



Travel Advisory Notices

If you have a Travel Insurance policy and you have travel plans to travel to any of these destinations noted under the Travel Advisory page, or have travelled and need to make a claim in relation to the event, please contact Cigna:

0800 244 467 (if you are still in NZ)

+64 4 917 5160 (from overseas)

travelclaims@cigna.com

If you are overseas and need urgent help please contact, First Assistance. They're available 24/7:

TSB Travel Policy holders

+64 9 356 2327

Email

help@faops.com

Mozambique, Malawi & Zimbabwe: Cyclone Idai

20 March 2019

Cyclone Idai made landfall in Beira, Mozambique's fourth largest city, on 15 March (NZST). It has brought continued torrential rain and winds of up to 177 km/h to Mozambique, Malawi and Zimbabwe, causing extensive flooding, destroying buildings, washing away roads and cutting power to the city.

The official death toll for the three countries is already in the hundreds, but could increase to over 1,000 in Mozambique alone. More than 100,000 people are still believed to be in need of urgent rescue.

If you suffer a travel disruption due to this event, please follow your carrier's or supplier's advice regarding alternative arrangements and claim all related costs from them.

Already purchased your policy?

- If you purchased your policy before 3.00pm Tuesday 19 March 2019 (NZST) and your travel is disrupted by this event, you are able to make a claim. Please claim all related costs from your travel provider in the first instance.
- If you have not been disrupted by this event and you choose to change your travel arrangements, you are not able to make a claim.

If you haven't yet purchased a policy:

- If you purchased your policy after 3.00pm Tuesday 19 March 2019 (NZST), you are not able to claim for anything related to this event as it has become a known event under the terms and conditions of your policy.
- However, you are still covered for other unexpected events that might happen on your trip under the terms and conditions of your policy.

Indonesia: Lombok earthquake

18 March 2019

A magnitude 5.5 earthquake occurred on Lombok Island, Indonesia at 7.00pm Sunday 17 March 2019 (NZST). It triggered a landslide at Tiu Kelep Waterfall, killing two people and temporarily trapping dozens of tourists at the waterfall. About 500 homes were damaged in the earthquake.

If you suffer a travel disruption due to this event, please follow your carrier's or supplier's advice regarding alternative arrangements and claim all related costs from them.

Already purchased your policy?

- If you purchased your policy before 10.00am Monday 18 March 2019 (NZST) and your travel is disrupted by this event, you are able to make a claim. Please claim all related costs from your travel provider in the first instance.
- If you have not been disrupted by this event and you choose to change your travel arrangements, you are not able to make a claim.

If you haven't yet purchased a policy:

- If you purchased your policy after 10.00 am Monday 18 March 2019 (NZST), you are not able to claim for anything related to this event as it has become a known event under the terms and conditions of your policy.
- However, you are still covered for other unexpected events that might happen on your trip under the terms and conditions of your policy.

New Zealand: Christchurch terrorist attack

16 March 2019

At least 49 people have been killed and others have been seriously injured in a terrorist attack at two mosques in Christchurch, New Zealand, on Friday 15 March (NZST). Schools and business were in lockdown for several hours and the outcomes of the situation continue to evolve. The New Zealand police and defence force are working together to provide additional support for the region.

Our thoughts are with everyone affected by this terrible tragedy and all of those providing emergency support to Christchurch.

Air New Zealand have cancelled flights out of Christchurch and are working with customers to reschedule affected flights.

If you suffer a travel disruption due to this event, please follow your carrier's or supplier's advice regarding alternative arrangements.

Please call our Travel Insurance Team on 0800 881 675 if your travel plans have been affected by this event. We're open Mondays to Friday 8:00am – 6:00 pm.

International: Boeing 737 Max planes grounded after fatal Ethiopian Airlines crash

14 March 2019

Aviation regulators from countries around the world including New Zealand, the United States of America, Canada, China and Indonesia have ordered Boeing 737 Max 8 and Max 9 planes to be grounded after the fatal Ethiopian Airlines crash on 10 March 2019.

The Ethiopian Airlines crash was the second fatal Boeing 737 Max 8 crash in less than six months. Airlines are rescheduling passengers onto alternative flights.

If you suffer a travel disruption due to this event, please follow your carrier's or supplier's advice regarding alternative arrangements and claim all related costs from them.

Already purchased your policy?

- If you purchased your policy before 10.15 am Thursday 14 March 2019 (NZST) and your travel is disrupted by this event, you are able to make a claim. Please claim all related costs from your travel provider in the first instance.
- If you have not been disrupted by this event and you choose to change your travel arrangements, you are not able to make a claim.

If you haven't yet purchased a policy:

- If you purchased your policy after 10.15 am Thursday 14 March 2019 (NZST), you are not able to claim for anything related to this event as it has become a known event under the terms and conditions of your policy.
- However, you are still covered for other unexpected events that might happen on your trip under the terms and conditions of your policy.

Tonga: Cyclone Pola

28 February 2019

Cyclone Pola has been upgraded to a category 3 cyclone and is expected to bring gale force winds, heavy rain and dangerous swells to Tonga today.

A strong winds warning is in force for Vava'u, and a heavy rain and flash flood warning is in force for Ha'apai, Tongatapu and 'Eua. A heavy damaging swells warning is in force throughout Tonga's coastal waters.

If you suffer a travel disruption due to this event, please follow your carrier's or supplier's advice regarding alternative arrangements, and claim all related costs from them.

New Caledonia, New Zealand: Cyclone Oma

19 February 2019

Cyclone Oma is strengthening and travelling towards New Caledonia. Strong winds and heavy rain are already affecting New Caledonia, causing damage to roads and leaving over 400 homes without power.

When Cyclone Oma leaves New Caledonia, it may travel towards New Zealand or Australia. If it does move towards New Zealand, it is predicted to bring heavy rain, flooding and strong winds.

If you suffer a travel disruption due to this event, please follow your carrier's or supplier's advice regarding alternative arrangements, and claim all related costs from them

United States of America: Polar vortex

31 January 2019

A polar vortex has brought a cold snap to the US Midwest. At least eight people have died due to the extreme weather and flights and train services have been affected. Chicago's two main airports have been heavily affected, with over 1,500 flights cancelled so far.

Authorities recommend people should avoid going outside if possible. Frostbite is possible within 10 minutes of being outdoors.

If you suffer a travel disruption due to this event, please follow your carrier's or supplier's advice regarding alternative arrangements, and claim all related costs from them.

United States of America: Government shutdown

10 January 2019

The United States government shutdown is predicted to cause delays at airports as increased numbers of staff are absent from work. While the shutdown continues, Transport Security Administration employees are expected to work without pay.

Airport and airline staff recommend passengers to allow plenty of time to get through security screening.

Travel disruptions caused by governmental action fall under a general policy exclusion which applies to all claims regardless of the date the event occurred.

If you suffer a travel disruption due to this event, please follow your carrier's or supplier's advice regarding alternative arrangements, and claim all related costs from them.

Indonesia: Tsunami

24 December 2018

A tsunami has struck the coast of Java and Sumatra after the erupting Krakatoa volcano reportedly caused an underwater landslide.

At least 222 people have died and hundreds have been injured. New Zealanders in Indonesia are advised to follow the instructions of local authorities and monitor media to keep up to date with local developments.

Already purchased your policy?

- If you purchased your policy before 9.00 am Monday 24 December 2018 (NZST) and your travel is disrupted by this event, you are able to make a claim. Please claim all related costs from your travel provider in the first instance.
- If you have not been disrupted by this event and you choose to change your travel arrangements, you are not able to make a claim.

If you haven't yet purchased a policy:

- If you purchased your policy after 9.00 am Monday 24 December 2018 (NZST), you are not able to claim for anything related to this event as it has become a known event under the terms and conditions of your policy.
- However, you are still covered for other unexpected events that might happen on your trip under the terms and conditions of your policy.

United Kingdom: Gatwick Airport drone sightings

24 December 2018

A drone sighting at Gatwick Airport caused over 1,000 flights to be grounded or diverted over three days.

The runway has now reopened and Gatwick Airport have advised passengers to expect some delays and cancellations and recommend passengers to check with their airline before travelling to the airport.

New Zealanders in the United Kingdom are advised to follow the instructions of local authorities and monitor media to keep up to date with local developments.

Already purchased your policy?

- If you suffer a flight disruption due to the drone sightings, please follow your airline's advice regarding alternative flight arrangements.
- If you purchased your travel insurance before 10am on Thursday 20 December 2018 (NZST), there is provision to claim under your policy for related costs that the airline will not cover.

If you haven't yet purchased a policy:

- If you purchased your travel insurance after 10am on Thursday 20 December 2018 (NZST), there is no provision to claim under your policy for related costs that the airline will not cover as this was a known event by this time.
- However, you are still covered for other unexpected events that might happen on your trip under the terms and conditions of your policy.

Air New Zealand potential strike

7 December 2018

It has been reported today that Unions are meeting with Air New Zealand on Monday 10 December to try avert a potential strike planned by Air New Zealand aircraft maintenance engineers, aircraft logistics and related staff on December 21 2018.

Air New Zealand is yet to provide any comment or advise any action required by customers (<https://www.airnewzealand.co.nz/travel-alerts>).

We advise customers to await communication from Air New Zealand before taking any action, and to follow the airlines instructions before making alternative arrangements.

Already purchased or activated your policy?

- We advise you to wait for communication from Air New Zealand and to follow their instructions before making alternative arrangements.
- If you suffer a flight disruption due to this potential strike, please follow your airline's advice regarding alternative flight arrangements.
- If you purchased or activated your travel insurance before 9am on Friday 7 December 2018, there is provision to claim under your policy for related costs that the airline will not cover.

If you haven't yet purchased or activated a policy:

- If you purchased or activated your travel insurance after 9am on Friday 7 December 2018, there is no provision to claim under your policy for related costs that the airline will not cover as this was a known event by this time.
- However, you are still covered for other unexpected events that might happen on your trip under the terms and conditions of your policy.

US Midwest: Snowstorm

26 November 2018

A storm bringing strong winds and heavy snow has grounded hundreds of flights in the US Midwest and closed major highways. A blizzard warning is in effect for areas in Kansas, Nebraska, Missouri, Illinois, Iowa and Wisconsin.

New Zealanders in the Midwest are advised to follow the instructions of local authorities and monitor media to keep up to date with local developments.

Already purchased or activated your policy?

- If you purchased or activated your policy before 9.42 am Monday 26 November 2018 (NZST) and your travel is disrupted by this event, you are able to make a claim. Please claim all related costs from your travel provider in the first instance.
- If you have not been disrupted by this event and you choose to change your travel arrangements, you are not able to make a claim.

If you haven't yet purchased or activated a policy:

- If you purchased or activated your policy after 9.42 am Monday 26 November 2018 (NZST), you are not able to claim for anything related to this event as it has become a known event under the terms and conditions of your policy.
- However, you are still covered for other unexpected events that might happen on your trip under the terms and conditions of your policy.

California, USA: Fires

13 November 2018

Three major wildfires in California have caused hundreds of thousands of people to evacuate the area.

At least 31 people have died in the fires and over 200 people are unaccounted for. New Zealanders in California are advised to follow the instructions of local authorities and monitor media to keep up to date with local developments.

Already purchased your policy?

- If you purchased your policy before 6.15 pm Friday 9 November 2018 (NZST) and your travel is disrupted by this event, you are able to make a claim. Please claim all related costs from your travel provider in the first instance.
- If you have not been disrupted by this event and you choose to change your travel arrangements, you are not able to make a claim.

If you haven't yet purchased a policy:

- If you purchased your policy after 6.15 pm Friday 9 November 2018 (NZST), you are not able to claim for anything related to this event as it has become a known event under the terms and conditions of your policy.

Italy: Flooding

30 October 2018

Much of Italy is under alert for flooding after strong winds and heavy rain have caused the death of six people. Areas affected include Venice, Naples, Lazio and Liguria. About three quarters of Venice is affected by flooding and flood levels are the highest they've been in Venice since 2008. Some tourist attractions are closed in Rome.

Already purchased your policy?

- If you purchased your policy before 9.17am Tuesday 30 October 2018 (NZST) and your travel is disrupted by this event, you are able to make a claim. Please claim all related costs from your travel provider in the first instance.
- If you have not been disrupted by this event and you choose to change your travel arrangements, you are not able to make a claim.

If you haven't yet purchased a policy:

- If you purchased your policy after 9.17am Tuesday 30 October 2018 (NZST), you are not able to claim for anything related to this event as it has become a known event under the terms and conditions of your policy.
- However, you are still covered for other unexpected events that might happen on your trip under the terms and conditions of your policy.

USA: Hurricane Michael

12 October 2018

Category 4 Hurricane Michael made landfall near Panama City, Florida around 6.30 am 11 October 2018 (NZST). Strong winds, storm surge and heavy rain have caused severe damage, with several buildings collapsing in Panama City and Port St. Joe and an estimated 300,000 households and business have lost power.

Already purchased your policy?

- If you purchased your policy before 5.30 am 10 September 2018 (NZST) and your travel is disrupted by the hurricane, you are able to make a claim. Please claim all related costs from your travel provider in the first instance.
- If you have not been disrupted by the hurricane and you choose to change your travel arrangements, you are not able to make a claim.

If you haven't yet purchased a policy:

- If you purchased your policy after 5.30 am Tuesday 10 September 2018 (NZST), you are not able to claim for anything related to Hurricane Michael as it has become a known event under the terms and conditions of your policy.
- However, you are still covered for other unexpected events that might happen on your trip under the terms and conditions of your policy.

Sinorama Holidays liquidation

5 October 2018

Canadian based travel agency, Sinorama Holidays has gone into liquidation.

Unfortunately, company liquidation falls under a general policy exclusion for TSB Travel Insurance, regardless of the date the event occurred. If you have been affected, we suggest you contact the company you purchased your travel from and claim all related costs from them or your bank directly.

If you have purchased a TSB Travel Insurance Plus policy which offers special provision for Supplier Failure, there may be cover for your claim. Please claim all related costs from your travel provider in the first instance.

More information can be found in the liquidator's report on the [New Zealand Companies Register website](#).

Indonesia, Sulawesi: Earthquake and tsunami

1 October 2018

A magnitude 7.5 earthquake has hit the Indonesian island of Sulawesi triggering a tsunami and multiple aftershocks. At least 832 people have died and many are still reported missing.

New Zealanders in Indonesia are advised to follow the instructions of local authorities and monitor media to keep up to date with local developments.

Already purchased your policy?

- If you purchased your policy before 12.02am Saturday 29 September 2018 (NZST) and your travel is disrupted by this event, you are able to make a claim. Please claim all related costs from your travel provider in the first instance.
- If you have not been disrupted by this event and you choose to change your travel arrangements, you are not able to make a claim.

If you haven't yet purchased a policy:

- If you purchased your policy after 12.02am Saturday 29 September 2018 (NZST), you are not able to claim for anything related to this event as it has become a known event under the terms and conditions of your policy.
- However, you are still covered for other unexpected events that might happen on your trip under the terms and conditions of your policy.

More information can be found on [Safe Travel's website](#).

Japan: Typhoon Trami

1 October 2018

Typhoon Trami is currently making landfall in Japan as a Category 3 Typhoon. It brings heavy rain, storm surges and strong winds to mainland Japan and evacuation orders have been made in some areas of southern and western Japan.

Some airports and train services have been affected, please check with your travel provider directly to confirm your travel plans.

Already purchased your policy?

- If you purchased your policy before 3.30pm Thursday 27 September 2018 (NZST) and your travel is disrupted by the typhoon, you are able to make a claim. Please claim all related costs from your travel provider in the first instance.
- If you have not been disrupted by the typhoon and you choose to change your travel arrangements, you are not able to make a claim.

If you haven't yet purchased a policy:

- If you purchased your policy after 3.30pm Thursday 27 September 2018 (NZST), you are not able to claim for anything related to Typhoon Trami as it has become a known event under the terms and conditions of your policy.
- However, you are still covered for other unexpected events that might happen on your trip under the terms and conditions of your policy.

More information can be found on [Safe Travel's website](#).

Japan: Typhoon Jebi

5 September 2018

Typhoon Jebi is projected to pass through Japan as a Category 2 typhoon around 5 September 2018. Japan's Metrological Agency has issued storm warnings particularly in coastal areas. There is a risk of strong winds, heavy rains and storm surges.

Already purchased your policy?

- If you purchased your policy before 11am Wednesday 5 September 2018 (NZST) and your travel is disrupted by the typhoon, you are able to make a claim. Please claim all related costs from your travel provider in the first instance.
- If you have not been disrupted by the typhoon and you choose to change your travel arrangements, you are not able to make a claim.

If you haven't yet purchased a policy:

- If you purchased your policy after 11am Wednesday 5 September 2018 (NZST), you are not able to claim for anything related to Typhoon Jebi as it has become a known event under the terms and conditions of your policy.
- However, you are still covered for other unexpected events that might happen on your trip under the terms and conditions of your policy.

More information can be found on [Safe Travel's website](#).

Hawaii: Hurricane Lane

23 August 2018

Hurricane Lane is projected to pass near Hawaii on Friday 24 August as a category 3 hurricane.

A hurricane watch has been issued for Hawaii County and Maui Island and this could be extended to other islands. Heavy rain and wind is expected across all islands and a flash flood watch has been put into effect for the entire state.

Some airlines have made changes to flight schedules, please check with your travel provider directly to confirm your travel plans.

Already purchased your policy?

- If you purchased your policy before 4.30pm Wednesday 22 August 2018 (NZST) and your travel is disrupted by the hurricane, you are able to make a claim. Please claim all related costs from your travel provider in the first instance.
- If you have not been disrupted by the hurricane and you choose to change your travel arrangements, you are not able to make a claim.

If you haven't yet purchased a policy:

- If you purchased your policy after 4.30pm Wednesday 22 August 2018 (NZST), you are not able to claim for anything related to Hurricane Lane as it has become a known event under the terms and conditions of your policy.
- However, you are still covered for other unexpected events that might happen on your trip under the terms and conditions of your policy.

More information can be found on [Safe Travel's website](#).

Japan: Typhoon Shanshan

9 August 2018

Strong winds and rain are occurring in Japan and Typhoon Shanshan is expected to make landfall later this week.

Some airlines have cancelled or delayed flights, please check with your travel provider directly to confirm your travel plans.

Already purchased your policy?

- If you purchased your policy before 9am Thursday 9 August 2018 (NZST) and your travel is disrupted by the typhoon, you are able to make a claim. Please claim all related costs from your travel provider in the first instance.

- If you have not been disrupted by the typhoon and you choose to change your travel arrangements, you are not able to make a claim.

If you haven't yet purchased a policy:

- If you purchased your policy after 9am Thursday 9 August 2018 (NZST), you are not able to claim for anything related to Typhoon Shanshan as it has become a known event under the terms and conditions of your policy.
- However, you are still covered for other unexpected events that might happen on your trip under the terms and conditions of your policy.

Indonesia: Earthquake

7 August 2018

A magnitude 7 earthquake occurred in eastern Lombok at 11.46pm Sunday 5 August (NZST). This earthquake has caused damage to thousands of buildings and triggered power cuts in some areas.

The airports on both Lombok and Bali are both operating, although there are some delays. Please check with your travel provider directly to confirm your travel plans.

This became a known event at **11.46pm Sunday 5 August 2018 (NZST)**.

Already purchased your policy?

- If you purchased your policy before 11.46pm Sunday 5 August and your travel is disrupted by this earthquake, you are able to make a claim. Please claim all related costs from your travel provider in the first instance.
- If you have not been disrupted by this earthquake and you choose to change your travel arrangements, you are not able to make a claim.

If you haven't yet purchased a policy:

- If you purchased your policy after 11.46pm Sunday 5 August, you are not able to claim for anything related to this earthquake as it has become a known event under the terms and conditions of your policy.
- However, you are still covered for other unexpected events that might happen on your trip under the terms and conditions of your policy.

For more information please see [Safe Travel's website](#).

Vanuatu: Manaro Vouli Volcano

31 July 2018

The Government of Vanuatu has issued a state of emergency and ordered the immediate compulsory evacuation of the population of Ambae to the neighbouring island of Maewo.

New Zealanders in Vanuatu are advised to follow the advice of the local authorities, including the evacuation order.

If your travel is disrupted by this event, we recommend you contact your airline or travel provider in the first instance.

For more information please see our initial advisory below, and [Safe Travel's website](#).

Indonesia: Earthquake

31 July 2018

A magnitude 6.4 earthquake occurred on the Indonesian island of Lombok at 12pm Sunday 29 July 2018 (NZST).

The earthquake has caused damage to buildings, roads and landslides which has resulted in some climbers being trapped on Mount Rinjani.

This became a known event at 12pm Sunday 29 July 2018 (NZST),

- If you purchased your policy before 12pm Sunday 29 July and your travel is disrupted by the earthquake, there is provision to claim.
- If you purchased your policy after 12pm Sunday 29 July and your travel is disrupted by the earthquake, there is no provision to claim.

Greece: Wildfires

31 July 2018

Major wildfires are currently impacting parts of Greece and a state of emergency has been declared in the Attica region around Athens.

At least 91 people have died in the fires and many people are still reported missing. New Zealanders in Greece are advised to follow the instructions of local authorities and monitor media to keep up to date with local developments.

This became a known event at 10.30am Tuesday 24 July 2018 (NZST),

- If you purchased your policy before 10.30am Tuesday 24 July and your travel is disrupted by the wildfires, there is provision to claim.
- If you purchased your policy after 10.30am Tuesday 24 July and your travel is disrupted by the wildfires, there is no provision to claim.

Japan, Taiwan & China: Typhoon Maria

11 July 2018

Typhoon Maria has made landfall in Japan as a Category 5 storm causing extensive flooding and landslides across the country. In some areas people have been evacuated and many are without power or homes.

The typhoon is expected to pass northern Taiwan on Wednesday 11 July (NZST) where schools have been closed and flights cancelled.

It is then expected to make landfall in eastern China where residents have been advised to evacuate due to the risk of storm surge flooding and landslides.

Many airports and railways in Japan, Taiwan and China have been affected by the typhoon. Please contact your travel provider directly to confirm your travel plans.

This became a known event at 10am Tuesday 10 July 2018 (NZST),

- If you purchased your policy before 10am Tuesday 10 July and your travel is disrupted by the typhoon, there is provision to claim.
- If you purchased your policy after 10am Tuesday 10 July and your travel is disrupted by the typhoon, there is no provision to claim.

Indonesia: Bali Mt Agung volcano

4 July 2018

There has been a marked increase in seismic activity from Mt Agung Volcano in Bali, Indonesia. Eruptions occurred in late June and early July 2018, and the potential for further activity remains.

Ash clouds have severely disrupted air travel in and out of Bali - Ngurah Rai (Bali) International Airport was closed overnight on 28 June 2018. Although it has now reopened, further ash clouds could cause airport closures and the cancellation of flights at short notice. The threat of further travel disruptions remains.

If your travel is disrupted by this event, we recommend you contact your airline or travel provider in the first instance.

For more information please see our initial advisory below, [Bali International Airport's website](#) and [Safe Travel's website](#).

Hawaii: Kilauea volcano

8 May 2018

Hawaii's Kilauea volcano erupted on Friday 4 May (NZST) and has caused 1500 residents to be evacuated from their homes on the island of Hawaii.

Flights to and from Honolulu International Airport have not been disrupted at this stage, and Hawaiian Airlines are permitting passengers travelling to Hilo or Kona airports between 3 May and 13 May to change their travel plans. Contact your airline directly to confirm your travel plans.

This became a known event at 6pm Friday 4 May (NZST),

- If you purchased your policy before 6pm Friday 4 May and your travel is disrupted by the eruption, there is provision to claim.
- If you purchased your policy after 6pm Friday 4 May and your travel is disrupted by the eruption, there is no provision to claim.

Tonga & Fiji: Cyclone Gita

14 February 2018

Tropical Cyclone Gita made landfall in Tonga as a Category 4 cyclone on 12 February 2018. It caused extensive flooding and damage to the region and is expected to hit Fiji on 14 February 2018.

The safety of our customers is always paramount, and if you have plans to travel to Tonga or Fiji we advise you watch the event closely. We recommend you visit the Ministry of Foreign Affairs Safe Travel website for regular updates on the situation:

<https://safetravel.govt.nz/news/tropical-cyclone-gita-tonga-and-fiji>

If you purchased a travel insurance policy before 3.00 pm (NZST) Monday 12 February 2018 there may be provision for you to claim for benefits provided by your Policy, subject to your policy's terms and conditions.

As Cyclone Gita is now a known event, if you purchased a travel insurance policy after 3.00 pm (NZST) Monday 12 February 2018 there is no cover for any expenses or claims relating to Cyclone Gita.

Bali: Mt Agung Volcano

27 November 2017

Mount Agung volcano on Bali has erupted and as at 27 November the National Disaster Management Authority for Indonesia have raised the volcanic alert level to 4 (on a 4 level scale).

The safety of our customers is always paramount, and if you have plans to travel to the Bali region we advise you watch the event closely. We recommend you visit the Ministry of Foreign Affairs Safe Travel website for regular updates on the situation:

<https://www.safetravel.govt.nz/news/indonesia-bali-mount-agung-volcano>

If you purchased your policy prior to Friday 22nd September 12:00pm (NZST), and

- you have to alter your pre-paid travel plans due to delays or cancellations relating to Mt Agung, there is provision for cover subject to the terms and conditions of your policy. Claims will be reviewed on a case-by-case basis.
- if you are currently overseas and your return to New Zealand is affected by delays or cancellations relating to Mt Agung, your policy will automatically extend until you are able to return.
- you have not yet departed New Zealand and your flights and accommodation are still operating and available, there would be no cover under your policy to alter your trip.

Customers who have bought travel insurance before 27 November at 12pm, not travelling to Bali but have had their travel disrupted due to Bali's Mount Agung Volcano volcanic eruption, we will consider these claims on a case by case basis. We recommend customers contact their travel providers in the first instance.

Vanuatu: Manaro Voui Volcano

26 September 2017

The Vanuatu Meteorology and Geo-hazards Department have raised the volcanic alert level for the Manaro Voui Volcano on Ambae Island, Vanuatu.

The safety of our customers is always paramount, and if you have plans to travel to Vanuatu we advise you watch the event closely. We recommend you visit the Ministry of Foreign Affairs Safe Travel website for regular updates on the situation:

<https://www.safetravel.govt.nz/news/vanuatu-volcano-alert-manaro-voui-volcano-ambae-island>

If you purchased your policy prior to **Tuesday 26 September 12:00pm (NZST)**, and you have to alter your pre-paid travel plans due to delays or cancellations relating to the Manaro Voui Volcano, there is provision for cover under the terms and conditions of your policy. Claims will be reviewed on a case-by-case basis.

If you are currently overseas and your return to New Zealand is affected by delays or cancellations relating to the Manaro Voui Volcano, your policy will automatically extend until you are able to return.

If you purchased your policy prior to **Tuesday 26 September 12:00pm (NZST)**, have not yet departed New Zealand and your flights and accommodation are still operating and available, there would be no cover under your policy to alter your trip.

If you purchased your policy after **Tuesday 26 September 12:00pm (NZST)**, there would be no cover under your policy relating to the Manaro Voui Volcano.

Caribbean: Hurricane Maria

20 September 2017

On 19 September 2017 Hurricane Maria made landfall as a Category 5 hurricane which may weaken to a Category 4 as it makes its way through the Caribbean region. For the latest information please check Safe Travels:

<https://safetravel.govt.nz/news/caribbean-hurricane-maria>

Mexico: earthquake

20 September 2017

A magnitude 7.1 earthquake has struck in the Mexican state of Puebla with localised damage and some reports of damage in Mexico City. This became a known event at 6:15 am (NZST) Wednesday 20 September 2017.

For the latest information please check Safe Travels:

<https://safetravel.govt.nz/news/mexico-71-magnitude-earthquake>

Caribbean: Hurricane Irma

6 September 2017

On 1 September 2017 Hurricane Irma is expected to bring severe winds to the Caribbean region. For the latest information please check Safe Travels:

<https://www.safetravel.govt.nz/news/caribbean-hurricane-irma>

South Asia: flooding

4 September 2017

Our thoughts are with the people of South Asia affected by the flooding on 30 August 2017.

For the latest information please check Safe Travel:

<https://safetravel.govt.nz/news/india-flooding-mumbai-and-surrounding-areas>