



# Important Information Regarding: Iceland Volcano Activity – Feb 2024

**Issued: 21/02/2024**

## Background

In November 2023, residents in the southwest of Iceland were being advised to prepare for a Volcanic eruption after authorities have noted an increase in activity where civil defence authorities have declared a state of emergency in the region.

Although it's not known where or when an eruption might occur, the impending eruption may cause significant impacts to travel where this would now be considered a known event.

After weeks of earthquake activity in the Fagradalsfjall area post-November 2023, a volcano in Grindavik, Iceland, erupted on Monday 18 December. The event led to further evacuations and warnings being issued by local authorities.

Whilst the Keflavik International Airport remained open, flights were reported to have been impacted. This event does have potential to cause mass disruption of flight paths in the EU region should the eruption lead to ash clouds.

If you have been directly affected by this event and need medical assistance, please call our 24 hour emergency assistance team immediately on +61 2 8907 5638. We further urge you to pay close attention to the local media and emergency services.

## Policy coverage:

There is no cover for claims arising from this event under your policy as this is no longer deemed an unforeseeable event.

If you decide to change your travel plans, we encourage you to speak with your travel agent or transport provider as soon as possible to minimise your out of pocket expenses.

## Important points regarding cover

- Your insurance policy does not cover you for events that had already occurred at the relevant time of your policy/trip
- Your insurance policy does not cover you for events that you knew were going to impact your travel at the relevant time of your policy/trip

## Important general advice

This information must be read in conjunction with the Product Disclosure Statement (PDS) as certain terms, conditions, limits, sub-limits and exclusions apply. These are detailed in the PDS and in particular we draw your attention to 'The Benefits', 'Policy Conditions' and 'General Exclusions' sections of the PDS.

## Contact us

If you are travelling and require travel or medical assistance, please contact our 24 hour emergency assistance team on +61 2 8907 5638.

For any general enquiries regarding the event please contact our Customer Service team on 1300 108 649 between 8am and 7pm Monday to Friday, 9am to 4pm Saturday and 10am to 3pm Sunday.