

Typhoon Ragasa – East Asia

24 September 2025

Information:

Super Typhoon Ragasa is causing widespread disruption across the northern Philippines, Taiwan, Hong Kong, Vietnam and southern China. The storm has brought destructive winds, torrential rain, and life-threatening storm surges, prompting mass evacuations and significant travel disruptions throughout the region.

If you are travelling in one of the affected areas, follow the instructions of local authorities and emergency services, including any evacuation orders.

Monitor local news and weather services for the latest developments and contact your airline or travel agent for the latest information on flight and ferry disruptions.

[SafeTravel](#) is encouraging all New Zealanders travelling in one of the affected areas to let family and friends in New Zealand know that you are safe, and to also register your travel on [SafeTravel](#).

New Zealanders who require urgent consular assistance can contact the 24/7 consular emergency line on +64 99 20 20 20.

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

As a general guide, we suggest that impacted travellers check their travel insurance Policy Wording regarding cancellation, travel delay, missed connection/additional travel expenses and curtailment, as these will provide useful assistance around the cover under your policy.

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.

If you entered into a policy before 7.00am (NZT) Tuesday 23rd September, 2025:

If you are currently travelling:

It is always our priority to assist our customers where possible and within our ability to do so. If you are currently travelling, the following sections of your Policy Wording will provide guidance around the cover your policy provides:

- **Cancellation** – if your flight is delayed, cancelled or rescheduled and this causes you to miss your pre-paid travel arrangements, you may be able to claim for the non-refundable portion of your pre-paid travel expenses as per the limits and conditions outlined in your Policy Wording.
- **Additional expenses** – if your journey is disrupted as a result of Typhoon Ragasa, you may be able to claim the cost of your necessary and reasonable additional travel and accommodation expenses. Cover may extend to include meals depending on the limits outlined in your Policy Wording.
- **Terms, conditions, limits, sub-limits and exclusions** apply under your policy. For the full details, you should refer to the Policy Wording and Certificate of Insurance you received when you purchased your travel insurance.

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
PO Box 33-313,
Takapuna, Auckland 0740
0800 630 117
+64 9 489 8167
travelclaims@allianz-assistance.co.nz

If you have not yet departed:

- If your pre-booked travel arrangements are cancelled, delayed or rescheduled because of Typhoon Ragasa, you may be able to make a claim for rearrangement of your journey. Please refer to your Policy Wording for the terms, conditions, limits, sub-limits and exclusions that apply.
- If your travel arrangements have been affected, contact your travel agent or travel provider regarding the best option in altering your trip. Some travel providers may provide penalty free options to amend travel arrangements and they should be able to provide further details.

What next steps should you take?

- 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.

How to contact us

- If you have any general queries, please contact Allianz Partners on **0800 800 048** or **+64 9 486 0048**.
- 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

If you entered into a policy after 7.00am (NZT) Tuesday 23rd September, 2025:

- We would expect that this was done with an awareness of Typhoon Ragasa. For these policies, we will not pay any claim caused by or in any way connected with this event. Our policies do not cover claims for losses caused by something that you or a reasonable person in your circumstances would have been aware of at the time of purchasing your policy.

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