

Holiday Travel Insurance

Product Disclosure Statement
Premium, excess and claims guide



Your guide to premiums, excesses and claims payment

The purpose of this guide is to provide further detail about the amount you pay for this insurance, the excess that may apply if you make a claim, and how we calculate your claim payment.

This guide forms part of the Suncorp Holiday Travel Insurance Product Disclosure Statement (PDS) with a preparation date of 28/02/2018 along with any Supplementary PDSs. Any words defined in the PDS also apply to this guide.

The amount you pay for this insurance

Premiums

The amount we charge for this insurance policy is called the premium. The amount of the premium will be specified on your schedule.

The four main determinations of premium are:

1. Our assessment of your risk;
2. Whether you require cover for pre-existing medical condition;
3. Government taxes and charges; and
4. Premium discounts.

1. Our assessment of your risk:

The main factors that determine the assessment of your risk and consequently your premium are whether you choose a Single or Family Policy and the countries that you intend travelling to. For example, a family policy where you travel to various high risk destinations will be more expensive than a single policy where you are travelling within Australia.

Significant factors affecting your premium include a combination of some or all of the following:

| Factor |
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| Destination(s) of travel |
| Type of policy (Single/Family) |
| Period of travel |
| Age of applicant(s) |
| Date of departure |

2. Whether you require cover for Pre-existing Medical Conditions

The policy excludes damage, loss, cost or liability caused by, arising from or involving pre-existing medical conditions that you or a relative, business partner, travelling companion, or any other person who is known to you before we issue this policy have, except when it meets the criteria under the Tier 1 category (on pages 11-12 of the policy) which are automatically covered. You can apply to us to be covered for any other pre-existing medical conditions by providing information requested by us for that condition at the time of your application. If we agree to provide cover for the pre-existing medical condition(s), we will endorse your policy schedule to specify each condition we have agreed to cover. Cover for the condition(s) will only apply after you pay any additional premium that we require.

The additional premium we charge to cover any pre-existing medical condition(s) is based on the increased likelihood of a claim occurring and the cost of such a claim. The more likely that a claim will occur the more costly it is likely to be, the higher the premium we will charge to provide cover for it.

3. Government taxes and charges

After Vero has calculated its premium to cover the risk, Vero will apply GST (not applicable to international travel) and any other relevant government charges (such as stamp duty). These amounts are shown on your schedule.

4. Premium discounts

Discounts can have a significant impact on your premium.

From time to time we may advertise discounts available on our travel insurance. Terms and conditions may apply. Discounts are usually applied before taxes and charges are added. Your total premium will include any discounts we have given you.

Discount offers can be withdrawn without notice.

The amount you pay towards a claim

Excess

An excess is an amount you are required to pay in the event of a claim. There are different types of excess that may apply to your claim, depending on the type of claim and the section of the PDS you are claiming under.

The standard excess of \$200 as shown on your schedule applies to any claim paid under the following sections of the PDS:

- Section 1 – Cancelled travel and accommodation expenses
- Section 2 – Overseas medical and dental expenses
- Section 3 – Additional transport and accommodation expenses
- Section 6.1 – Personal baggage and travel documents
- Section 7 – Accidental death
- Section 9 – Disability
- Section 10 – Resumption of journey
- Section 13 – Hire car insurance excess

An additional excess of \$1,000 will apply to all claims paid under Section 6, for theft of your personal baggage, clothing or personal effects from a motor vehicle.

No excess will apply to claims paid under the following Sections of the policy:

- Section 4 – Cash paid while you are in hospital
- Section 5 – Delayed transport – accommodation and meal expenses
- Sections 6.2, 6.3 and 6.4 – Personal baggage and travel documents
- Section 8 – Personal liability
- Section 11 – Special event cancellation expenses
- Section 12 – Delayed baggage – emergency purchases

In some circumstances a further excess may also be imposed. It is usually in the range of \$500 to \$2,000 and based on assessment of risk, including claims history, age and pre-existing medical condition(s). We will inform you if this excess applies at time of issue or renewal of the policy and it will be shown on your schedule.

Should one singular event lead you to make a claim under several Sections of the policy, we will only apply one standard excess. For example, if you are injured in a car accident and need to make a claim under Section 2 for overseas medical expenses and a claim under Section 1 for cancellation expenses following your car accident, provided that we accept your claim we will only apply a total of one standard excess of \$200.

If more than one singular event leads you to make a claim under several Sections of the policy, we will individually apply one standard excess for each claim event. For example, if your bag is stolen from the airport on one day, then you are

injured requiring overseas medical treatment in a skiing accident on another day, then provided that we accept your claim we will apply one standard excess of \$200 to your stolen bag claim and one standard excess of \$200 to your overseas medical expenses claim.

How a claim payment is calculated

When you make a claim on your policy we will ask you questions about what you are claiming for. We will also ask you to provide us with documentation to support your claim. Once we have all of the information we need to assess your claim, we will consider what you have claimed for against the policy cover you purchased. If your claim is accepted, we will tell you how we will settle it. If we don't accept your claim, we will tell you why and give you information about how you can have our decision reviewed, at no cost to you.

Most of the events we cover have maximum payout limits. These limits are shown next to each insured event in the PDS. Some insured events, like the reasonable cost of medical expenses, have no payout limit. Whether or not there is a limit, we will assess the nature and value of your claim against the insurance cover the PDS provides, deduct any applicable excess and provide payment either to you or directly to the provider of goods or services.

Claim payment examples

Set out below, we have included claim payment examples that are designed to illustrate how a claim payment might typically be calculated. The examples do not cover all scenarios or all benefits and do not form part of your payout terms and conditions. They are a guide only. Please note that wherever relevant our examples assume that the policyholder is not registered for GST.

Example: Cancelled travel and accommodation expenses

Due to a recent injury that will require surgery, your doctor has told you that you cannot go on your planned holiday. Your travel agent has advised you that due to the conditions of your booking, you will receive a 50% refund on the unused travel and accommodation.

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| Total cost of planned holiday | \$5,200 | Under Section 1.1 – Cancelled travel and accommodation expenses, you are covered for unlimited reasonable expenses. |
| Less supplier refund of 50% | -\$2,600 | Under the terms of Section 1.1, these expenses must be incurred by you and not be recoverable. You are required to provide us with documentation from your treating doctor and Travel Agent to support your claim. |
| Plus Travel Agents cancellation fee | \$500 | Under Section 1.2 – The amount the Travel Agent charges you to process the cancellation. |
| Less standard excess | -\$200 | This excess applies to all claims paid under Section 1. |
| Total claim | \$2,900 | |

Example: Overseas medical expenses

During your tour of Europe, you are involved in an accident. You are admitted to an overseas hospital for treatment of a fractured wrist. You will require surgery then ongoing physiotherapy treatment in hospital for a week. Following treatment you will be able to resume your planned journey.

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| Total cost of surgery, hospitalisation, medication and physiotherapy (converted to Australian dollars) | \$15,300 | Under Section 2.1 – Overseas medical expenses, you are covered for unlimited reasonable expenses. |
| Less standard excess | -\$200 | This excess applies to all claims paid under Section 2. |
| Plus cash in hospital benefit paid under Section 4 | \$700 | Under Section 4.1 – Cash in hospital, you are covered for \$100 for every day that you are an in-patient in an overseas hospital, up to a maximum of \$6,000 (single policy) or \$12,000 (family policy). No excess applies to a claim paid under Section 4. |
| Total claim | \$15,800 | |

Example: Additional transport and accommodation expenses

During your European holiday, you are advised that due to severe weather conditions in London, your pre-paid flight from Paris to London is cancelled. As a result, you purchase a Eurostar train ticket to continue your journey to London.

The airline would not refund your unused airfare from Paris to London.

You have purchased a single policy that covers only you on the journey.

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| Total cost of Eurostar train ticket from Paris to London | \$525 | Under Section 3.1 – Additional transport and accommodation expenses, you are covered for unlimited reasonable expenses, less any amounts that are recoverable on unused travel and accommodation vouchers or tickets. You are required to provide us with documentation from the airline to confirm the reason for your flight cancellation, whether there are any refunds available together with receipts for your new transport arrangement. |
| Less standard excess | -\$200 | This excess applies to all claims paid under Section 3. |
| Total claim | \$325 | |

Your new video camera that you purchased for \$3,200 is stolen from your hired motor vehicle whilst it was parked on the street.

You have provided us with proof of ownership for the camera and a police report to confirm the theft.

You have purchased a single policy that covers only you on the journey.

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| Replacement cost to Vero of new video camera | \$2,900 | Under Section 6.1 – Personal baggage and travel documents, you are covered for up to a maximum of \$6,000 for all claims, with a limit of up to \$3,000 per item of electronic equipment. The policy provides Vero the option of either replacing the item or paying you the amount it would cost Vero to replace the item. On this occasion, we decide to pay you the amount it would cost us to replace the item. |
| Less standard excess | -\$200 | This excess applies to all claims paid under Section 6. |
| Less additional excess | -\$1,000 | This excess applies to all claims paid under Section 6 for theft of personal baggage stolen from a motor vehicle. |
| Total claim | \$1,700 | |

Example: Delayed transport – accommodation and meal expenses

During your tour of Europe, the departure of your planned flight from Berlin to London is delayed by 24 hours. Your airline has not provided you with any financial assistance or accommodation.

You have purchased a family policy that covers you, your partner and your 2 children. You have incurred the costs of hotel accommodation for 1 night in Berlin, taxis to and from the Berlin airport and the cost of 4 meals.

You have provided us with receipts for the expenses and a written report from the airline to confirm the delay.

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| Total cost of accommodation, taxis and meals | \$512 | Under Section 5.1 – Delayed transport – accommodation and meal expenses, you are covered for up to \$500 for each 12 hour period of delay, up to a maximum of \$2,000 in total. |
| Less excess | N/A | No excess applies to claims paid under Section 5. |
| Total claim | \$512 | |