

## Important Information Regarding: French Riots – June/July 2023

Issued: 3 July 2023

### Background

Violent protesting and riots have been occurring in France since Tuesday June 27th after police fatally shot a 17-year-old during a traffic stop in Paris.

Hundreds of protestors have been arrested during the event to date with dozens of injuries being reported. Vehicles and buildings have been destroyed during the protests.

The event is still ongoing with the mayor's home and family being targeted overnight.

If you have been directly affected by this event and need medical assistance, please call our 24 hour emergency assistance team immediately on +61 2 8907 5597. We further urge you to pay close attention to the local media and emergency services.

### Policy coverage:

#### For policies/trips with a Relevant Time before 1 July 2023

Subject to the benefits, terms, conditions, limits, sub-limits and exclusions contained in your Policy Wording and our assessment of your claim, there may be provision to claim for the following expenses if you or your travel plans are directly affected:

- Medical Expenses If you have been injured during this event where you require immediate medical attention
- Additional Expenses If you are already on your trip:
  - o Additional accommodation and transportation expenses; if your travel is delayed for the required timeframes; up to the nominated limits as outlined in the Policy Wording
  - o There is no cover if your existing travel plans are not directly affected
  - o There is no cover available for any portions of your Journey that have been utilised
- Amendment or Cancellation Costs If you have this cover on your policy:
  - o The non-refundable portion of pre-paid, unused travel arrangements that are unable to be utilised while you are travelling due to this event

To submit your claim, please remember:

- To keep all itemised receipts for additional purchases or costs incurred
- Obtain a letter from the travel provider confirming the length and reason for delay
- The easiest way to lodge a claim is online via: <https://claims.covermore.co.nz>

### **Costs that are not covered by your policy**

- Costs that are incurred where your travel is not directly affected
- Where alternate travel is at a higher fare class than originally booked
- Travel arrangements that have already been used
- Costs excluded or above the limits outlined in your Policy Wording

### **For policies/trips with a Relevant Time on or after 1 July 2023**

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

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

### **Important points regarding cover**

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

### **Free Extension of Insurance**

If the relevant time of your current trip pre-dates this travel advice and your travel is disrupted due to this event, impacting your ability to return home on your policy end date, your policy will freely extend until you are physically able to return home as soon as it becomes possible.

### **Important general advice**

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

### **Contact us**

If you are travelling and require travel or medical assistance, please contact our 24 hour emergency assistance team on +61 2 8907 5597 or refer to your policy wording for contact details.

For any general enquiries regarding the event please contact our Customer Service team on 0800 500 248 between 8.00 am and 5.15 pm Monday to Friday, 10am to 2pm.