

Peru Demonstrations

19 December 2022

Information:

On Wednesday 14th December, Peru declared a nationwide state of emergency amid a week of protest and political upheaval following the removal and arrest of former President Pedro Castillo.

Some demonstrations have turned violent, and clashes between protesters and security forces have resulted in casualties. These have the potential to continue and spread further.

Your policy provides a number of benefits, conditions, limits, sub-limits and exclusions that may be relevant to your travel plans. Your cover will depend on the type of plan you purchased and your circumstances. We will assess all claims in accordance with your Policy Wording and your Certificate of Insurance. Your policy will only respond to this event if you are directly impacted. There is no cover as a result of deciding not to travel where you are not directly impacted.

- Allianz Partners policies have a general exclusion and do not cover any loss, damage, liability, death or incapacity directly or indirectly caused by or arising from: war, invasion, act of foreign enemy, warlike operations (whether war is declared or not), civil war, mutiny, rebellion, revolution, insurrection, military or usurped power.

If you are in Peru and find yourself in a vulnerable location, please follow the advice of the local authorities and the Ministry of Foreign Affairs and Trade (MFAT).

Follow <https://www.safetravel.govt.nz> for up-to-date information about the situation.

If you are covered by a travel insurance policy that is issued and managed by Allianz Partners, and you need Emergency Assistance, call +64 9 486 6868 (worldwide collect).

If you are currently travelling:

It is always our priority to assist our customers where possible and within our ability to do so.

- As always, if you need medical advice or emergency medical assistance, please contact our 24-hour Emergency Assistance team. Speak to the local operator and ask to be put through reverse charge to +64 9 486 6868

If you have not yet departed*:

- If your travel arrangements have been affected, contact your travel agent or travel provider regarding the best option for altering your trip. Some travel providers may provide penalty-free options to amend travel arrangements and they should be able to provide further details.

*Terms, conditions, limits, sub-limits and exclusions apply and are stated in the Policy Wording. For full details, you should refer to the Policy Wording and Certificate of Insurance you received when you purchased your travel insurance.

General claims information:

- You should try to minimise your expenses including rearranging your journey where possible. If you have been using, for example, two-star accommodation on your trip to date, then any replacement accommodation should be of a similar standard.
- Keep all receipts for any additional transport, food or accommodation expenses. If you are claiming cancellation or additional expenses, you will need to submit documents showing what your original

OUR CONTACT DETAILS

AWP Services New Zealand Limited
Trading as Allianz Partners
PO Box 33-313,
Takapuna, Auckland 0740

www.allianzpartners.co.nz

CLAIMS ENQUIRIES

Allianz Partners
P O Box 112316
Penrose, Auckland 1642
0800 630 117
+64 9 489 8167
travelclaims@allianz-assistance.co.nz

planned pre-paid arrangements were, along with any receipts and documents showing your new arrangements, and advice from the travel provider indicating the non-refundable portion of the journey.

How to contact us:

- If you have any general queries, please contact Allianz Partners on 0800 800 048 or +64 9 486 0048.
- In an emergency, contact Emergency Assistance on +64 9 486 6868.
- To make a claim visit our website www.claimmanager.co.nz
- We will publish this and any updated travel insurance advisories on our website: www.allianzpartners.co.nz

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