



Notification

Chartis ANZ Platinum and ANZ Frequent Flyer Platinum Card Overseas Travel Insurance Policies for customers affected by the Qantas response to industrial action

Sydney – 31 October, 2011 – Chartis in Australia has clarified its position in response to the grounding of the Qantas fleet from 29-31 October in regard to impact on ANZ Platinum and ANZ Frequent Flyer Platinum Card Overseas Travel Insurance.

For travel activated on or after 5pm on 28 October, 2011 that commenced on or after 5pm on 28 October, 2011, Chartis believes the insured, or a reasonable person to have known, their travel was likely to be disrupted by the grounding of the Qantas fleet. In this instance, Chartis is unlikely to pay a claim. For example, if the insured activated their insurance on an ANZ Platinum and/or ANZ Frequent Flyer Platinum Card within a short period before their planned travel date, after 5pm 28 October, 2011, the claim may be denied on the basis that the disruption was expected and foreseeable.

For cover under an ANZ Platinum and/or ANZ Frequent Flyer Platinum Card activated prior to 5pm 28 October, 2011, Chartis considers the decision of Qantas to ground its fleet to be unforeseen and outside of the insured's control. Terms, conditions and exclusions contained within the policy wording that may limit or exclude cover for this event are applicable.

Chartis recommend insured's read their policy wording to determine the cover available given individual circumstances. In respect to the cover provided under the ANZ Platinum and/or ANZ Frequent Flyer Platinum Cards, Chartis wishes to draw attention to the following sections of the policy wording. Please note, Chartis is the insurer for ANZ Platinum and ANZ Frequent Flyer Platinum Card Overseas Travel Insurance for all trips departing before to 1 November, 2011. This advice is applicable to those trips only. If your departure date is on or after 1 November, 2011 please check with ANZ or QBE for further information:

Section 1 – Overseas Medical, Dental and Additional Expenses

There is no cover under *1.2 (1) Additional Accommodation and/or traveling* expenses for claims arising from the grounding of the Qantas fleet. The cover available is limited to claims arising from specific causes none of which provide cover for the grounding of the fleet.

There is generally cover available under *1.2 (3) Travel Delay* for reasonable and additional costs you incur for accommodation and meals incurred whilst your travel is delayed. The expenses must be incurred prior to you recommencing your journey or the cancellation of your flight. Cover is subject to policy limits and all other terms and conditions of the policy.

Section 2 – Cancellation/Amendment Costs

There is no cover provided under both *2.1 Cancellation Costs* and *2.2 Amendment Costs* for claims arising directly or indirectly from cancellation, delays or rescheduling by carriers. It is Chartis' view that the grounding of all Qantas flights constitutes cancellation by the carrier and as such the exclusion applies.

In addition to the above, and as always, each claim will be considered on its merits taking into account the individual circumstances of the claim and the terms and conditions of the policy.

Before Chartis can consider a claim or provide advice on a claim, ANZ Platinum and/or ANZ Frequent Flyer Platinum Cardholders should:

1. Contact Qantas Airways to confirm flight cancellations and Qantas financial reimbursements and provisional arrangements.
2. Contact all other travel providers, such as accommodation providers and tour operators, to see what costs they will meet or amendment concessions or refunds they are prepared to provide.

If after this process, you have additional out of pocket expenses, you may lodge a claim for Chartis' consideration. A copy of our claim form can be located at

http://www.chartisinsurance.com/lodge-a-claim_920_213350.html

Present Situation

Qantas advises (29 October, 2011):

“Qantas today announced that, from 8pm AEDT on Monday 31 October, 2011, it will lock out all employees who will be covered by the industrial agreements currently being negotiated with the Australian Licensed Aircraft Engineers Union (ALAEA), the Transport Workers Union (TWU) and the Australian and International Pilots Union (AIPA).

This step is being taken under the provisions of the Fair Work Act in response to industrial action taken by these unions. The financial impact of action taken to date has reached \$68 million and the action is costing Qantas approximately \$15 million per week in lost revenue. Approximately 70,000 passengers have been affected and more than 600 flights cancelled.

Pilots, licensed engineers and baggage, ground and catering staff are essential to Qantas operations and the lock-out will therefore make it necessary for all Qantas aircraft to be grounded. For precautionary reasons, this will take place immediately (as at 5pm AEDT, Saturday 29 October, 2011).”

Qantas also advises (30 October 2011):

“The Qantas fleet remains grounded and all domestic and international flights remain cancelled as a response to damaging industrial action.

We understand that this will have a significant impact on our customers and apologise for the inconvenience that the damaging union action has caused. We thank you for your understanding and continued support.

Customers are not advised to travel to the airport unless they are booked on a QantasLink, or Jetstar or on certain Australia-New Zealand routes.

Qantas is providing a full refund for any flights cancelled due to industrial action. You can cancel your flight with Qantas or rebook for a later date. Customers who purchase a new ticket with an alternative carrier, Qantas will reimburse the difference between the cost of the new ticket (in same cabin of travel) and the value of the refunded Qantas ticket (see Changing or Refunding your Booking). Qantas is also providing accommodation, meals and transfers for customers who are away from home.

Qantas also advises (31 October, 2011):

“Following the termination of all industrial action by Fair Work Australia, Qantas will resume scheduled services from mid-afternoon on Monday 31 October, subject to approval from the regulator.

We will provide an update on services once we receive approval to commence flying. For the latest flight information as it becomes available visit our Flight Status page.

We understand the significant impact the union action has had on our customers and apologise for the inconvenience it has caused. We thank you for your understanding and continued support.”

Date of Issue: 31 October, 2011.

-ends-

Media Contact

Lisa Rose
Marketing Manager
Chartis Australia

lisa.rose@chartisinsurance.com

Tel: +61 2 9240 1710

www.chartisinsurance.com.au

Page 4

31 October, 2011

ANZ Platinum and ANZ Frequent Flyer Platinum Card Overseas Travel Insurance policies for customers affected by the Qantas response to industrial action

Notes to editors:

Chartis is a world leading property-casualty and general insurance organisation serving more than 70 million clients around the world. With one of the industry's most extensive ranges of products and services, deep claims expertise and excellent financial strength, Chartis enables its commercial and personal insurance clients alike to manage virtually any risk with confidence.

For more information visit www.chartisinsurance.com.au