

Media Release
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ALLIANZ PARTNERS NEW ZEALAND SETS SIGHT ON PROVIDING SELECTED COVER FOR EPIDEMIC AND PANDEMIC DISEASES

Allianz Partners New Zealand looks to introduce selected cover for epidemic and pandemic diseases, including Covid-19, as domestic travel plans increase and travellers keep an eye on future border openings for international travel.

Allianz Partners New Zealand is one of the first in the country to announce coverage directly related to epidemic and pandemic diseases, including Covid-19. The cover offers travellers the provision to claim for cancellation and medical expenses, should they contract an epidemic or pandemic disease such as Covid-19 after purchasing their domestic travel policy.

Chief Sales Officer David Wallace says that in these times of change, all providers in the travel industry are reassessing the role they play in a post Covid-19 world. When it comes to travel insurance, Wallace stresses the importance of adapting to meet customers' needs now and in the future.

"Being part of a world leader in insurance and assistance, we need to play our part in providing confidence and security for travellers. Covid-19 has demonstrated just how big an impact infectious diseases can have on travel. We'll be progressively releasing new Policy Wordings that have a more considered approach to epidemic and pandemic diseases, starting with selected domestic policies from the end of October 2020," he says.

While there will still be a general exclusion for epidemics and pandemics, there will be provision to claim for cancellation if travellers contract an epidemic or pandemic disease such as Covid-19 after purchasing their policy and can no longer travel. Cover for medical claims directly related to an epidemic or pandemic disease such as Covid-19 will only apply after travellers commence their journey.

"We will soon be able to offer customers more assurance up front, so they can book their trip knowing that there will be provision to claim for cancellation, should they contract Covid-19 and can no longer travel. If travellers who have purchased a policy with this new feature contract Covid-19 during their journey, they will have the support of our Emergency Assistance around the clock, any day of the week," says Wallace.

As with any travel insurance, disinclination to travel due to fear or change of mind is not covered. It does not cover general travel disruption as a result of epidemic or pandemic diseases such as Covid-19, including government mandated lockdowns, and travelling against the New Zealand government's advice not to travel.

Allianz Partners New Zealand is looking to progressively roll out the selected cover to partners, insurance brokers and travel agents who issue travel insurance on their behalf starting with selected domestic policies from the end of October 2020.

Travellers interested in purchasing a policy issued and managed by Allianz Partners New



Zealand with this coverage can find out more information on https://www.allianz-partners.com/en_NZ/products-and-solutions/Epidemic-Pandemic-Diseases.html

Customers considering the purchase of a travel insurance policy should read the Policy Wording for terms, conditions, limits and exclusions to check what is and isn't covered under the policy.

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Notes to Editors

About Allianz Partners

Allianz Partners is a world leader in B2B2C insurance and assistance, specialising in the areas of international health and life, automotive, assistance and travel insurance. Operating in over 78 countries, Allianz Partners offers global solutions that are redefining help, going beyond traditional insurance to help and protect customers wherever they are and whenever they need it. Our innovative experts deliver future ready, high-tech, high-touch products and services through four commercial brands: Allianz Assistance, Allianz Care, Allianz Automotive and Allianz Travel. Our 21,500 employees handle over 54 million cases each year, motivated to go the extra mile to help and protect customers and employees around the world.

About Allianz Partners New Zealand

Based in Auckland, we specialise locally in providing and managing assistance services, travel insurance, event insurance, student insurance and pet insurance through our New Zealand and international business partners. Our strength lies in combining the solidarity and trust that comes with being part of an established global organisation with the local expertise of our New Zealand team. Allianz Partners issues and manages insurance on behalf of a number of partners, travel agents and brokers including Aon, ANZ, Crombie-Lockwood, First Travel Group and YOU, Helloworld, House of Travel, Insurance Advisernet, Mercer-Marsh Benefits and NZ Brokers. For more local information, please visit: <http://www.allianzpartners.co.nz/>

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FAQs

What will be covered?

There will be provision to claim for cancellation and medical expenses directly related to an epidemic or pandemic disease, including Covid-19. The cover applies to cancellation claims if travellers contract an epidemic or pandemic disease such as Covid-19 after purchasing their policy and can no longer travel. Cover for medical claims directly related to an epidemic or pandemic disease such as Covid-19 will only apply after travellers commence their journey.

Does it include trip cancellation cover?

There will be provision to claim for trip cancellation only if travellers contract an epidemic or pandemic disease such as Covid-19 after purchasing their policy and can no longer travel. It does not cover general travel disruption as a result of epidemic or pandemic diseases such as Covid-19, including government mandated lockdowns.

Is the selected cover for epidemic and pandemic diseases available as an add-on?

No, the cover is not available as an add-on.

When will the selected cover for epidemic and pandemic diseases take effect?

Allianz Partners New Zealand will progressively roll out new Policy Wordings with this cover to partners, insurance brokers and travel agents who issue travel insurance on its behalf starting with selected domestic policies from the end of October 2020.

How can customers purchase the selected cover for epidemic and pandemic diseases?

It will be available to purchase through partners, insurance brokers and travel agents who issue travel insurance on Allianz Partners New Zealand's behalf.

Can customers purchase the selected cover for epidemic and pandemic diseases now?

Not at the moment. Allianz Partners New Zealand will progressively roll out new Policy Wordings with this cover to partners, insurance brokers and travel agents who issue travel insurance on its behalf starting with selected domestic policies from the end of October 2020.

How will customers be able to check whether their policy has selected cover for epidemic and pandemic diseases?

Customers should read their Policy Wording and check whether there are benefits related to Epidemics and Pandemics and refer to the following sections in particular:

- Epidemics and Pandemics
- Medical Expenses
- Medical Expenses while Cruising (if they have purchased an optional Cruise Pack).

What should customers do if they would like to purchase the selected cover for epidemic and pandemic diseases?

Travellers interested in purchasing a policy issued and managed by Allianz Partners New Zealand with selected cover for epidemic and pandemic diseases including Covid-19 are encouraged to express interest to their local travel agent or insurance broker. Customers can find out more information on https://www.allianz-partners.com/en_NZ/products-and-solutions/Epidemic-Pandemic-Diseases.html

Which partners will be able to sell the selected cover for epidemic and pandemic diseases?

Allianz Partners New Zealand is looking to make this cover available across its network of partners.

What should brokers/travel agents do if they want to sell the selected cover for epidemic and pandemic diseases?

Brokers and travel agents are encouraged to express interest to their head office (if applicable) in the first instance. If a head office is not applicable, they are encouraged to contact their Account Executive at Allianz Partners New Zealand.

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