

Mount Agung, Bali - update

7 August 2019

This advice is an update. Policies purchased from 1 August 2019 are underwritten by XL Insurance Company SE, Australia Branch.

Important information about cover on your travel insurance policy from nib Travel Services (Australia Pty Ltd).

Mount Agung continues to be active and the probability of further disruption to travel is high. A cut-off date is in place for all policies purchased after 8:05pm (AEDT) on Tuesday 21 November 2017. This means there is no coverage for any claims arising from any volcanic activity of Mount Agung or relating to this known event, as the impact to travel is no longer unforeseen.

Key points about Mount Agung

- Mount Agung is active, the last eruption was on 13 June 2019
- The alert level for Mount Agung is at Level III (Standby)
- Travellers are prohibited from climbing the volcano or conducting any activity in the Hazard Zone
- It is considered safe to travel in Bali outside of the Hazard Zone
- Follow instructions from the local authorities.

If your travel plans are affected

1. Contact your airline, cruise or tour operator to check if tourist services are affected.
2. If you need to change your travel arrangements, contact your airline, cruise company or travel agent for assistance in the first instance. Refer to your policy wording for more detail or contact our Customer Service Centre to discuss your plans before making any changes.
3. Injured or ill? Contact the emergency assistance team as soon as possible. Their details are listed on your Certificate of Insurance.
4. 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 submit a claim, please complete the claim form and if you need help doing this, contact us.