are paid an annual salary and may be paid a bonus based on business performance.

For more information about the remuneration or other benefits received for the insurance services provided, please ask the Agent within a reasonable time of receiving this FSG and before they provide any insurance services to you.

### What professional indemnity insurance arrangements do we have in place?

Cover-More and the Agent each have their own professional indemnity insurance which covers errors and mistakes relating to their own insurance services. Both policies provide cover for claims relating to the provision of insurance services by their respective employees even after they cease to be employed, provided that the claim is notified to the insurer when it arises and within the relevant policy period. Cover-More's policy meets the requirements of the Corporations Act.

### Who is responsible for this document?

Cover-More Insurance Services is responsible for the Financial Services Guide in this document and Vero Insurance Limited is responsible for the Product Disclosure Statement in this document.

This Combined FSG and PDS was prepared on 25 September 2008.

## Areas Of Travel

- Select the Area which you will spend the most time in.
- Area 1 is compulsory if more than 20% of your time is spent in the Americas / Africa.

### Single Trip

#### Area 1 Worldwide

Including the Americas and Africa.

#### Area 2 Restricted Worldwide

Europe, Middle East, Japan, China, Korea, Hong Kong and the Indian Sub Continent. Excludes the Americas and Africa if more than 20% of your journey is to these destinations.

#### Area 3 UK and South East Asia

UK, Republic of Ireland, Thailand, Vietnam, Malaysia, Singapore, Philippines and Asia (other).

#### Area 4 Indonesia and SW Pacific

Indonesia, South West Pacific, Norfolk Island and New Zealand.

#### Area 5 Australia

#### Area 6 Australia Inbound

### Annual Multi-Trip

#### Area 1 Worldwide

Including the Americas and Africa.

#### Area 2 Restricted Worldwide

Excludes the Americas and Africa if more than 20% of any one journey is to these destinations.

#### Area 5 Australia (Plan D)

Note: Annual Multi-Trip policies:

- Choose from Area 1, 2 or 5.
- For Areas 1 and 2, cover is included for travel within Australia.

## If Things Go Wrong

### Claims

Please submit your claim form within 60 days of completing your journey. Refer to the claims procedures outlined on page 18 in this brochure. If you need further help:

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

### When Must You Phone The Emergency Number?

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

- you are admitted to hospital or;
- you anticipate that your medical or related expenses are likely to exceed \$4,000.

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

### 24 Hour Emergency Assistance

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

USA 1866 309 2123 Canada 1866 773 9314  
UK 0808 234 1522 NZ 0800 498 654

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

If you are calling from a country not listed above, or experiencing difficulties with one of the numbers above, call Australia reverse charge via the operator on:

Phone: +61 (2) 8907 5235 Fax: +61 (2) 9954 6253

### IMPORTANT:

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

## Enrolment Form (Do Not Detach – Hand Entire Booklet Back To The Providing Entity) Brochure number **E 2000000**

### Traveller & Contact Details

#### Adult Traveller/s

#	Title	First Name	Surname	D.O.B.	#	Title	First Name	Surname	D.O.B.
1				/ /	2				/ /

#### Children/Infants (aged 0-20 years)

#	Title	First Name	Surname	D.O.B.
3				/ /
4				/ /
5				/ /
6				/ /

#### Contact Details

Street Address	
Suburb	
Postcode	
Daytime Telephone ( )	Mobile
Email	

### Policy & Travel Details

<b>Single Trip</b> <input type="checkbox"/>	Area of Travel (Pg 30) Choose from 1-6 <input type="checkbox"/>	Country Most Time Spent In <input type="text"/>	Travel Start Date <input type="text"/> / <input type="text"/> / <input type="text"/>	Travel End Date <input type="text"/> / <input type="text"/> / <input type="text"/>	Travel Duration <input type="text"/>	OR <input type="checkbox"/>	<b>Domestic DA Plan Only</b> Cover Chosen
<b>Annual Multi-Trip</b> <input type="checkbox"/>	Area of Travel (Pg 30) Choose from 1, 2 or 5 <input type="checkbox"/>	Country Most Time Spent In <input type="text"/>	Travel Start Date <input type="text"/> / <input type="text"/> / <input type="text"/>	Maximum Duration Per Trip			
				15 days <input type="checkbox"/> (Area 5 only)	30 days <input type="checkbox"/> (All areas)	45 days <input type="checkbox"/> (Areas 1 & 2 only)	60 days <input type="checkbox"/> (Areas 1 & 2 only)
							\$ <input type="text"/> Per Person (\$200, \$400, \$600, \$800, \$1,500)

### Vary Your Cover

	Amount Payable
<b>Excess Chosen</b> International Only (Pg 8) \$Nil <input type="checkbox"/> \$100 <input type="checkbox"/> Other \$ <input type="text"/>	Base Premium \$ <input type="text"/>
<b>Increase Luggage Item Limit</b> (Pg 13) Item Description (attach valuations/receipts) <input type="text"/>	Increase The Item Limit By \$ <input type="text"/>
<b>Increase Rental Car Insurance Excess Cover</b> (Pg 13) Extra cover required <input type="checkbox"/>	\$ <input type="text"/>
<b>Motorcycle / Moped Riding</b> (Pg 13) Tick if cover required <input type="checkbox"/>	\$ <input type="text"/>
<b>Snow Skiing And Snowboarding</b> (Pg 13) Tick if cover required <input type="checkbox"/> Snow Skiing <input type="checkbox"/> Snowboarding <input type="checkbox"/>	\$ <input type="text"/>
<b>Existing Medical Conditions / Pregnancy</b> (Pg 11-13) This applies only to conditions not listed under the heading "Conditions We Automatically Cover For Free" on page 11	
<b>Conditions Not Requiring Assessment (Extra Cost Applies):</b> List travellers who require cover (eg travellers 1 & 3)	\$ <input type="text"/>
<b>Conditions That Require Assessment (Extra Cost Applies):</b> List travellers who require cover (eg travellers 1 & 3)	\$ <input type="text"/>

**Total Amount Payable** (based on the information I provided) \$

### Medical Information

#### Travellers To The Americas And Africa Only

If you are not completely sure about the answer to the following question please get advice from your doctor.

Has anyone wishing to be insured ever been diagnosed with:

- a heart condition
  - a lung condition\*
  - reduced immunity\*\*
- Yes  No

\* not including asthma if you are under 60 years of age

\*\* e.g. as a result of medication or a medical condition

If Yes, our Medical Assessment Form must be submitted to us. We will then advise if we can provide a policy, and if so, on what terms.

### Declaration

- The PDS was given to me before I applied for this insurance.
- I understand that this policy does not automatically cover some existing medical conditions or some known pregnancies.
- I declare that all information supplied in this enrolment form and any attachments is truthful.

#	Applicant's Signature/s	Date
1		/ /
2		/ /

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