

7.0 Earthquake on Lombok, Indonesia

(Advice for the PDS effective 22 December 2016; as at 3:00pm on Tuesday, 7 August 2018, AEST)

At 9:46pm AEST (7:46pm local time) on the 5th August 2018, a magnitude 7.0 earthquake struck Lombok, Indonesia, damaging buildings, causing numerous injuries and fatalities and triggering a brief tsunami warning. The earthquake has already caused many aftershocks. This follows an earlier earthquake that hit Lombok on 29 July 2018. The Australian government advises to monitor media and follow the instructions of local authorities.

When you have purchased a policy before 9:46pm (AEST) on Sunday 5 August 2018, cover is available for the lesser of cancellation or rearrangement costs when, due to circumstances arising from or related to this event, you have no alternative but to cancel or rearrange your upcoming trip. Refer to *Event 2.2 - Your flight, other scheduled transport or overnight tour is delayed, cancelled or rescheduled before your trip starts*.

Cover is also available for cancellation or extra trip costs when, as a result of the volcanic activity, your flight, other scheduled transport or overnight tour is delayed, rescheduled or cancelled. Refer to *Event 3.2 - Your flight, other scheduled transport or tour is delayed – and it's not the operator's fault*. Other sections of the policy wording apply; please refer to the PDS for further details.

For policies purchased after 9:46pm (AEST) on Sunday 5 August 2018, cover is not available for claims arising from or in connection with this event, as this event is now known and no longer unforeseen.

This restriction of cover also applies to any travel plans made or changed after 9:46pm (AEST) on Sunday 5 August 2018 where you are impacted by the event.

We are monitoring the situation and will advise when this position changes. Refer to your providers following service interruptions; they can best assist with making alternative arrangements.

Emergency Assistance and Contacts

If you have an emergency, please contact emergency assistance as soon as possible on +61 2 9234 3170 or +61 2 8256 1570. They are available 24 hours a day, 7 days a week. For the latest travel advice, refer to:

Department of Foreign Affairs and Trade	smartraveller.gov.au
Qantas Airways	13 13 13; +62 21 25556300
Virgin Australia	13 67 89; +61 7 3295 2296
Jetstar Australia	13 15 38; + 61 3 9645 5999
Garuda Air	+62 21 2351 9999

Any Questions?

Please contact the COTA Customer Service team on 1300 1300 50 or +61 8 8112 8110 or via our website at www.cota.com.au.

Claims Information

In the event of a claim covered by your policy, you must do everything you can to minimise and reduce the cost of the claim and provide all supporting documentation of the event and expenses incurred. If you intend to lodge a claim, please complete the COTA claim form available from COTA Customer Service.

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