

Updated information relating to volcanic activity of Mount Agung, Bali

(As at 3pm on Monday 30 Oct 2017, AEDT, this updates our alert posted on 20 September 2017 at 4pm AEST)

The alert status of the Mount Agung volcano was downgraded from a level 4 to a high alert level 3 following a decrease in seismic activity. An exclusion zone remains in place however has been reduced in radius.

A change in the level of volcanic activity shall be considered a new, unforeseeable event with regard to cover under your current travel insurance policy.

For a change in the threat level or activity of Mount Agung to occur after 3pm AEDT on 30 October 2017 and which causes direct disruption to travel bookings, cover shall be available under any policy purchased prior to that 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:

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| Bureau of Meteorology | www.bom.gov.au/info/vaac/advisories.shtml |
| 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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