



Important Information Regarding: Russo-Ukrainian War – February 2024

Issued: 21 February 2024

Background

Since February 2022, Russian Military have been carrying out a military offensive in Ukraine which continues at the time of this advice.

Several countries have imposed sanctions against Russia due to this ongoing event. These sanctions may make it unsafe or impossible to travel to or from certain locations. Medical care may also be difficult to obtain in certain locations.

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:

Costs that are not covered by your policy

- There is no cover for claims arising as a result of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.
- There is no cover for claims arising from any government intervention, prohibition, sanction, regulation or restriction or court order.

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.