Russian Invasion of Ukraine

1 March, 2022

Information:

On Thursday 24 February 2022, Russia launched an invasion of Ukraine, its neighbour to the southwest. This was an amassed assault by land, sea and air, which has seen airstrikes on cities and military bases, in conjunction with troops and tanks entering Ukraine from three sides.

Your policy provides a number of benefits, conditions, 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 Ukraine 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 +61 7 3305 7499.

If you have not yet departed*:

- If your travel arrangements have been affected, contact your travel agent or travel provider regarding the best option to alter 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 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.

Allianz ⓘ Partners

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