

Supplementary Product Disclosure Statement (SPDS) Number 2

Applies to policies issued on or after 9 December 2020

This SPDS:

- is issued by Zurich Australian Insurance Limited (ZAIL), ABN 13 000 296 640, AFSL 232507; and
- supplements and should be read together with the following Combined Financial Services Guide and Product Disclosure Statement (Combined FSG and PDS)
 - Air New Zealand AU Integrated NZ and South Pacific Combined FSG and PDS with effective date 19 June 2019; and
 - SPDS Number 1 with effective date 10 September 2020; and
- applies to all policies issued from 9 December 2020 under the Combined FSG and PDS.

Terms defined in the Combined FSG and PDS have the same meaning where used in this SPDS.

Cover is subject to the section benefit limits, cover chosen and cruise cover eligibility on the plan You have chosen.

This PDS is amended as follows:

SECTION: General Exclusions

Insert this additional wording at the end of the general exclusions:

We will not pay:

- any costs or expenses incurred if a government or public health authority mandatory quarantine or isolation order is imposed on You related to cross area, border, region or territory travel. This exclusion only applies to COVID-19 and applies regardless of You being diagnosed with COVID-19 or being directed by a local public health authority into a period of quarantine because they have classified You as having close contact with a person diagnosed with COVID-19.

Please refer to the General Exclusion in SPDS 1 which reads as follows:

We will not pay for:

- claims directly or indirectly arising from or caused by COVID-19, including the threat or perceived threat, of COVID-19.

Cover under this policy is extended to include claims arising from COVID-19 in the circumstances following under the policy Sections listed in this SPDS.

Please note:

- Some benefits only apply if You are travelling in Australia and New Zealand.
- This policy does not cover claims relating to government travel bans; “Do not travel” warnings; government directed border closure; or mandatory quarantine or self-isolation requirements related to cross area, border, region or territory travel.
- **Cruise Travel:** Some benefits do not apply to claims involving travel on a multi-night cruise.

Benefits that apply to all destinations

SECTION 1: Overseas Medical and Dental (including emergency repatriation/evacuation)

Insert this additional wording:

- **If You are diagnosed with COVID-19**

This section is extended to include cover if, during the Journey overseas, You are diagnosed with COVID-19. However, there is no cover if any part of Your Journey included travel on a multi-night cruise.

We will not pay for:

- claims directly or indirectly arising from COVID-19 if the country or part of the country You travelled to was subject to “Do not travel” advice on the [smartraveller.gov.au](https://www.smartraveller.gov.au) website at the time You entered the country or part of the country. (This exclusion only applies if the (or one of the) reason(s) for the advice was the presence of COVID-19). This exclusion will not apply if Your trip destination is Australia or New Zealand.

- claims caused by COVID-19 (or arising directly or indirectly from it) or the threat, or perceived threat, of COVID-19, if You have purchased the Cruise Cover (shown on Your Certificate of Insurance).

SECTION 2: Additional Expenses

Insert this additional wording:

If You Become Sick

- **Your quarantine or isolation due to COVID-19**

This section is extended to include cover if, during the Journey, You are diagnosed with COVID-19 by a qualified medical practitioner. However, there is no cover if any part of Your Journey included travel on a multi-night cruise.

We will not pay for:

- claims directly or indirectly arising from COVID-19 if the country or part of the country You travelled to was subject to “Do not travel” advice on the [smartraveller.gov.au](https://www.smartraveller.gov.au) website at the time You entered the country or part of the country. (This exclusion only applies if the (or one of the) reason(s) for the advice was the presence of COVID-19). This exclusion will not apply if Your trip destination is Australia or New Zealand.
- claims caused by COVID-19 (or arising directly or indirectly from it) or the threat, or perceived threat, of COVID-19, if any part of Your Journey included travel on a multi-night cruise.

If You Die

Insert this additional wording:

This section is extended to include cover if the cause of death is COVID-19.

We will not pay for:

- claims where the country or part of the country You travelled to was subject to “Do not travel” advice on the [smartraveller.gov.au](https://www.smartraveller.gov.au) website at the time You entered the country or part of the country. (This exclusion only applies if the (or one of the) reason(s) for the advice was the presence of COVID-19). This exclusion will not apply if Your trip destination is Australia or New Zealand.

- claims caused by COVID-19 (or arising directly or indirectly from it) or the threat, or perceived threat, of COVID-19, if any part of Your Journey included travel on a multi-night cruise.

If a Relative or Your business partner not travelling with You becomes sick

Insert this additional wording:

- **If Your non-travelling Relative or business partner residing in Australia or New Zealand becomes sick due to COVID-19**

This section is extended to include cover if Your non-travelling Relative or business partner who resides in Australia or New Zealand is diagnosed with COVID-19 and the treating doctor confirms in writing the level of infection is life threatening. You must obtain and provide Us with written evidence from the qualified medical practitioner and receipts. Exclusion 1 of 'We will not pay for claims (under 2.3 or 2.5) caused by' in this section will be waived in this event.

SECTION 3: Amendment Or Cancellation Costs

Insert this additional wording:

This section is extended to include claims related to COVID-19 for the following events outside Your control and unforeseeable at the Relevant Time:

- **If You are diagnosed with COVID-19 prior to departure**

If You cannot travel because You are diagnosed in Australia with COVID-19 by a qualified medical practitioner or are directed by a local public health authority in Australia into a period of quarantine because they have classified You as having close contact with a person diagnosed with COVID-19 (including if that person is Your travelling companion). Exclusion 17 of 'We will not pay for claims caused by' in this section will be waived in this event.

- **If Your non-travelling Relative or business partner residing in Australia or New Zealand becomes sick due to COVID-19**

If You need to amend or cancel Your Journey because Your non-travelling Relative or business partner who resides in Australia or New Zealand is diagnosed by a qualified medical practitioner with COVID-19 and the treating doctor confirms in writing the level of infection is life threatening. Exclusions 3 and 17 of ‘We will not pay for claims caused by’ in this section will be waived in this event.

- **If You are an essential health care worker whose leave is revoked**

If You are deemed an essential health care worker under Australia’s COVID-19 rules (i.e. a pharmacist, nurse, doctor, paramedic or other health care professional) and Your leave is revoked by Your employer due to COVID-19 related reasons and that means You can’t go on Your trip. A letter or email from Your employer is required to support a claim. Exclusions 12 and 17 of ‘We will not pay for claims caused by’ in this section will be waived in this event.

Insert this additional wording:

- **If You are diagnosed with COVID-19 on Your trip**

There is also cover under this section if You cannot continue Your trip because You are diagnosed with COVID-19 by a qualified medical practitioner. Exclusion 17 of ‘We will not pay for claims caused by’ of this section will be waived in this event. However, there is no cover if any part of Your Journey included travel on a multi-night cruise.

We will not pay for claims caused by:

- or directly or indirectly arising from You travelling to a country or part of a country, which was subject to “Do not travel” advice on the [smarttraveller.gov.au](https://www.smarttraveller.gov.au) website at the time You entered the country or part of the country. (This exclusion only applies if the (or one of the) reason(s) for the advice was the presence of COVID-19). This exclusion will not apply if Your trip destination is Australia or New Zealand.

Benefits that apply only for travel in Australia or New Zealand

SECTION 2: Additional Expenses

Other Circumstances

Insert this additional wording:

This section is extended to include cover for the following COVID-19 related circumstances.

- **If You are quarantined due to close contact of a COVID-19 case**

This section is extended to include cover if, during the Journey, You are directed by a local public health authority into a period of quarantine or isolation because they have classified You as having close contact with a person diagnosed with COVID-19 (including if that person is Your travelling companion). Exclusion 1 of 'We will not pay for claims (under 2.3 or 2.5) caused by' in this section will be waived in this event

However, there is no cover if any part of Your Journey included travel on a multi-night cruise.

- **If the person You were due to stay with in Australia or New Zealand has COVID-19**

If the person You were due to stay with in Australia or New Zealand is diagnosed by a qualified medical practitioner with COVID-19 or directed by a local public health authority into a period of quarantine because they are classified as having close contact with a person diagnosed with COVID-19 and You can no longer stay with them, and this was unforeseeable at the Relevant Time, We will pay up to \$150 per night for Additional accommodation expenses that You incur for alternative accommodation.

Exclusion 1 of 'We will not pay for claims (under 2.3 or 2.5) caused by' in this section will be waived in this event.

You must obtain and provide Us with written evidence from the qualified medical practitioner or relevant local authority (as applicable), evidence of Your original accommodation arrangements and receipts for the new accommodation.

- **If Your prepaid accommodation in Australia or New Zealand is shut down**

If, after the Relevant Time, the prepaid accommodation You had planned to stay at in Australia or New Zealand is shut down or closed due to a COVID-19 outbreak on the premises and hygiene measures are required, which was unforeseeable at the Relevant Time, We will pay Additional expenses (in the same class as originally booked) that You incur for alternative accommodation. Exclusion 1 of 'We will not pay for claims caused by' in this section will be waived in this event.

A letter or email from the accommodation provider and receipts are required to support a claim.

We will not pay for claims caused by:

- COVID-19 (or arising directly or indirectly from it) when You are travelling to any country other than Australia or New Zealand.

SECTION 3: Amendment Or Cancellation Costs

Insert this additional wording:

This section is extended to include cover for the following COVID-19 related circumstances.

What is covered

- **If the person You were due to stay with in Australia or New Zealand has COVID-19**

If the person You were due to stay with in Australia or New Zealand is diagnosed by a qualified medical practitioner with COVID-19 or directed by a local public health authority into a period of quarantine because they are classified as having close contact with a person diagnosed with COVID-19 and You can no longer stay with them, and this was unforeseeable at the Relevant Time, We will pay up to \$150 per night for Additional accommodation expenses that You incur for alternative accommodation.

You must obtain and provide Us with written evidence from the qualified medical practitioner or relevant local authority (as applicable), evidence of Your original accommodation arrangements and receipts for the new accommodation. Exclusions 3 and 17 of 'We will not pay for claims caused by' in this section will be waived in this event.

- **If Your prepaid accommodation in Australia or New Zealand is shut down**

If the prepaid accommodation You had planned to stay at in Australia or New Zealand is shut down or closed due to a COVID-19 outbreak on the premises and hygiene measures are required. A letter or email from the accommodation provider is required to support a claim. Exclusions 10 and 17 of 'We will not pay for claims caused by' in this section will be waived in this event.

- **If Your prepaid holiday activity in Australia or New Zealand is closed**

If the destination activity venue in Australia or New Zealand (e.g. ski venue, theme park or cooking school) is closed due to a COVID-19 outbreak on the premises You can claim a refund on the unused, prepaid, non-refundable tickets. A letter or email from the operator is required to support a claim. Exclusion 17 of 'We will not pay for claims caused by' in this section will be waived in this event.

We will not pay for claims caused by:

- COVID-19 (or arising directly or indirectly from it) when You are travelling to any country other than Australia or New Zealand.

SECTION 7: Travel Delay

Insert this additional wording:

If Your trip destination is Australia or New Zealand this section is extended to include cover for COVID-19 related temporary delays that were unforeseeable and outside Your control. Exclusion 2 of 'We will not pay for claims' in this section will be waived in this event.

However, there is no cover if Your cruise is affected by COVID-19.

We will not pay claims:

- caused by COVID-19 (or arising directly or indirectly from it) when You are travelling to any country other than Australia or New Zealand.
- caused by a multi-night cruise being affected by COVID-19 (or arising directly or indirectly from it) or the threat, or perceived threat, of COVID-19.

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Travel warning or travel ban

Please note: This policy does not cover claims relating to government-issued travel bans; “Do not travel” warnings; government directed border closures; or mandatory quarantine or self-isolation requirements related to cross area, border, region or territory travel.

Supplementary Product Disclosure Statement (SPDS)

This SPDS:

- is issued by Zurich Australian Insurance Limited (ZAIL), ABN 13 000 296 640, AFSL 232507; and
- supplements the following Combined Financial Services Guide and Product Disclosure Statement (Combined FSG and PDS),

and should be read together with the following Combined FSG and PDS:

- Air New Zealand AU Integrated NZ and South Pacific PDS with effective date 19 June 2019.

This SPDS applies to all policies issued on or after 10 September 2020 under a Combined FSG and PDS.

Terms defined in the Combined FSG and PDS have the same meaning where used in this SPDS.

The PDS is amended as follows:

Please refer to the General Exclusions section

Insert the following new exclusion at the end of the general exclusions. This exclusion applies to all sections of the policy.

We will not pay for:

- claims directly or indirectly arising from or caused by COVID-19, including the threat or perceived threat, of COVID-19.

New Zealand and South Pacific Travel Insurance

Combined Financial Services Guide and Product Disclosure Statement | Effective 19 June 2019

The insurer of this product is Zurich Australian Insurance Limited (ZAIL), ABN 13 000 296 640, AFS Licence Number 232507.

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Part 2: Benefits table and excess

This is a summary of the benefits. Please refer to the Policy wording section (Part 7) for full details of the cover provided. Importantly, please note that conditions, exclusions, limits and sub-limits apply.

Policy benefits		NZ and South Pacific Plan Maximum benefit limits (per adult)	Summary of the benefits
1	Overseas medical and dental expenses – Emergency dental	\$200,000* \$2,000*	Cover for overseas hospital, medical, surgical, nursing, ambulance and emergency dental expenses. Cover will not exceed 12 months from onset.
2	Additional expenses	\$200,000*	Cover for Additional accommodation and transportation expenses as a result of certain events including sickness, natural disasters, loss of travel documents and strikes. Sub-limits apply.
3	Amendment or cancellation costs	\$10,000*	Cover if the Journey has to be rearranged or cancelled due to an unforeseeable circumstance outside Your control e.g. illness, accident or extreme weather conditions.
4	Luggage and personal effects	\$5,000	Cover for loss, theft or damage to Your luggage. Item limits apply.
5	Delayed luggage allowance	\$600	Cover for the cost of essential emergency purchases overseas if all Your luggage is delayed by a Transport Provider for more than 12 hours.
6	Rental Car insurance excess	\$3,000	Cover for the excess You become liable to pay as a result of damage to, or theft of, a Rental Car.
7	Travel delay	\$1,000	Cover for Additional accommodation expenses if Your scheduled transport is delayed for more than 6 hours.
8	Personal liability	\$1,000,000	Cover for legal liability if Your negligent act causes Injury or damage to property of other persons.
	Excess	\$100	

*Claims arising directly or indirectly from, or exacerbated by, Your Existing Medical Conditions or known pregnancy are limited to a maximum collective liability of \$5,000 for all claims combined under Sections 1, 2 and 3. See Travel and health (Part 4, page 3) for details.

Product Disclosure Statement

Part 1: About this cover

This policy is available to residents of Australia 69 years of age or less travelling from Australia to New Zealand or the South Pacific.

Contact us

If you have any questions regarding this policy or wish to discuss alternative cover options if this policy is not suitable please call Air New Zealand on 13 24 76 or Cover-More on 1300 728 016 for additional assistance.

The purpose of the Product Disclosure Statement (PDS)

The PDS provides information to help You understand this travel insurance policy, compare cover and make an informed decision about whether to buy a policy. Please read the PDS carefully to ensure it provides the cover you need. If You have any questions please contact Us.

The PDS details:

- the benefits – read these together with the options to vary cover;
- requirements if You have an Existing Medical Condition or are pregnant;
- obligations in relation to Your duty of disclosure;
- definitions of 'words with special meaning' where they are used in the policy; and
- what is and isn't covered.

When You purchase a policy, keep a copy of this PDS and the Certificate of Insurance We'll give You in a safe place for future reference.

Part 3: Policy inclusions

Activities included in Your cover

We know that not all travellers enjoy the same activities whilst travelling so We have a comprehensive list of activities which are covered while You are on Your Journey.

This policy automatically covers:

- Abseiling
- Archery
- Ballooning
- Bungy Jumping
- Flying Fox
- Horse Riding
- Jet Boating
- Jet Skiing
- Kayaking
- Paragliding
- Parasailing
- Skydiving
- Snorkelling
- Surfing
- White Water Rafting
- Working Holidays

Your participation in any of the activities listed is subject to the terms of cover and in particular General exclusion 28 on page 14 and Section 8 Personal liability exclusions 3 and 4 on page 13.

Motorcycle/moped riding

You may wish to hire a motorcycle (including a moped) as the driver or a pillion passenger during Your Journey. If You choose to do so You will only be covered if:

- while in control of a motorcycle or moped You hold a valid Australian motorcycle rider's licence or Australian motor vehicle driver's licence, and You hold a licence valid in the relevant country;
- whilst You are a pillion passenger the driver must hold a licence valid in the relevant country;
- the engine capacity is 200cc or less;
- You are wearing a helmet;
- You are not participating in a Professional capacity;
- You are not racing; and
- You are not participating in motocross.

Note: No cover will apply under Section 8 Personal Liability. This means You are responsible to pay costs associated with damage to the motorcycle, moped or property or injury to another person.

Snow skiing, snowboarding or snowmobiling

If You wish to be covered for these activities during Your Journey You will only be covered if:

- You are skiing or snowboarding On-Piste;
- You are not racing; and
- You are not participating in a Professional capacity.

Note: For more information on activities not covered under the ordinary terms of cover, refer to General exclusions on pages 13-14.

Extending Your Journey

If You are travelling and wish to be insured for longer than the original period shown on Your original Certificate of Insurance, You need to purchase a new policy by calling or emailing Your travel consultant or Cover-More prior to the expiry date. It is not an extension of the previous policy. Your Certificate of Insurance will be adjusted with the new dates.

Please note:

- Should a medical condition present itself before the new policy is issued, it may be considered an Existing Medical Condition under a new policy. Therefore, it may not be covered by the new policy. Purchasing a longer duration up front may avoid this risk.
- Restrictions on the duration of the new policy may apply. For example, the maximum overall period for Worldwide cover is 12 months in total.
- If You can't return Home on Your original date due to an unforeseeable circumstance outside Your control, the policy will automatically extend. See policy condition 10 Free extension of insurance on page 9 for details.

Note: Restrictions on durations may apply.

Money back guarantee

You can cancel or change Your policy at any time before You leave Home. If You cancel this policy for any reason within the cooling off period which is within 14 calendar days of the date of purchase, We will give You Your money back.

Our money back guarantee ensures a refund of the entire premium unless You have already:

- made a claim under the policy; or
- departed on Your Journey.

If You wish to cancel Your policy and receive a full refund, please contact the providing entity within the cooling off period.

Part 4: Travel and health

Existing Medical Conditions

This policy provides limited cover for claims arising from, or exacerbated by, Your Existing Medical Condition.

If You have an Existing Medical Condition You may purchase this policy, however, the maximum amount covered under Sections 1, 2 and 3 combined is \$5,000 subject to the following requirements:

- Your condition(s) does not require oxygen;
- You are not currently awaiting surgery, treatment or procedures;
- Your condition(s) does not relate to drug or alcohol dependency;
- You are not travelling to seek medical treatment or review;
- You did not book, and are not travelling against, the advice of a qualified medical practitioner; or
- the claim does not arise from anxiety, depression, mental or nervous disorders.

There is no cover under any Section of the policy or for claims arising from, or exacerbated by, an Existing Medical Condition of a Relative, Your business partner or any other person.

“Existing Medical Condition” means a disease, illness, medical or dental condition or physical defect that at the Relevant Time meets any one of the following:

- a) has required an emergency department visit, hospitalisation or day surgery procedure within the last two years;
- b) requires
 - (i) prescription medication from a qualified medical practitioner or dentist;
 - (ii) regular review or check-ups;
 - (iii) ongoing medication for treatment or risk factor control;
 - (iv) consultation with a specialist;
- c) has
 - (i) been medically documented involving the brain, circulatory system, heart, kidneys, liver, respiratory system or cancer;
 - (ii) required surgery involving the abdomen, back, joints or spine;
 - (iii) shown symptoms or signs however, a medical opinion or investigation has not been sought to confirm or provide a diagnosis; or
- d) is
 - (i) chronic or ongoing (whether chronic or otherwise) and medically documented;
 - (ii) under investigation;
 - (iii) pending diagnosis; or
 - (iv) pending test results.

“Relevant Time” means the time of issue of the policy.

If You are unsure whether You have an Existing Medical Condition, please call Cover-More on 1300 728 016 for assistance.

Pregnancy

If You are aware of the pregnancy at the Relevant Time, You may purchase this policy however, the maximum amount covered under Sections 1, 2 and 3 combined is \$5,000 and is subject to the requirements shown below:

- there have been no complications with this pregnancy or any previous pregnancy;
- it is not a multiple pregnancy e.g. twins or triplets; or
- the conception was not medically assisted e.g. using assisted fertility treatment including hormone therapy and IVF.

Pregnancy restrictions

Whether or not You were aware of the pregnancy at the Relevant Time, the following restrictions apply:

- Cover is only provided for serious, unexpected pregnancy complications that occur up until the 24th week of pregnancy i.e. up to 23 weeks, 6 days. Gestational age is measured in weeks and days and is calculated from the last known date of Your menstrual period or calculated from staging ultrasound.
- Childbirth is not covered.
- Costs relating to the health or care of a newborn child are not covered, irrespective of the stage of pregnancy when the child is born.

What does this mean?

Expectant mothers should consider if Our products are right for them when travelling after 20 weeks gestation as costs for childbirth and neonatal care overseas can be expensive.

Part 5: 24 hour emergency assistance and claims

24 hour emergency assistance

All policyholders have access to Our emergency assistance team when travelling. 24 hours a day, 365 days a year, Our team of doctors, nurses, case managers and travel agents provide the following services:

Help to find a medical facility and monitor Your medical care

Paying bills – Becoming ill overseas can be very expensive so those significant medical expenses can be paid by Us directly to the hospital if Your claim is approved.

Keeping You travelling or getting You Home – Our team can decide if and when it is appropriate to move You or bring You Home and will coordinate the entire exercise.

Help if passports, travel documents or credit cards are lost – If You need assistance in contacting the issuer of the document, Our emergency assistance team can help.

Help to change travel plans – If Your travel consultant is not available to assist with rescheduling in an emergency, Our team can help.

Certain services are subject to Your claim being approved.

You must phone Our emergency assistance team as soon as possible if You are admitted to hospital or if You anticipate Your medical or related expenses will exceed \$500.

When You call, please have the following information:

- Your policy number
- a phone number to call You back on

Please call DIRECT and TOLL FREE from:

USA/Canada 1855 306 9807 **UK** 0800 151 0144

NZ 0800 167 011

Charges may apply if calling from a pay phone or mobile phone.

From all other countries or if You experience difficulties with the numbers above:

Call direct: +61 2 8907 5597

Fax +61 2 9954 6250

Claims

How to make a claim

Complete an online claim

Visit claims.covermore.com.au/AirNZ and follow the prompts; or

Fill in a claim form

Download, print and complete a claim form from airnewzealand.com.au/travel-insurance.

Add receipts and other supporting documents

Follow the checklist for the supporting documents You need to send Us with Your completed claim.

Submit the claim online or post it

Upload Your scanned documents and submit the claim online; or

Post the completed claim form and original supporting documents to:

Air New Zealand Travel Claims
C/o Cover-More Insurance Services
Private Bag 913, North Sydney NSW 2059 Australia

For additional assistance call Cover-More on 1300 728 016 (+61 2 8907 5075) or email airnz@covermore.com.au.

When will I hear back about the claim?

We try to process claims as quickly as possible.

We may approve and settle, investigate or decline the claim or request further information. In any case, You will hear back within 10 working days from the time We receive Your claim or each time we receive further information on it.

When You book a trip, You expect to be going on it.

Travel insurance is designed to protect You from the unforeseen and the unexpected.

Sometimes things happen before You even depart—unavoidable things that mean You need to amend or even cancel Your trip.

And because We believe that travel insurance policies should be clear and readily understood, here are some general points on how to make sure You can provide Us with the documents We require if You need to cancel Your trip and make a claim for cancellation or early return costs.

For all health related claims, We will always need the patient's usual GP to complete Our claim form medical certificate and certify unfitness to travel or the need to look after someone.

For a new mental health condition, in addition to the above, referral to and a diagnosis made by a Registered Psychologist or Psychiatrist is required. We're not saying the GP can't be the first port-of-call but We need specialist certification of unfitness to travel or the need to look after someone. It's the same type of thing as having a heart condition where the GP would refer to a heart specialist.

Part 6: Important information

Who is the insurer?

The insurer of this product is Zurich Australian Insurance Limited (ZAIL), ABN 13 000 296 640, AFS Licence Number 232507.

ZAIL is part of the Zurich Insurance Group, a leading multi-line insurer that serves its customers in global and local markets. Zurich provides a wide range of general insurance and life insurance products and services in more than 210 countries and territories. Zurich's customers include individuals, small businesses, and mid-sized and large companies, including multinational corporations. ZAIL's contact details are:

Mail: Zurich Australian Insurance Limited
PO Box 677, North Sydney NSW 2059

The Financial Claims Scheme

If the insurer becomes insolvent, You may be entitled to payment under the Financial Claims Scheme (FCS). Access to the scheme is subject to eligibility criteria. Please visit www.fcs.gov.au for information.

Who is Cover-More and the providing entity?

Cover-More Insurance Services Pty Ltd ABN 95 003 114 145, AFSL 241713 (Cover-More) administers the policy (including customer service, medical assessments and claims management) and will usually arrange for the issue of the insurance, either directly or through the appointment of authorised representatives. The person who provides You with this PDS is the providing entity. The capacity in which they act is displayed in the Financial Services Guide on page 15 of this booklet.

Who is Air New Zealand?

Air New Zealand Ltd, its employees and call centre staff, arrange the issue of the insurance to You as an authorised representative of Cover-More, on behalf of the insurer.

When and how benefits are provided

The benefits for which You are insured under this policy are payable:

- when an insured event occurs during the Period Of Insurance causing You to suffer loss or damage or incur legal liability; and
- Your claim is accepted by Us.

After calculating the amount payable We will either:

- pay for specified Additional expenses;
- pay the person or provider to whom You are legally liable;
- pay the cash value, repair cost or arrange replacement of Your personal items (after deducting reasonable depreciation where applicable); or
- pay You.

Additional policy information

The insurance We offer You is set out in the PDS and Policy wording. It is important that You are aware of the:

- limits on the cover provided and the amounts We will pay You (including any excess that applies);
- Words with special meaning found in the Policy wording on pages 7-8;
- maximum benefit limits shown in the benefits table on page 1; and
- Policy conditions and General exclusions found in the Policy wording on pages 13-14.

Change of terms and conditions

From time to time and where permitted by law, We may change parts of the Combined FSG/PDS. We will issue You with a new Combined FSG/PDS or a Supplementary FSG or PDS or other compliant document to update the relevant information except in limited cases. Any updates which are not materially adverse to You from the view of a reasonable person deciding whether to buy this insurance, may be found on www.insurance.airnewzealand.com.au. You can obtain a paper copy of any updated information without charge by calling 1300 728 016.

Your duty of disclosure

Before You enter into this contract of insurance, You have a duty of disclosure under the Insurance Contracts Act 1984 (Cth). The duty applies until (as applicable) We first enter into the policy with You, or We agree to a variation, extension or reinstatement with You.

Answering Our questions

In all cases, if We ask You questions that are relevant to Our decision to insure You and on what terms, You must tell Us anything that You know and that a reasonable person in the circumstances would include in answering the questions.

It is important that You understand You are answering Our questions in this way for Yourself and anyone else that You want to be covered by the contract.

Variations, extensions and reinstatements

For variations, extensions and reinstatements You have a broader duty to tell Us anything that You know, or could reasonably be expected to know, may affect Our decision to insure You and on what terms.

If You do not tell Us something

If You do not tell Us anything You are required to tell Us, We may cancel Your contract or reduce the amount We will pay You if You make a claim, or both. If Your failure to tell Us is fraudulent, We may refuse to pay a claim and treat the contract as if it never existed.

General Insurance Code of Practice

We are signatories to the General Insurance Code of Practice (Code), which was developed by the Insurance Council of Australia to further raise standards of practice and service across the insurance industry. To obtain more information on the Code and the rights You may have under it please contact us or visit codeofpractice.com.au.

The amount You pay for this insurance

The amount We charge You for this insurance policy is the total amount of the premium that We calculate to cover the risk and any relevant government charges (such as Goods and Services Tax (GST) and stamp duty). These amounts add up to the total amount You must pay.

Once the policy is issued Your total premium and any relevant government charges are shown on the Certificate of Insurance.

If You change Your policy in any way You may be entitled to a partial premium refund or be required to pay an additional amount.

Cancelling Your Policy

If You cancel Your policy within a cooling-off period of 14 calendar days after You are issued Your Certificate of Insurance, You will be given a full refund of the premium You paid, provided You have not started Your Journey or You do not want to make a claim or exercise any other right under Your cover.

After this period You can still cancel Your policy. We will refund to You a proportion of the premium for the unexpired period of cover (less any non-refundable government charges and taxes that We have paid and are not recoverable). You are not entitled to a refund if You have started Your Journey, You want to make a claim, or exercise any other right under Your cover.

To cancel Your cover please contact Cover-More by calling 1300 728 016 (within Australia) or +61 2 8907 5597 (from overseas), or email airnz@covermore.com.au.

How various factors affect the Amount Payable

We consider a number of factors in calculating the total Amount Payable. The following is a guide on these key factors, how they combine and how they may impact the assessment of risk and therefore Your premium.

- Area – higher risk areas cost more.
- Departure date and trip duration – the longer the period until You depart and the longer Your trip duration, the higher the cost may be.
- Age – higher risk age groups cost more.
- Plan – an International Plan, which provides more cover, costs more than a Domestic Plan.
- Excess – the higher the excess the lower the cost.
- Extra cover options (where available) – additional premium may apply.

We respect Your privacy

In this Privacy Notice the use of “we”, “our” or “us” means Cover-More and the insurer, unless specified otherwise.

Why Your personal information is collected

We collect Your personal information (including sensitive information) for the purposes of:

- identifying You and conducting necessary checks;
- determining what services or products we can provide to You and/or others;
- issuing, managing and administering services and products provided to You and/or others including claims investigation, handling and payment; and
- improving services and products e.g. training and development of representatives, product and service research, data analysis and business strategy development.

Cover-More also collects Your personal information for the purpose of providing special offers of other services and products that might be of interest to You.

How Your personal information is collected

We may collect Your personal information through websites from data You, or Your travel consultant, input directly or through cookies and other web analytic tools, via email, by fax, by telephone or in writing.

We collect personal information directly from You unless:

- You have consented to collection from someone else;
- it is unreasonable or impracticable for us to do so; or
- the law permits us to collect from someone else.

We also collect additional personal information from other third parties to provide You with our services and products.

If You provide personal information to us about another person You must only do so with their consent and agree to make them aware of this Privacy Notice.

Who we disclose Your personal information to

We may disclose Your personal information to other parties and service providers for the purposes noted above.

The other parties and service providers include:

- insurers and reinsurers;
- medical providers, travel providers and Your travel consultant;
- our lawyers and other professional advisers;
- our related companies and other representatives or contractors who we have hired to provide services or to monitor the services provided by us or our agents, our products or operations; and/or
- other parties we may be able to claim or recover against or other parties where permitted or required by law.

Additional parties and service providers are detailed in the Cover-More Privacy Policy and the insurer's Privacy Statement. The contractual arrangements that we have in place with these parties and service providers generally include an obligation for them to comply with Australian privacy laws.

We may need to disclose personal information about You to other parties and service providers, some of whom may be located in overseas countries. Who they are may change from time to time.

Generally these recipients will be located in the overseas countries You travelled to over the duration of Your policy and Your claim. These recipients would usually be service providers, such as medical providers, providers of travel related services, investigators, assessors and facilitators or our related entities that carry out services on our behalf in relation to Your policy and Your claim. Further details of these types of recipients are set out in the Cover-More Privacy Policy and the insurer's Privacy Statement.

We may not always be able to take reasonable steps to ensure that these recipients comply with the Privacy Act. Some of the countries where these recipients are based may not offer the same protection or obligations that are offered by the Act in Australia. By acquiring the services and products from us You agree that You may not be able to seek redress under the Act, or from us and/or from the recipients in overseas countries, or to the extent permitted by law.

You and any other traveller included on the policy consent to these uses and disclosures unless You tell Cover-More, using the contact details following.

Your choices

If You choose not to provide Your personal information and/or choose not to consent and/or withdraw Your consent to the use and disclosure of Your personal information set out in this Privacy Notice at any stage, we may not be able to provide our services or products or manage and administer services and products to You and/or others.

If You wish to withdraw Your consent including for things such as receiving information on products and offers or Your travel consultant receiving personal information about Your policy and coverage, please contact Cover-More on 1300 728 016.

More information

For more information about how Your personal information is collected, used or disclosed, how to access or seek correction to Your personal information or how to make a complaint and how such a complaint will be handled, please contact us or refer to the relevant website.

Cover-More Privacy Officer

Cover-More Insurance Services Pty Ltd

Mail: Private Bag 913, North Sydney NSW 2059 Australia

Email: privacy.officer@covermore.com.au

Call: 1300 728 016

Website: www.covermore.com.au/covermore_privacy_policy

ZAIL Privacy Officer

Zurich Australian Insurance Limited

Mail: PO Box 677, North Sydney NSW 2059

Email: privacy.officer@zurich.com.au

Call: 132 687

Website: www.zurich.com.au/important-information/privacy

Resolving complaints

We and Cover-More are committed to resolving any complaint or dispute fairly.

If You think we have let You down in any way, or our service is not what You expect (even if through one of our representatives), please let us know. We will put You in contact with someone who can help to resolve the complaint. You can talk over the phone, email or write:

- Call Cover-More on 1300 728 016
- Write to the Customer Relations Manager

Mail: Private Bag 913, North Sydney NSW 2059

Email: airnz@covermore.com.au

We will attempt to resolve the matter in accordance with our Internal Dispute Resolution process. To obtain a copy of our procedures, please contact us.

A dispute can be referred to the Australian Financial Complaints Authority (AFCA), subject to the AFCA Rules.

Its services are independent and free to You and We are bound by determinations made by it in accordance with its terms of reference.

Australian Financial Complaints Authority

Call: 1800 931 678

Mail: GPO Box 3, Melbourne VIC 3001

Email: info@afca.org.au

Website: afca.org.au

Part 7: Policy wording

The benefits described in this Policy wording should be read in conjunction with Policy inclusions (Part 3, page 2), Travel and health (Part 4, page 3), Your duty of disclosure (Part 6, page 5), Words with special meanings (Part 7, pages 7-8), Policy conditions (Part 7, pages 8-9) and General exclusions (Part 7, pages 13-14).

THE POLICY IS NOT VALID UNLESS THE CERTIFICATE OF INSURANCE IS ISSUED TO YOU.

We will give You the insurance cover described in the policy in return for receiving the total Amount Payable.

It is a condition of the policy that:

- You are not aware of any circumstance which is likely to give rise to a claim;
- You are 69 years of age or less at the Relevant Time; and
- You are a resident of Australia and will be returning Home at the completion of the Period Of Insurance.

Words with special meaning

In this PDS the following words have the meanings shown below. The use of the singular shall also include the use of the plural and vice versa.

“We”, “Our”, “Us” means Zurich Australian Insurance Limited (ZAIL).

“You”, “Your”, “Yourself” means the people listed as adults on the Certificate of Insurance and includes Accompanied Children. Where more than one person is listed as an adult on the Certificate of Insurance all benefits, limitations, conditions and exclusions will be interpreted as if a separate policy was issued to each of the persons listed as an adult other than:

- a) in the event a claim arising from the one event is made, an excess (if applicable) will only be applied once;
- b) in the case of luggage item limits which shall be as per a single policy.

In respect of organised groups, each child not travelling with their usual guardian must purchase a separate policy.

“Accompanied Children” means Your children or grandchildren who are identified on the Certificate of Insurance and travelling with You on the Journey, provided they are under the age of 12 years.

“Act Of Terrorism” means an act including, but not limited to, the use of force or violence, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), which from its nature or context is done for, or in connection with, political, religious, ideological, ethnic or similar purposes or reasons, including the intention to influence any government and/or to put the public, or any section of the public, in fear.

“Additional” means the cost of the accommodation or transport You actually use less the cost of the accommodation or transport You expected to use had the Journey proceeded as planned.

“Amount Payable” means the total amount payable shown on Your Certificate of Insurance.

“Concealed Storage Compartment” means a boot, trunk, glove box, enclosed centre console, or concealed cargo area of a motor vehicle.

“Disabling Injury, Sickness or Disease” means a disabling injury, sickness or disease which first shows itself during the Period Of Insurance and which requires immediate treatment by a qualified medical practitioner or dentist.

“Epidemic” means a fast-spreading contagious or infectious disease or illness in an area as documented by a recognised public health authority.

“Existing Medical Condition” means a disease, illness, medical or dental condition or physical defect that at the Relevant Time meets any one of the following:

- a) has required an emergency department visit, hospitalisation or day surgery procedure within the last two years;
- b) requires
 - (i) prescription medication from a qualified medical practitioner or dentist;
 - (ii) regular review or check-ups;
 - (iii) ongoing medication for treatment or risk factor control;
 - (iv) consultation with a specialist;
- c) has
 - (i) been medically documented involving the brain, circulatory system, heart, kidneys, liver, respiratory system or cancer;
 - (ii) required surgery involving the abdomen, back, joints or spine;
 - (iii) shown symptoms or signs however, a medical opinion or investigation has not been sought to confirm or provide a diagnosis; or
- d) is
 - (i) chronic or ongoing (whether chronic or otherwise) and medically documented;
 - (ii) under investigation;
 - (iii) pending diagnosis; or
 - (iv) pending test results.

“Home” means Your usual place of residence in Australia.

“Injury” means a bodily injury that is caused solely and directly by violent, accidental, visible and external means (not caused by a sickness or disease).

“Insolvency” means bankruptcy, provisional liquidation, liquidation, insolvency, appointment of a receiver or administrator, entry into a scheme of arrangement, statutory protection, presentation of a petition for the compulsory winding up of, stopping the payment of debts or the happening of anything of a similar nature under the laws of any jurisdiction.

“International Waters” means waters outside the jurisdiction territory of any country.

“Journey” means the period commencing at the time You leave Home and ceasing at the time You return Home.

“On-Piste” means on a marked trail or slope prepared for the purpose of skiing or snowboarding within the boundary of the ski field or ski resort and used in accordance with any regulations published by the ski field or ski resort.

“Pandemic” means an Epidemic that is expected to affect an unusually large number of people or involves an extensive geographic area.

“Period Of Insurance” means from the time You commence the Journey or the travel start date shown on Your Certificate of Insurance (whichever is later) until the time You complete the Journey or the travel end date shown on Your Certificate of Insurance (whichever is the earlier).

Cover under Section 3 begins from the time the policy is issued. The dates on Your Certificate of Insurance can only be changed with Our consent.

“Professional” means undertaking any activity for which You receive sponsorship, scholarships and/or financial payment (or for which You are eligible to receive) from another person or party regardless of whether or not You are a professional sports person.

“Public Place” means any place the public has access to including but not limited to airports, beaches, hotel foyers and grounds, ports, private car parks, restaurants, shops and streets.

“Registered Psychologist or Psychiatrist” means a psychologist or psychiatrist registered with and accredited by the Australian Health Practitioner Regulation Agency (AHPRA). Or, if You are overseas, an equivalent regulatory body that governs psychologists and psychiatrists in the jurisdiction in which You seek medical assistance.

“Relative” means a person who is Your spouse, de facto; parent, parent-in-law, stepparent, guardian; grandparent; child, foster child, grandchild; brother, brother-in-law, half-brother, stepbrother, sister, sister-in-law, half-sister, stepsister; daughter, daughter-in-law, stepdaughter, son, son-in-law, stepson; fiancé, fiancée; first cousin; uncle, aunt; or niece, nephew.

“Relevant Time” means the time of issue of the policy.

“Rental Car” means a rented sedan, campervan, motorhome or people mover that each does not exceed 4.5 tonnes; hatchback or station-wagon (including 4WDs) rented from a licensed motor vehicle rental company.

“Terminal Illness” means a medical condition for which a terminal prognosis has been given by a qualified medical practitioner and which is likely to result in death.

“Transport Provider” means a properly licensed coach operator, airline, shipping line or railway company.

“Valuables” means articles made of or containing gold, silver or precious metals; binoculars; jewellery; mobile phones; photographic, audio, video, tablet computer, computer and electrical equipment of any kind (including but not limited to devices such as drones, computer games, portable navigation equipment or media); precious stones; smart phones; telescopes and watches.

Policy conditions

1. Excess

The excess is the first amount of a claim which We will not pay for. It is Your contribution to Your claim if it is approved by Us. The excess applies per event i.e. If You fall over and need medical treatment, and smashed Your smart phone in the fall, the excess will be deducted once.

The excess, if applicable, applies to any claim arising from a separate event in respect of Sections 1, 2, 3, 4 and 5 of the policy only. The excess is the amount shown on Your Certificate of Insurance.

2. Sections of the policy applicable to each Plan

All Sections of the policy apply.

3. Limits of liability

The limits of Our liability for each Section of the policy are the amounts shown in the relevant table for the Plan selected except where We have notified You in writing of different limits.

4. Claims

- a) The loss or theft of luggage, personal effects, travel documents or money must be reported within 24 hours to the police and (where applicable) the responsible Transport Provider and a written report must be obtained at that time.
- b) If You are admitted to hospital or You anticipate Your medical expenses and Additional expenses are likely to exceed \$500 You must phone the emergency assistance number as soon as physically possible.
- c) You must take all reasonable steps to prevent or minimise a claim.
- d) You must not make any offer, promise of payment or admit any liability without Our written consent.
- e) You must advise Us of any claim or occurrence which may give rise to a claim as soon as possible and within 60 days of the return date shown on Your Certificate of Insurance by sending a completed claim form.
- f) You must at Your own expense, supply any documents in support of Your claim which We may request, such as an original police report, a Property Irregularity Report (PIR), receipts, valuations, a repair quote, a death certificate and/or medical certificate.
- g) You must co-operate fully in the assessment or investigation of Your claim.
- h) If You make or try to make a false, exaggerated or fraudulent claim or use any false, exaggerated or fraudulent means in trying to make a claim, We will not pay Your claim, Your cover under this policy will be voided (without any return of the amount You have paid), We may report You to the appropriate authorities and You may be prosecuted.
- i) If We agree to pay a claim under Your policy We will base any claim payment on the GST inclusive costs (up to the relevant limits of liability). However, We will reduce any claim payment by any input tax credit You are, or would be, entitled to for the repair or replacement of insured property or for other things covered by this policy.
- j) We will be entitled, at Our expense, to have You medically examined or, in the event of death, a post-mortem examination carried out. We will give You or Your legal representative reasonable notice of the medical examination.

5. If You are able to claim from a statutory fund, compensation scheme or Transport Provider

If You are able to claim from a statutory fund, compensation scheme (for example a private health fund or workers compensation scheme) or Transport Provider for monies otherwise payable under this policy You must do so and the policy will only cover the remaining amount.

6. You must help Us to make any recoveries

We have the right to recover from any other party in Your name, money payable under the policy or to choose to defend any action brought against You. You must provide reasonable assistance to Us.

7. Claims payable in Australian dollars

All amounts payable and claims are payable in Australian dollars at the rate of exchange applicable at the time the expenses were incurred.

8. Policy interpretation

The policy shall be interpreted in accordance with the law of the Australian State or Territory in which it is issued.

9. Emergency assistance

- a) Where Your claim is excluded or falls outside the policy coverage, the giving of emergency assistance will not in itself be an admission of liability.
- b) The medical standards, sanitary conditions, reliability of telephone systems and facilities for urgent medical evacuations differ from country to country. Responsibility for any loss, medical complication or death resulting from any factor reasonably beyond Our control cannot be accepted by Our emergency assistance, Air New Zealand, Cover-More or Us.

10. Free extension of insurance

Where Your Journey is necessarily extended due to an unforeseeable circumstance outside Your control, Your Period Of Insurance will be extended until You are physically able to travel Home by the quickest and most direct route. The Period Of Insurance will not be extended for any other reason.

11. Policy conditions applying to Sections 1 and 2 only

- a) We have the option of returning You to Australia if the cost of medical and/or Additional expenses overseas are likely to exceed the cost of returning You to Australia subject always to medical advice. We also have the option of evacuating You to another country.
- b) In all cases the cost of evacuation or to bring You back to Australia will only be met if Your claim is approved by Us and it was arranged by and deemed necessary by Our emergency assistance network.
- c) If We request that You be moved to another hospital, return to Australia or be evacuated to another country and You refuse, We will only consider:
 - (i) Your costs and expenses per Sections 1 and 2 (as applicable) incurred up to the time of Our request; and
 - (ii) the lesser of:
 - an amount equivalent to the costs and expenses per Sections 1 and 2 (as applicable) that You would have incurred after Our request had You moved to another hospital, returned to Australia or been evacuated to another country as requested; or
 - Your costs and expenses actually incurred after Our request.
- d) If You are hospitalised We will pay for a share room. If a share room is not available We will, at Our discretion and that of Our medical advisors, pay to upgrade You to a single room.

12. Sanctions regulation

Notwithstanding any other terms or conditions under this policy, We shall not be deemed to provide coverage and will not make any payments nor provide any service or benefit to You or any other party to the extent that such cover, payment, service, benefit and/or activity of Yours would violate any applicable trade or economic sanctions, law or regulation.

The benefits

SECTION 1: Overseas medical and dental expenses

If during the Period Of Insurance You suffer a Disabling Injury, Sickness or Disease We will pay the usual and customary cost of medical treatment and ambulance transportation which is provided outside Australia by or on the advice of a qualified medical practitioner.

Also includes the usual and customary cost of emergency repatriation or evacuation. In all cases the cost of evacuation or to bring You back to Australia will only be met if Your claim is approved by Us and it was arranged by and deemed necessary by Our emergency assistance network.

We will also pay if during the Period Of Insurance You suffer an Injury to sound and natural teeth, which requires immediate treatment. We will only cover the usual and customary cost of Your emergency overseas dental treatment which is provided by or on the advice of a qualified medical practitioner or dentist.

We will also pay up to a maximum of \$2,000 for emergency dental treatment provided outside Australia, if during the Period Of Insurance You suffer from sudden and acute pain to sound and natural teeth (not resulting from an Injury). We will only cover the usual and customary cost of dental treatment which is provided by or on the advice of a qualified dentist. The treating dentist must certify in writing that the treatment is for the relief of sudden and acute pain to sound and natural teeth.

Cover will not exceed a maximum of 12 months from the date of suffering the Disabling Injury, Sickness or Disease.

The maximum benefit limit for this section is \$200,000*.

***The maximum collective liability for Sections 1, 2 and 3 combined is \$5,000 for any claim relating to Your Existing Medical Condition or known pregnancy.**

We will not pay for:

1. medical treatment, dental treatment or ambulance transportation provided in Australia.
This exclusion does not apply to medical treatment provided whilst on a ship (including cruise ship, passenger ship or passenger ferry) even if that ship is within Australian territorial waters. However, this additional benefit does not apply to any medical treatment provided on Australian inland waterways or whilst the ship is tied up in an Australian port.
2. dental treatment caused by or related to the deterioration and/or decay of teeth or associated tissue; involving the use of precious metals; or involving cosmetic dentistry.
3. the continuation or follow-up of treatment (including medication and ongoing immunisations) started prior to Your Journey.
4. routine medical or dental treatment or prenatal visits.
5. private medical or hospital treatment where public funded services or care is available, including medical or hospital treatment under any Reciprocal Health Agreement between Australia and the Government of any other country unless We agree to the private treatment.
6. medical treatment, dental treatment or ambulance transportation provided in Your country of residence.

Also refer to: General exclusions – pages 13-14 and Policy conditions – pages 8-9.

SECTION 2: Additional expenses

1. If You become sick

Cover is subject to the written advice of the treating qualified medical practitioner and acceptance by Our emergency assistance team.

If You suffer a Disabling Injury, Sickness or Disease, We will pay the reasonable Additional accommodation (room rate only) expenses and Additional transport expenses, at the same fare class and accommodation standard as originally booked, incurred by:

- a) You. The benefit ceases when You are able to continue Your Journey, travel Home or on the completion of the Period Of Insurance, whichever is the earlier.
- b) Your travelling companion who remains with or escorts You until You are able to continue Your Journey, travel Home or on the completion of the Period Of Insurance, whichever is the earlier.
- c) one person (e.g. a Relative) (if You don't have a travelling companion with You already) who travels to and remains with You following You being hospitalised as an inpatient. The benefit ceases when You are able to continue Your Journey, travel Home or on the completion of the Period Of Insurance, whichever is the earlier.

We will also pay the reasonable expenses incurred in returning Your Rental Car to the nearest depot if You suffer a Disabling Injury, Sickness or Disease provided that, on the written advice of the treating qualified medical practitioner, You are unfit to drive it.

We will not pay for:

1. any costs or expenses incurred prior to You being certified by a medical practitioner as unfit to travel.

2. If You die

We will pay the reasonable overseas funeral or cremation expenses, or the cost of returning Your remains to Australia, if You die during the Period Of Insurance. In either event, the maximum amount We will pay will not exceed \$10,000.

3. If a Relative or Your business partner becomes sick in Australia or New Zealand

We will pay reasonable Additional transport expenses at the same fare class as originally booked if You are required to return Home during the Journey due to the sudden Disabling Injury, Sickness or Disease or death of a Relative or Your business partner in Australia or New Zealand.

4. Meals, internet use and phone calls

We will pay up to \$50 per day, to a maximum of \$500, towards reasonable costs of additional meals where they arise directly out of a claimable event covered by Section 1, 2 or 3 of this policy.

We will also pay up to \$250 for Your necessary internet use and telephone calls from overseas to Australia where they arise directly out of a claimable event covered by any section of this policy. Your first point of contact for assistance however, must be Our emergency assistance team. You must provide Us with itemised receipts for the expenses incurred.

5. Other circumstances

Cover for reasonable Additional accommodation (room rate only) expenses and Additional transport expenses incurred on the Journey due to an unforeseeable circumstance outside Your control and resulting from the following events:

- a) We will pay up to \$250 if Your scheduled transport is delayed for at least 12 hours due to severe weather conditions. You must provide written confirmation from the Transport Provider.

- b) We will pay up to \$20,000 towards Your reasonable Additional accommodation (room rate only) expenses and reasonable Additional transport expenses (at the same fare class as originally booked) incurred on the Journey due to an unforeseeable circumstance outside Your control and resulting from:
 - (i) disruption of Your scheduled transport because of riot, strike or civil commotion occurring after the commencement of the Journey provided You act reasonably in avoiding Additional costs;
 - (ii) loss of passport or travel documents except involving government confiscation or articles sent through the mail;
 - (iii) a quarantine regulation You unknowingly breach;
 - (iv) a natural disaster;
 - (v) Your home in Australia being totally destroyed by fire, earthquake or flood while You are on Your Journey; or
 - (vi) You being involved in, or Your travel arrangements being cancelled or delayed by, a motor vehicle, watercraft, aircraft or train accident. You must have written confirmation of the accident from an official body in the country where the accident happened.

The maximum benefit limit for this section is \$200,000*.

***The maximum collective liability for Sections 1, 2 and 3 combined is \$5,000 for any claim relating to Your Existing Medical Condition or known pregnancy.**

For approved claims under this Section and Section 3 for the same or similar Additional expenses or prepaid travel costs over the same period, We pay the higher of the two amounts claimed, not both.

We will not pay for claims (under Section 2.3 or 2.5) caused by:

1. an Epidemic, Pandemic or outbreak of an infectious disease or any derivative or mutation of such viruses, or the threat or perceived threat of any of these.
2. anxiety, depression, mental illness or stress (or arising directly or indirectly from, or exacerbated by, these conditions) unless the person lives in Australia or New Zealand, is referred to and diagnosed by a Registered Psychologist or Psychiatrist as a new condition (i.e. not an Existing Medical Condition) and he/she certifies that it was medically necessary for You to return Home to assist that person.

Also refer to: General exclusions – pages 13-14 and Policy conditions – pages 8-9.

SECTION 3: Amendment or cancellation costs

If due to circumstances outside Your control and unforeseeable at the Relevant Time:

1. You have to rearrange Your Journey prior to leaving Home, We will pay the reasonable cost of doing so (We will not pay more for rearranging Your Journey than the cancellation costs which would have been incurred had the Journey been cancelled); or
2. You have to cancel the Journey (where You cannot rearrange it prior to leaving Home) We will pay You:
 - a) the value of the unused portion of Your prepaid travel or accommodation arrangements that are non-refundable and not recoverable in any other way;
 - b) the travel agent's commission (this is limited to the lesser of \$500 or the amount of commission the agent had earned on the prepaid refundable amount of the cancelled travel arrangements); and
 - c) the value of frequent flyer or similar flight reward points, air miles, redeemable vouchers or similar schemes lost by You following cancellation of the services paid for with those points,

if You cannot recover Your loss in any other way. The amount We will pay is calculated as follows:

- (i) For frequent flyer or similar flight reward points, loyalty card points, air miles:
 - The cost of an equivalent booking, based on the same advance booking period as Your original booking. We will deduct any payment You made towards the booking and multiply it by the total number of points or air miles lost, divided by the total number of points or air miles used to make the booking
 - (ii) For vouchers, the face value of the voucher or current market value of an equivalent booking, whichever is the lesser.
3. Your prepaid tour is cancelled due to a lack in the number of persons required to commence the tour, We will pay the lesser of the cancellation or amendment costs of Your unused, prepaid airline tickets purchased to reach the departure point and returning from the end point of the tour as per point 3.1 and 3.2 above.

The maximum benefit limit for this section is \$10,000*.

***The maximum collective liability for Sections 1, 2 and 3 combined is \$5,000 for any claim relating to Your Existing Medical Condition or known pregnancy.**

For approved claims under this Section and Section 2 for the same or similar Additional expenses or prepaid travel costs over the same period, We pay the higher of the two amounts claimed, not both.

We will not pay for claims caused by:

1. Transport Provider caused cancellations, delays or rescheduling other than when caused by strikes.
2. the disinclination of You or any other person to proceed with the Journey or deciding to change plans.
3. the death, injury, sickness or disease of any person living outside Australia or New Zealand.
4. anxiety, depression, mental illness or stress (or arising directly or indirectly from, or exacerbated by, these conditions) unless referred to and diagnosed by a Registered Psychologist or Psychiatrist as a new condition (i.e. not an Existing Medical Condition) and:
 - a) You are certified as unfit to travel by the treating Registered Psychologist or Psychiatrist; or
 - b) the treating Registered Psychologist or Psychiatrist certifies that it was medically necessary for You to amend or cancel Your Journey to assist a Relative or another person.
5. You cancelling or amending Your Journey prior to being certified by a qualified medical practitioner (or a Registered Psychologist or Psychiatrist as per point 4) as unfit to travel.
6. any contractual or business obligation or Your financial situation. This exclusion does not apply to claims where You are involuntarily made redundant from Your permanent full-time or permanent part-time employment in Australia and where You would not have been aware before, or at the Relevant Time, that the redundancy was to occur.
7. failure by You or another person to obtain the relevant visa, passport or travel documents.
8. errors or omissions by You or another person in a booking arrangement.
9. the standards or expectations of Your prepaid travel arrangements being below or not meeting the standard expected.
10. the failure of Your travel agent, Our agent who issued this policy, any tour operator, transport or accommodation supplier or provider (including but not limited to peer to peer services such as Airbnb

and Uber), person or agency to pass on monies to operators or to deliver promised services.

11. a request by a Relative.
12. a request by Your employer, Your leave application being denied or Your leave being revoked. This exclusion does not apply if You are a member of the police force, fire or ambulance services and Your leave is revoked.
13. a lack in the number of persons required to commence any tour, conference, accommodation or travel arrangements or due to the negligence of a wholesaler or operator.
14. a lack in the number of persons required to commence any tour except as specified in Section 3.3 above.
15. customs and immigration officials acting in the course of their duties or You travelling on incorrect travel documents.
16. an Act Of Terrorism (or arising directly or indirectly from it) or the threat, or perceived threat, of an Act Of Terrorism.
17. an Epidemic, Pandemic or outbreak of an infectious disease or any derivative or mutation of such viruses (or arising directly or indirectly from these) or the threat, or perceived threat, of any of these.

Also refer to: General exclusions – pages 13-14 and Policy conditions – pages 8-9.

SECTION 4: Luggage and personal effects

1. Loss, theft or damage

If during the Period Of Insurance Your luggage or personal effects are lost, stolen or damaged after deducting reasonable depreciation (where applicable and as determined by Us) We will replace, provide a replacement voucher, repair or pay You the monetary value of the luggage or personal effects. It is Our choice which of these We do.

Our payment will not exceed the original purchase price of an item with a \$500 limit for any one item, set or pair of items including attached and unattached accessories.

This policy operates on an indemnity basis which means settlement of Your claim is based on the value of an item at the time of the loss and not on a 'new for old' or replacement cost basis.

Reasonable depreciation takes into account the amount paid originally for the item, its age, wear and tear and advances in technology.

Items	Depreciation	
	Deduction for each month of age of the item at the time of loss	Maximum deduction
All other items (not including jewellery)	1.50%	60%
Phones, electrical devices, communication devices, all computers, photographic equipment, tablets, electronics equipment	2.50%	60%

The following are examples of items considered as one item for the purpose of this insurance (an item limit will apply):

- Camera, lenses, tripods and camera accessories (attached or not)
- Smart phone and cover/case
- Matched or unmatched set of golf clubs, golf bag and buggy
- Necklace and pendant
- Charm bracelet and charms.

Claim example

A jacket purchased for \$200 was one year old when it was stolen. A claim would be calculated as follows.

Item

Jacket cost \$200 (within item limit)

Depreciation

Minus \$36 depreciation (\$200 x 18% {i.e. 12 months x 1.5%/month})

Excess

Minus policy excess \$100

Total

The total in this case is \$64

2. Automatic reinstatement of sum insured

In the event that a claimable loss, or damage to Your luggage and personal effects is incurred, We will allow You one automatic reinstatement of the sum insured stated in the Plan selected whilst on Your Journey.

The maximum benefit limit for this section is \$5,000.

We will not pay for:

1. loss or theft that is not reported within 24 hours to the:
 - a) police; and
 - b) responsible Transport Provider (where Your items are lost or stolen whilst travelling with a Transport Provider).

All cases of loss or theft must be confirmed in writing by the police (and Transport Provider where applicable) at the time of making the report and a written report obtained.
2. damage, loss or theft of Valuables placed in the care of a Transport Provider unless security regulations prevented You from keeping the Valuables with You.
3. Valuables left unattended in any motor vehicle at any time, even if stored in a Concealed Storage Compartment.
4. items left unattended in any motor vehicle between 10pm and 6am even if they were in a Concealed Storage Compartment.
5. items left unattended in any motor vehicle, unless they were stored in a Concealed Storage Compartment of a locked motor vehicle and forced entry was gained (and subject to point 3 and 4 above).
6. any amount exceeding \$2,000 in total for all items left unattended in any motor vehicle.
7. items left unattended in a Public Place.
8. drones (including attached and unattached accessories) whilst in use.
9. sporting equipment whilst in use.
10. items sent under the provisions of any freight contract or any luggage forwarded in advance or which is unaccompanied.
11. bicycles, surfboards or waterborne craft of any description. This exclusion does not apply if the item is lost, stolen or damaged while in the custody of a Transport Provider.
12. damage to fragile or brittle articles unless caused by a fire or motor vehicle collision. This exclusion does not apply to spectacles; lenses in cameras and video cameras; laptop and tablet computers; or binoculars.
13. damage caused by atmospheric or climatic conditions, wear and tear, vermin or any process of cleaning, repairing, restoring or alteration.
14. electrical or mechanical fault or breakdown.

15. information stored on any electronic device or other media, including digital photos, downloaded files, electronic applications, programmed data, software or any other intangible asset.
16. bonds, coupons, gift cards, stamps, vouchers, warranties, pre-loaded or rechargeable cards including but not limited to phone, debit or stored value cards.
17. bullion, deeds, insurance premiums, manuscripts, precious metals or securities.
18. negotiable instruments, cash, bank or currency notes, postal or money orders.
19. gold or precious metals, precious unset or uncut gemstones.
20. trade items, trade samples or Your tools of trade or profession.

Also refer to: General exclusions – pages 13-14 and Policy conditions – pages 8-9.

SECTION 5: Delayed luggage allowance

If all Your luggage is delayed by a Transport Provider during the Journey for more than 12 hours We will pay You up to \$300 for essential emergency items of clothing and toiletries You purchase whilst on Your Journey.

This limit will be doubled if You still have not received Your luggage after 72 hours.

The original receipts for the items and written confirmation of the length of delay from the Transport Provider must be produced in support of Your claim.

If Your luggage is not ultimately returned to You any amount claimable under this section will be deducted from any entitlement under Section 4 of this policy.

This benefit does not apply on the leg of Your Journey that returns You Home.

The maximum benefit limit for this section is \$600.

We will not pay for:

1. delay that is not reported to the responsible Transport Provider within 24 hours. All reports must be confirmed in writing by the Transport Provider at the time of making the report and a written report obtained.

Also refer to: General exclusions – pages 13-14 and Policy conditions – pages 8-9.

SECTION 6: Rental Car insurance excess

This cover applies if You:

- a) hire a Rental Car;
- b) are the nominated driver on the Rental Car agreement; and
- c) have comprehensive motor vehicle insurance for the Rental Car for the hire period.

If the Rental Car is damaged or stolen whilst in Your control during the Journey We will pay the lower of the Rental Car insurance excess or the repair costs to the Rental Car that You become liable to pay.

It is Your responsibility to provide the final loss/repair report to substantiate Your claim.

The maximum benefit limit for this section is \$3,000.

We will not pay for:

1. any damage or theft, arising from the operation of a Rental Car in violation of the terms of the rental agreement.
2. any damage sustained to a Rental Car while it is being driven on an unsealed surface.
3. administration costs or loss of use penalties.

Also refer to: General exclusions – pages 13-14 and Policy conditions – pages 8-9.

SECTION 7: Travel delay

If Your pre-booked transport is temporarily delayed during the Journey for at least 6 hours due to an unforeseeable circumstance outside Your control, We will reimburse You up to \$200 per day for reasonable Additional accommodation (room rate only) expenses and \$50 per day for reasonable additional meal expenses.

You must claim from the Transport Provider first, and provide Us with written confirmation from the Transport Provider of the cause and period of the delay and the amount of compensation offered by them.

You must also provide Us with receipts for the accommodation and meal expenses incurred.

The maximum benefit limit for this section is \$1,000.

We will not pay for claims caused by:

1. an Act Of Terrorism (or arising directly or indirectly from it) or the threat, or perceived threat, of an Act Of Terrorism.
2. an Epidemic, Pandemic or outbreak of an infectious disease or any derivative or mutation of such viruses (or arising directly or indirectly from these) or the threat, or perceived threat, of any of these.

Also refer to: General exclusions – pages 13-14 and Policy conditions – pages 8-9.

SECTION 8: Personal liability

We will provide cover if, as a result of Your negligent act occurring during the Period Of Insurance, You become unintentionally legally liable to pay compensation in respect to damage caused to someone else's property or the injury or death of someone else.

The maximum benefit limit for this section is \$1,000,000.

We will not pay for:

1. liability You become liable to pay to somebody who is a member of Your family or travelling party or employed by You or deemed to be employed by You.
2. liability arising from loss or damage to property which is in Your legal custody or control.
3. liability arising from the conduct by You of any profession, trade or business.
4. liability arising out of the use or ownership by You of any aircraft, drone, firearm, waterborne craft or mechanically propelled vehicle.
5. liability arising out of occupation or ownership of any land, buildings or immobile property.
6. liability arising out of any wilful or malicious act.
7. liability arising out of the transmission of an illness, sickness or disease.
8. liability involving punitive, exemplary or aggravated damages or any fine or penalty.
9. liability arising out of Your liability under a contract or agreement unless You would be liable if that contract or agreement did not exist.

Also refer to: General exclusions – pages 13-14 and Policy conditions – pages 8-9.

General exclusions

We will not pay for:

1. claims for costs or expenses incurred outside the Period Of Insurance.
2. claims involving consequential loss of any kind including, but not limited to, loss of enjoyment or any financial loss not specifically covered in the policy.
3. claims directly or indirectly arising from loss, theft or damage to property, or death, illness or bodily injury if You fail to take reasonable care or put Yourself in a situation where a reasonable person could foresee that loss, theft or damage to property, or a death, illness or bodily injury might happen.
4. claims involving air travel other than as a passenger on a fully licensed passenger carrying aircraft operated by an airline or an air charter company.
5. 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.
6. claims arising directly or indirectly from any nuclear reaction or contamination, ionising rays or radioactivity.
7. loss or damage caused by detention, confiscation or destruction by customs or other officials or authorities.
8. claims arising from any unlawful act committed by You or if You have not been honest and frank with all answers, the accuracy of information, statements and submissions made in connection with Your insurance application or claim.
9. claims arising from any government intervention, prohibition, regulation or restriction or court order.
10. claims directly or indirectly arising from circumstances You knew of, or a reasonable person in Your circumstances would know or foresee, at the Relevant Time, that could lead to the Journey being delayed, abandoned or cancelled.
11. claims directly or indirectly arising from travel booked or undertaken by You:
 - a) even though You knew, or a reasonable person in Your circumstances would know, You were unfit to travel, whether or not You had sought medical advice;
 - b) against the advice of a medical practitioner;
 - c) to seek or obtain medical or dental advice, treatment or review; or
 - d) to participate in a clinical trial.
12. claims in respect of travel booked or undertaken after a Terminal Illness of You or any other person was diagnosed.
13. claims involving the illness, Injury or death of any person who is not listed on the Certificate of Insurance and/or is not a member of Your travelling party who is 80 years of age or over at the Relevant Time.
14. claims directly or indirectly arising from, or exacerbated by, any Existing Medical Condition:
 - a) You have. This exclusion will be waived if You satisfy the provisions set out under the heading Existing Medical Conditions (Part 4, page 3). If this exclusion is waived, cover is limited to a maximum collective liability of \$5,000 for all claims combined under Sections 1, 2 and 3; or
 - b) of a Relative, Your business partner or any other person known to You.

15. claims directly or indirectly arising from pregnancy of You or any other person if You are aware of the pregnancy at the Relevant Time and:
 - a) where complications of this pregnancy or any previous pregnancy had occurred prior to this time;
 - b) it was a multiple pregnancy e.g. twins or triplets; or
 - c) where the conception was medically assisted e.g. using assisted fertility treatment including hormone therapies or IVF.

This exclusion will be waived if You satisfy the provisions set out under the heading "Pregnancy" (Part 4, page 3). If this exclusion is waived, cover is limited to a maximum collective liability of \$5,000 for all claims combined under Sections 1, 2 and 3.
16. claims directly or indirectly arising from:
 - a) pregnancy of You or any other person after the start of the 24th week of pregnancy; or
 - b) pregnancy of You or any other person where the problem arising is not an unexpected serious medical complication.
17. claims directly or indirectly arising from childbirth or the health of a newborn child whatever the proximate cause of the claim is. This exclusion applies irrespective of the stage of pregnancy at which the child is born.
18. claims arising directly or indirectly from Human Immunodeficiency Virus (HIV), Acquired Immune Deficiency Syndrome (AIDS) or any derivative of either.
19. claims directly or indirectly arising from You having elective medical or dental treatment or surgery, a cosmetic procedure or body modification (including tattoos and piercings) during the Journey.
20. claims involving or directly or indirectly arising from Your suicide, attempted suicide, self-inflicted injury or condition, stress, travel exhaustion, any conduct engaged in whilst under the influence or effect of alcohol or drugs, the effect of or chronic use of alcohol or drugs or the transmission of any sexually transmittable disease or virus.
21. any GST liability or any fine, charge or penalty You are liable for because of a failure to fully disclose to Us Your input tax credit entitlement for the Amount Payable.
22. losses for which insurance or the payment is prohibited by law.
23. claims arising from the failure of any travel agent, tour operator, accommodation provider, airline or other carrier, car rental agency or any other travel or tourism services provider to provide services or accommodation due to their Insolvency or the Insolvency of any person, company or organisation they deal with.
24. the default, error or omission of any travel agent, wholesaler, tour operator, accommodation provider, airline or other carrier, car rental agency or any other travel or tourism service provider.
25. claims arising from manual work in connection with a business or trade.
26. claims arising from You operating a Rental Car in violation of the rental agreement or in violations of the laws of the relevant country.
27. claims involving You travelling (during the Journey) in International Waters in a private sailing vessel or a privately registered vessel.
28. claims involving participation by You or Your travelling companion (during the Journey) in hunting; racing (other than on foot); polo playing; hang gliding; rodeo riding; BASE jumping; motocross; freestyle BMX riding; running with the bulls; sports activities in a Professional capacity; mountaineering or rock climbing using ropes, rock climbing equipment or oxygen; scuba diving unless You hold an Open Water Diving Certificate or are diving with a qualified diving instructor.
29. claims involving participation by You or Your travelling companion (during the Journey) riding a four wheel motorcycle such as a quad bike or ATV (All-Terrain Vehicle) even as a pillion passenger.
30. claims involving participation by You (during the Journey) in snow skiing or snowboarding unless You are snow skiing or snowboarding On-Piste.
31. claims involving participation by You (during the Journey) in motorcycling or moped riding where:
 - a) the motorcycle/moped has an engine capacity of more than 200cc;
 - b) whilst in control of a motorcycle or moped or as a passenger You are not wearing a helmet;
 - c) whilst in control of a motorcycle or moped You do not hold a valid Australian motorcycle rider's licence or Australian motor vehicle driver's licence and a licence valid in the relevant country; or
 - d) whilst You are a pillion passenger the driver does not hold a licence valid in the relevant country.
32. any benefit, or provide cover, if the provision of a payment, benefit or cover would result in Us contravening the Health Insurance Act 1973 (Cth), the Private Health Insurance Act 2007 (Cth) or the National Health Act 1953 (Cth) or any applicable legislation (whether in Australia or not) or where We do not have the necessary licenses or authority to provide such cover.

Part 8: Financial Services Guide

This Financial Services Guide (FSG) is an important document and is designed to help You decide whether to use the financial services offered.

The FSG contains information about how Cover-More Insurance Services Pty Ltd (Cover-More) ABN 95 003 114 145, AFSL 241713, and the business that arranges the policy Air New Zealand Ltd ABN 70 000 312 685 and Concentrix Services (New Zealand) Limited (Agents) are paid and how any complaints are handled.

What financial services are provided?

Cover-More holds an Australian Financial Services Licence that allows Cover-More to provide You with general financial product advice about this travel insurance product and to issue this product to You. Cover-More is responsible for the provision of these services and the Agents are authorised representatives of Cover-More.

The Agents act on behalf of Cover-More and Zurich Australian Insurance Limited (the insurer), the issuer of this product. Cover-More acts under a binder authority from the insurer. This means that Cover-More (and the Agents acting on behalf of Cover-More), can arrange this policy and Cover-More can handle or settle claims on behalf of the insurer. Cover-More and the Agents act for the insurer when providing these services. You can find full details of Cover-More and the insurer on page 4 of the PDS.

Cover-More or the Agents are not authorised to give You personal advice in relation to travel insurance. Any advice given to You about travel insurance will be of a general nature only and will not take account of Your personal objectives, financial situation or needs. You need to determine whether this product meets Your travel needs.

How are we paid?

Cover-More

Cover-More is paid a commission by the insurer when You buy this travel insurance policy. This commission is included in the premium that You pay and is received after You have paid the premium. This commission is a percentage of the premium. Cover-More may also receive a share of profit earned by the insurer if the insurer makes an underwriting profit in accordance with the underwriting targets it has set. This amount is calculated and paid retrospectively only when the insurer exceeds its underwriting target in a given year.

Cover-More employees are paid an annual salary and may be paid a bonus based on business performance.

The Agents

Cover-More pays Air New Zealand Ltd a percentage of the pre-tax profit for the relevant financial year resulting from the sale of the Air New Zealand travel insurance. Cover-More may also provide Air New Zealand with other financial and non-financial incentives. Such incentives may be dependent on a number of performance related or other factors and may include, for example, an implementation fee, funding for marketing initiatives and to develop the Information Technology platforms and commission where sales targets are exceeded. Air New Zealand Ltd pays Concentrix Services (New Zealand) Limited an annual charge for the provision of its call centre. This charge is based on hours worked and call volumes.

The Agents' employees may receive salaries, bonuses and/or company dividends in their own business depending on the nature of their employment. Bonuses may be linked to general overall performance measures, including the sale of travel insurance.

Further information

For more information about the remuneration or other benefits received for the financial services provided, please ask the Agents within a reasonable time of receiving this FSG and before You choose to buy this product.

Complaints

If You have a complaint about the financial services provided by Cover-More or the Agents please call refer to the PDS for details of the complaint resolution process.

What professional indemnity insurance arrangements do we have in place?

Cover-More holds professional indemnity insurance covering errors and mistakes relating to the provision of financial services provided by Cover-More, its employees, the Agents and the Agents' employees (even after they cease to be employed). Cover-More's policy meets the requirements of the Corporations Act.

Who is responsible for this document?

The Agents are responsible for the distribution of the FSG in this document. The insurer is responsible for the PDS. Cover-More has authorised the distribution of this FSG.

This Combined FSG and PDS was prepared 23 April 2019.

Cover-More Customer Service and Claims

Call: 1300 728 016

Email: airnz@covermore.com.au

Mail: Private Bag 913, North Sydney NSW 2059 Australia