

Business Travel Insurance

Product Disclosure Statement & Policy Wording
31 October 2022

Aon Risk Services Australia Limited
ABN 17 000 434 720 AFSL No. 241141



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Product Disclosure Statement

Important Information

About this Business Travel Insurance Product Disclosure Statement (PDS)

This PDS contains important information about this insurance to assist the Policyholder to make a decision in relation to it.

General Advice

Any general advice contained within this PDS or accompanying material does not take into account the Policyholder's individual objectives, financial situation or needs nor those for whom the Policyholder is effecting the Policy. Such matters should be considered in determining the appropriateness of this product. The Policyholder also needs to consider whether the limits, type and level of cover are appropriate.

Preparation Date

This PDS was prepared on 31 October 2022. Other documents may form part of Our PDS and if they do, We will tell the Policyholder in the relevant document.

How this Insurance is arranged

This product is jointly issued by:

Chubb Insurance Australia Limited (Chubb)

ABN 23 001 642 020 | AFSL No. 239687

Grosvenor Place

Level 38, 225 George Street

Sydney NSW 2000

and

AIG Australia Limited (AIG)

ABN 93 004 727 753 | AFSL No. 381686

Level 12, 717 Bourke Street

Docklands VIC 3008

and

Zurich Australian Insurance Limited (Zurich)

ABN 13 000 296 640 | AFSL No. 232507

118 Mount Street

North Sydney NSW 2060

Chubb, AIG and Zurich jointly prepare and each takes full responsibility for the Policy Wording and PDS. Chubb is responsible for the administration, including underwriting assessment and handling of insurance claims, for this product. This product is jointly issued on a co-insurance basis whereby each insurer provides cover under the same terms and Conditions but with a limited share of liability. Chubb provides cover for fifty-five percent (55%) of the liability under the product, AIG provides cover for thirty percent (30%) share of liability and Zurich provides cover for the remaining fifteen percent (15%) share of liability. Collectively these covers form the one product.

Cover is arranged and distributed by:

Aon Risk Services Australia Ltd (Aon)

ABN 17 000 434 720 | AFSL No. 241141

Level 33, 201 Kent Street

Sydney NSW 2000

t (02) 9253 7000

If required, Aon will provide the Policyholder with a Financial Services Guide (FSG) to help the Policyholder decide whether they wish to use the services they offer.

General Insurance Code of Practice

We are a signatory to the General Insurance Code of Practice (Code). The objectives of the Code are to further raise standards of service and promote consumer confidence in the general insurance industry. Further information about the Code and Your rights under it is available at insurancecouncil.com.au/cop/ and on request. As a signatory to the Code, We are bound to comply with its terms. As part of Our obligations under Parts 9 and 10 of the Code, Chubb has a [Customers Experiencing Vulnerability & Family Violence Policy](#) (Part 9) and a [Financial Hardship Policy](#) (Part 10). The Code is monitored and enforced by the Code Governance Committee.

Summary of Insurance

The following provides a summary of the main covers available under the Policy only. It does not form part of the Policy and cannot be relied on as a full description of the cover provided.

Please refer to the relevant sections of the Policy and the Schedule for full benefit details and applicable terms, limitations, conditions and exclusions.

The covers are provided only if specified as applicable in the Schedule.

The Policy also defines certain terms used in this summary, either under General Definitions or as definitions specific to certain sections.

Section 1 Personal Accident & Sickness

We will pay agreed lump sums or weekly benefits if a Covered Person suffers a Bodily Injury or Sickness which results in a covered Event (as per the Table of Events) whilst on a Journey. A covered Event may include, but is not limited to, an Accidental Death, a disablement and/or a Bodily Injury or Sickness resulting in the Covered Person being temporarily unable to work.

Section 2 Kidnap & Ransom/Extortion Cover

We reimburse the Policyholder for certain Extortion/Ransom Monies and other amounts if a Covered Person is the subject of a covered Kidnapping or Extortion whilst on a Journey.

Section 3 Hijack & Detention

We pay the Policyholder an agreed daily amount whilst a Covered Person on a Journey is:

1. Detained as a result of Hijack for more than twelve (12) hours; or
2. Detained by any government, state or other lawful authority for more than twelve (12) hours.

Section 4 Medical & Additional Expenses & Cancellation & Curtailment Expenses

We pay or reimburse the Policyholder, the Covered Person or the Covered Person's estate for certain Medical, Evacuation and Additional Expenses if a Covered Person suffers a Bodily Injury or Sickness whilst on a Journey. Cover may be provided for:

- (a) necessarily incurred expenses for hospital, surgical or other diagnostic or remedial treatments as a direct result of the Covered Person's Bodily Injury or Sickness;
- (b) necessarily incurred expenses for emergency dental treatment as a result of a Bodily Injury, or to resolve the acute, spontaneous and unexpected onset of pain in the Covered Person's teeth;
- (c) expenses related to the evacuation of the Covered Person to the most suitable hospital or to the Covered Person's Country of Residence as a direct result of their Bodily Injury or Sickness, including reasonable and necessary expenses incurred for qualified medical staff to accompany the Covered Person;
- (d) reasonable travel and accommodation expenses of any two (2) specified persons known to the Covered Person who, as a result of the Covered Person's Bodily Injury or Sickness, are required to travel to, or remain with, the Covered Person on written medical advice; or
- (e) where permissible by law, the ongoing medical expenses incurred after a Covered Person has returned to their Country of Residence for the treatment of a Bodily Injury or Sickness for which treatment was first sought and received whilst on a Journey.

Section 5 Chubb Assistance

The Policy provides, at no additional charge, 24/7 worldwide travel, medical and security assistance whilst the Covered Person is on a Journey as well as travel security advice prior to commencing the Journey.

Section 6 Loss of Deposits

Prior to the Journey commencing or whilst on a Journey, We will reimburse the Policyholder or the Covered Person for:

- (a) the non-refundable unused portion of their forfeited Travel and Accommodation Expenses paid in advance; or
- (b) any necessarily incurred reasonable additional Travel and Accommodation Expenses and/or out-of-pocket expenses, lost or incurred as a result of an Unforeseen Circumstance outside their control, such as (but not limited to):
 1. the Covered Person's unexpected death, Bodily Injury or Sickness preventing them from either commencing or continuing a Journey; or
 2. the Serious Injury or Serious Sickness of certain specified persons associated with the Covered Person; or
 3. the Covered Person's residence or business suffering major theft or damage.

Section 7 Baggage/Business Property, Electronic Equipment, Money/Travel Documents & Deprivation of Baggage

We will indemnify the Policyholder or the Covered Person for Loss of, theft of or damage to certain items of Baggage/Business Property, Electronic Equipment or Money/Travel Documents in specified circumstances whilst on a Journey. We will also reimburse for the essential replacement of clothing and toiletries in instances where baggage is delayed, misdirected or temporarily mislaid by the transport carrier for more than eight (8) consecutive hours.

Section 8 Alternative Employee/Resumption of Assignment Expenses

We will reimburse the Policyholder for certain Alternative Employee Expenses or Resumption of Assignment Expenses incurred as the direct result of a Covered Person dying or suffering a Bodily Injury or Sickness whilst on a Journey or where a claim is admitted under Cancellation/Curtailment Expenses in Section 6.

Section 9 Personal Liability

We indemnify the Covered Person against certain damages they become legally liable to pay in respect of either Bodily Injury to any person or loss of or damage to property where the Bodily Injury or damage is caused by an Accident occurring whilst on a Journey. We also pay certain approved legal costs and expenses.

Section 10 Rental Vehicle Excess Waiver

We reimburse the Policyholder or the Covered Person for the excess of a Rental Vehicle or a personal vehicle which the Covered Person becomes liable to pay because the vehicle is involved in a collision while in the care of the Covered Person, or the vehicle is stolen or damaged, whilst on a Journey.

Section 11 Extra Territorial Workers' Compensation

We indemnify the Policyholder for certain non-statutory workers compensation benefits payable by the Policyholder in covered circumstances.

Section 12 Missed Transport Connection

We will pay the Policyholder or the Covered Person certain reasonable extra expenses to use alternative scheduled public transport services so as to arrive at their destination on time if the Covered Person has missed a transport connection in certain circumstances.

Section 13 Overbooked Flight

We will pay certain costs and expenses incurred by the Covered Person if, while on a Journey, the Covered Person is denied boarding on a confirmed scheduled flight due to overbooking and no alternative transport is made available within eight (8) hours of the scheduled departure.

Section 14 Political & Natural Disaster Evacuation

We will pay specified costs of the Covered Person's return to their Country of Residence or the nearest place of safety and reasonable accommodation costs (if the Covered Person is unable to return to their Country of Residence), as a result of a covered political evacuation or if a major Natural Disaster has occurred in the country the Covered Person is in, necessitating their immediate evacuation to avoid the risk of their Bodily Injury or Sickness.

Section 15 Search & Rescue Expenses

We will reimburse the Policyholder in respect of certain costs incurred by a recognised rescue provider or the police authorities if, while on a Journey outside their Country of Residence, a Covered Person is reported missing and the rescue provider or police authorities must instigate a search and rescue operation.

Specific Terms, Conditions and Exclusions

All of the above covers are subject to specific terms, Conditions and Exclusions (including limits and excesses) which are described under each Section as well as under the following sections:

- General Exclusions Applicable to All Sections of the Policy; and
- General Provisions Applicable to All Sections of the Policy.

For example:

- Covered Persons are not covered in relation to covered Events that occur before they become a Covered Person or after they cease to be a Covered Person;
- the covered Events must occur during a covered Journey;
- We will only pay up to the agreed limits specified in the Policy;
- We will only cover Events under Section 1 which occur within twelve (12) months of the Bodily Injury or date of the occurrence of the Sickness during a Journey; and
- We will not pay any benefits with respect to any loss, damage, liability, Event, Bodily Injury or Sickness which would result in Our contravening the Health Insurance Act 1973 (Cth), the Private Health Insurance Act 2007 (Cth), the Private Health Insurance (Health Insurance Business) Rules as updated from time to time or the National Health Act, 1953 (Cth) or any amendment to, or consolidation or re-enactment of, those Acts or Rules.

This Policy has reduced cover for Covered Persons over the age of seventy-five (75) years. Refer to page 65 General Provisions Applicable to All Sections of the Policy for details.

The nature of a Covered Person's right to access cover under the Policy

A Covered Person's access to this Policy is solely by reason of the statutory operation of Section 48 of the Insurance Contracts Act 1984 (Cth). Covered Persons are not contracting insureds (e.g. they cannot cancel or vary the Policy – only the Policyholder can do this) and do not enter into any agreement with Us.

We do not need to provide any notices in relation to this insurance to Covered Persons as they are not a contracting party to the Policy. We only send notices to the Policyholder which is the only entity We have contractual obligations to under the Policy. The Policyholder must ensure that a copy of this PDS is made available to each Covered Person.

Covered Persons are not obliged to accept any of the benefits of this insurance. If a Covered Person makes a claim under the Policy then such person will have the same obligations to Us as if they were the Policyholder and We will have the same rights against the Covered Persons as we would have against the Policyholder.

The insurance cover is subject to the terms, Conditions, limitations and Exclusions set out in this document.

Neither We nor the Policyholder hold anything on trust for, or for the benefit or on behalf of, Covered Persons under this insurance arrangement. The Policyholder:

- (a) does not act on behalf of Us or a Covered Person in relation to the insurance;
- (b) is not authorised to provide any financial product advice, recommendations or opinions about the insurance; and
- (c) does not receive any remuneration or other benefits from Us.

Any person who may be eligible should consider obtaining advice as to whether the benefits are appropriate or useful for their personal needs from a person who is licensed to give such advice. No advice is provided by Us that the benefits are appropriate or useful for any Covered Person's own circumstances or needs. Nothing prevents such persons from entering into other arrangements regarding insurance.

A Covered Person's access to cover:

- (a) begins from the time the relevant person meets the criteria specified in the Schedule and becomes a Covered Person; and
- (b) ends at the earliest of the following events:
 1. when the relevant person no longer meets the criteria specified in the Schedule for a Covered Person; or
 2. at the end of the Period of Insurance; or
 3. when the Policy is cancelled by Us or the Policyholder (see page 66 Cancellation clause).

Refer to the General Definitions section for the definition of Period of Insurance and other capitalized terms.

Our agreement with the Policyholder ('the Policy')

Where We have agreed to enter into the Policy with the Policyholder, We do so on the terms and Conditions and Exclusions contained in:

- this PDS;
- the Schedule We issue to the Policyholder confirming entry into the Policy; and
- any other document that We issue to the Policyholder that We advise will form part of the Policy (e.g. an endorsement or a Supplementary Product Disclosure Statement (SPDS)).

The Schedule contains important information relevant to the insurance, including:

- the Period of Insurance;
- the Covered Persons who are entitled to access cover;
- the Premium payable by the Policyholder (see page 8, Premium description section);
- the applicable benefits and limits; and
- variations to this PDS and other Policy terms, Conditions and Exclusions (if any).

We may also issue other documents (e.g. endorsements or SPDSs) from time to time and where reasonably necessary which may vary this PDS, the Schedule and other Policy terms, Conditions and Exclusions.

All of the above make up the Policy that the Policyholder has with Us. They are all important documents and must be read together carefully and kept in a safe place for future reference.

Group Insurance Policy

The Policyholder must ensure that a copy of this PDS is made available to each Covered Person.

Cooling Off and Cancellation Rights

The Policyholder has twenty-one (21) days after entering into the Policy (including renewals) to decide whether or not to return it. If the request is made to Us in writing within those twenty-one (21) days to cancel the Policy, We will do so, provided neither the Policyholder nor any Covered Person has exercised a right or power under the terms of the Policy in that period (e.g. a claim has been made or benefit paid). We will provide a full refund of Premium, less charges or taxes which We are unable to recover. Even after the cooling off period ends, the Policyholder has cancellation rights (see page 66 – Cancellation clause).

Renewal procedure

Before the Policy expires, We will advise the Policyholder whether We intend to offer renewal and if so on what terms. Please check the terms of any renewal carefully before renewing to ensure that the details are correct.

Privacy Statement

In this Statement We, Our and Us means Chubb Insurance Australia Limited (Chubb).

You and Your refers to Our customers and prospective customers as well as those who use Our Website.

This Statement is a summary of Our Privacy Policy and provides an overview of how We collect, disclose and handle Your Personal Information. Our Privacy Policy may change from time to time and where this occurs, the updated Privacy Policy will be posted to Our website.

Chubb is committed to protecting Your privacy. Chubb collects, uses and retains Your Personal Information in accordance with the requirement of the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), as amended or replaced from time-to-time.

Why We collect Your Personal Information

The primary purpose for Our collection and use of Your Personal Information is to enable Us to provide insurance services to You. Sometimes, We may use Your Personal Information for Our marketing campaigns, in relation to new products, services or information that may be of interest to You.

How We obtain Your Personal Information

We collect Your Personal Information (which may include sensitive information) at various points including but not limited to when You are applying for, changing or renewing an insurance policy with Us or when We are processing a claim. Personal Information is usually obtained directly from You but sometimes via a third party such as an insurance intermediary or Your employer (e.g., in the case of a group insurance policy). Please refer to Our Privacy Policy for further details.

When information is provided to Us via a third party We use that information on the basis that You have consented or would reasonably expect Us to collect Your Personal Information in this way. We take reasonable steps to ensure that You have been made aware of how We handle Your Personal Information.

When do We disclose Your Personal Information?

We may disclose the information We collect to third parties, including:

- the Policyholder (where the insured person is not the Policyholder, i.e., group policies);
- service providers engaged by Us to carry out certain business activities on Our behalf (such as claims assessors and call centres in Australia, online marketing agency, etc);
- intermediaries and service providers engaged by You (such as current or previous brokers, travel agencies and airlines);
- government agencies (where We are required to by law)
- other entities within the Chubb group of companies such as the regional head offices of Chubb located in Singapore, UK or USA (Chubb Group of Companies), or third parties with whom We (or the Chubb Group of Companies); and
- Third parties with whom We (or the Chubb Group of Companies) have sub-contracted to provide a specific service for Us, which may be located outside of Australia (such as in the Philippines or USA). These entities and their locations may change from time to time. Please contact us, if you would like a full list of the countries in which these third parties are located.

In the circumstances where We disclose Personal Information to the Chubb Group of Companies, third parties or third parties outside Australia We take steps to protect Personal Information against unauthorised disclosure, misuse or loss.

Your decision to provide Your Personal Information

In dealing with Us, You agree to Us using and disclosing Your Personal Information, which will be stored, used and disclosed by Us as set out in this Privacy Statement and Our Privacy Policy.

Access to and correction of Your Personal Information

Please contact Our customer relations team on 1800 815 675 or email CustomerService.AUNZ@chubb.com if you would like:

- a copy of Our Privacy Policy, or
- to update or correct your personal information held by Chubb, or
- to cease to receive marketing offers from Us or persons with whom We have an association.

To request access to your personal information held by Chubb, please complete this [Personal Information Request Form](#) and return it to:

Email	Privacy.AU@chubb.com
Fax	+ 61 2 9335 3467
Address	GPO Box 4907 Sydney NSW 2001

For matters relating to AIG contact The Privacy Manager, AIG, Level 12, 717 Bourke Street, Docklands VIC 3008 or email australia.privacy.manager@aig.com or for matters relating to Zurich contact The Privacy Officer, Zurich Australian Insurance Limited, PO Box 677, North Sydney, NSW, 2060 telephone 132 687 or email privacy.officer@zurich.com.au.

How to Make a Complaint

If You have a complaint or would like more information about how We manage Your Personal Information, please review Our Privacy Policy for more details, or contact:

Privacy Officer
Chubb Insurance Australia Limited
GPO Box 4907
Sydney NSW 2001
+61 2 9335 3200
Privacy.AU@chubb.com

Complaints and Dispute Resolution

We understand that You could be dissatisfied with Our organisation, Our products and services, or the complaints handling process itself. We take all Our customer's concerns seriously and have detailed below the complaints process that You can access.

Complaints and Customer Resolution Service

Contact Details

If You are dissatisfied with any aspect of Your relationship with Chubb including Our products or services and wish to make a complaint, please contact Our Complaints and Customer Resolution Service (**CCR Service**) by post, phone, fax, or email, (as below):

Complaints and Customer Resolution Service
Chubb Insurance Australia Limited
GPO Box 4065
Sydney NSW 2001
P +61 2 9335 3200
F +61 2 9335 3411
E complaints.AU@chubb.com

Our CCR Service is committed to reviewing complaints objectively, fairly and efficiently.

Process

Please provide Us with Your claim or policy number (if applicable) and as much information as You can about the reason for Your complaint.

Our response

We will acknowledge receipt of Your complaint within one (1) business day of receiving it from You, or as soon as practicable. Following acknowledgement, within two (2) business days We will provide You with the name and relevant contact details of the CCR Service team member who will be assigned to liaise with You regarding Your complaint.

We will investigate Your complaint and keep You informed of the progress of Our investigation at least every ten (10) business days and will make a decision in relation to Your complaint in writing within thirty (30) calendar days. If We are unable to make this decision within this timeframe, We will provide You with a reason for the delay and advise of Your right to take Your complaint to the Australian Financial Complaints Authority (**AFCA**) as detailed below, subject to its Rules. If Your complaint falls outside the AFCA Rules, You can seek independent legal advice or access any other external dispute resolution options that may be available to You.

To the extent allowable at law, if You request copies of the information We relied on to make a decision about Your complaint, We must provide it within ten (10) business days of Your request. Please see the General Insurance Code of Practice 2020 (codeofpractice.com.au) or contact Us for further details.

Please note that if We have resolved Your complaint to Your satisfaction by the end of the fifth (5th) business day after We have received it, and You have not requested that We provide You a response in writing, We are not required to provide a written response. However, this exemption does not apply to complaints regarding a declined claim, the value of a claim, or about financial hardship.

External Dispute Resolution

If You are dissatisfied with Our complaint determination, or We are unable to resolve Your complaint to Your satisfaction within thirty (30) days, You may refer Your complaint to AFCA, subject to its Rules.

AFCA is an independent external dispute resolution scheme approved by the Australian Securities and Investments Commission (**ASIC**). We are a member of this scheme and We agree to be bound by its determinations about a dispute. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

You may contact AFCA at any time at:

Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

P 1800 931 678 (free call)

F +61 3 9613 6399

E info@afca.org.au

W www.afca.org.au

Time limits may apply to complain to AFCA and so You should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to Your circumstances expires.

Premium

All cover is subject to the payment of Premium and the terms, Conditions, Exclusions and provisions of the Policy. When calculating the Premium for the Policy, We take a range of factors into account, including but not limited to:

- The number and duration of estimated trips, the occupation of, and previous insurance history of, persons to be covered; and
- the type and amount of cover provided.

It is important for the Policyholder to know that the Premium varies depending on the information we receive from the Policyholder about the risk to be covered by Us. Based on Our experience, We decide what factors (such as those noted above) increase Our risk and how they should impact the Premium.

The Premium also includes amounts that take into account Our obligation to pay any relevant compulsory government charges or taxes (e.g. stamp duty) in relation to the Policy. These amounts will be set out separately in the Schedule as part of the total Premium payable.

When the Policyholder applies for this insurance, the Policyholder will be advised of the total Premium amount, when it needs to be paid and how it can be paid.

We may change the Premium from the renewal date if We notify the Policyholder of the change in writing prior to that date. The Policyholder can then elect whether to renew the Policy with Us.

Non-payment of Premium

If the Policyholder fails to pay the Premium on time, and the Premium remains unpaid for at least ninety (90) days, We may cancel the Policy in accordance with the relevant provisions of the *Insurance Contracts Act 1984* (Cth).

Financial Claims Scheme and Compensation Arrangements

We are insurance companies authorised under the Insurance Act 1973 (Cth) (Insurance Act) to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (APRA) and are subject to the prudential requirements of the Insurance Act 1973 (Cth).

The Insurance Act is designed to ensure that, under all reasonable circumstances, financial promises made by Us are met within a stable, efficient and competitive financial system.

Because of this We are exempted from the requirement to meet the compensation arrangements Australian financial services licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of the Corporations Act 2001 (Cth). We have compensation arrangements in place that are in accordance with the Insurance Act.

In the unlikely event that We were to become insolvent and were unable to meet Our obligations under the Policy, a person entitled to claim may be entitled to payment under the Financial Claims Scheme. Access to the Scheme is subject to eligibility criteria. Please refer to <https://www.fcs.gov.au> for more information.

Updating this PDS

We may need to update this PDS from time to time if changes occur where required and permitted by law. We will issue the Policyholder with a new PDS or a Supplementary PDS or other compliant document to update the relevant information.

Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, We may issue the Policyholder with notice of this information in other forms or keep an internal record of such changes. A paper copy of any updated information is available to the Policyholder at no cost by calling Us.

Duty of Disclosure

Your Duty of Disclosure

Before You enter into an insurance contract, You have a 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.

You have this duty until We agree to insure You.

You have the same duty before You renew, extend, vary or reinstate an insurance contract.

What You do not need to tell Us

You do not need to tell Us anything that:

- reduces the risk We insure You for; or
- is common knowledge; or
- We know or should know as an insurer; or
- We waive Your duty to tell Us about.

If You do not tell Us something

If You do not tell Us anything You are required to, 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.

How to Contact Us

To ask Us any questions or request any further information regarding the Policy, We may be contacted on:

Chubb Insurance Limited

ABN 23 001 642 020 | AFSL No. 239687

Level 38, 225 George Street

Sydney NSW 2000

t +61 2 9335 3200

f +61 2 9335 3411

e A&HPlatforms.au@chubb.com

Policy Wording

General Definitions

The words in **bold** (and any derivatives of them) listed below have the following specific meanings when they appear in the **Policy** wording:

Accident means a sudden, external and identifiable event that happens by chance and could not have been expected from the perspective of the **Covered Person**. The word Accidental will be construed accordingly.

Accidental Death means death occurring as a result of a **Bodily Injury**.

Accompanying means travelling with, or travelling separately from but with the intention to meet, depart from, or continue travelling with, another **Covered Person** who is on a **Journey**.

Bodily Injury means a bodily injury resulting solely and directly from an **Accident** and which occurs independently of any illness or other cause, where the bodily injury and **Accident** both occur:

- (a) during the **Period of Insurance**;
- (b) while the person is a **Covered Person**; and
- (c) while the **Covered Person** was on a **Journey**.

It does not mean a **Sickness** (except illness or disease directly resulting from medical or surgical treatment rendered necessary by a bodily injury).

Civil War means any of the following, whether declared or not: armed opposition, insurrection, revolution, armed rebellion, sedition, between two or more parties belonging to the same country.

Claimant means the **Policyholder**, a **Covered Person** or any other person entitled to claim under the **Policy**.

Close Colleague means, where the context permits:

- (a) a fellow **Employee** of the **Covered Person** whose duties and responsibilities directly affect the **Covered Person's** work; or
- (b) a person, who is not a fellow **Employee**, where the business relationship with the **Covered Person** necessitates the immediate return of the **Covered Person**.

Close Relative means a **Spouse/Partner**, child, **Parent**, brother, sister, brother-in-law, sister-in-law, daughter-in-law, son-in-law, half-brother, half-sister, fiancé(e), niece, nephew, uncle, aunt, step-child, grandparent or grandchild.

Country of Residence means the country:

- (a) of which the **Covered Person** is a citizen or permanent resident (e.g. in relation to which they hold a multiple entry visa or permit which gives the **Covered Person** resident rights in such country); or
- (b) in which the **Covered Person** is residing on an overseas expatriate assignment.

Covered Person means a person who meets the criteria specified for a **Covered Person** in the **Schedule** and with respect to whom **Premium** has been paid or agreed to be paid by the **Policyholder**. They are a person that is legally entitled to claim under the **Policy** by reason of the operation of the relevant provisions of the *Insurance Contracts Act 1984 (Cth)* and on no other basis. A **Covered Person** is not a contracting insured under the **Policy** with **Us**. **Our** agreement is entered into with the **Policyholder**.

Dependent Child means a **Covered Person's** and/or their **Spouse/Partner's** dependent child (including step, foster or legally adopted child) who is under nineteen (19) years of age, or who is:

- (a) under twenty-five (25) years of age while a full-time student at an accredited institution of higher learning; or
- (b) over nineteen (19) years of age and is physically or mentally incapable of self-support; and

is primarily dependent on the **Covered Person** for maintenance and support.

Doctor means a doctor or specialist who is registered or licensed to practice medicine under the laws of the country in which they practice, other than:

- (a) the **Policyholder**;
- (b) the **Covered Person**;
- (c) a **Close Relative** of the **Covered Person**.

Documents means papers or other items containing references to the **Covered Person's** identity including, but not limited to passport, drivers' licence, automatic teller machine cards, credit cards, share certificates, birth certificate, bank account details, building society account details, insurance policy documents, utilities account details or membership numbers of professional bodies.

Employee means any person in the **Policyholder's** service, including but not limited to directors (executive and non-executive), board members and (except for Section 11 – Extra Territorial Workers' Compensation) includes consultants, contractors, sub-contractors and/or self-employed persons undertaking work on the **Policyholder's** behalf.

Endorsement means a written alteration to the terms of the **Policy** issued to the **Policyholder**.

Excess means the first amount of each and every claim which **We** will not pay and which the **Policyholder** or **Covered Person** is required to bear themselves as stated in the **Schedule** either expressed as a monetary amount or a percentage of the loss.

Identity Theft means the theft of personal data or **Documents** relating to **Covered Person's** identity while the **Covered Person** is on a **Journey**, and which results in fraudulent, unauthorised, dishonest, or unlawful use of the **Covered Person's** personal details.

Incidental Private Travel means travel which is private and taken either side of or during an authorised business trip.

Journey means the journey defined in the **Schedule**, and includes all:

- (a) **Incidental Private Travel**; and/or
- (b) private leisure travel undertaken by the **Policyholder's** directors (executive and non-executive), chief financial officer, chief executive officer, chief operating officer, managing director, company secretary, or any equivalent senior executive position, and their **Accompanying Spouse/Partner** and/or **Dependent Child(ren)**,

but does not include commuting between the **Covered Person's** normal place of residence and normal place of business

Parent means parent, parent-in-law, step-parent, guardian, or such person who was the **Covered Person's** primary care giver (including jointly with another person) as a child.

Period of Insurance means the period shown on the current **Schedule** or such shorter time if the **Policy** is terminated and for which cover applies under the **Policy**.

Policy means this document, the current **Schedule** and any **Endorsement**.

Policyholder means:

- (a) the named entity listed as the **Policyholder** in the **Schedule** with whom **We** enter into the **Policy**. They are the contracting insured;
- (b) any subsidiary company (including subsidiaries thereof) of the **Policyholder** and any other organisation under the control of the **Policyholder** and over which it is exercising active management;
- (c) any new organisation acquired during the **Period of Insurance** by the **Policyholder** described in (a) and (b) above, through consolidation, merger, purchase, or assumption of control and active management, provided that such acquisition or assumption is:
 - (i) reported to **Us** within ninety (90) days after it is acquired; and
 - (ii) endorsed on this **Policy**.

Pre-Existing Condition means any physical or mental defect, condition, illness, or disease, whether diagnosed or not, for which:

- (a) in the twelve (12) months prior to the person becoming a **Covered Person**, the **Covered Person**:
 - (i) had an emergency department visit, was hospitalised, or had a day surgery procedure;
 - (ii) required prescription medication from a **Doctor**;
 - (iii) had regular reviews or check-ups with a **Doctor**;
 - (iv) underwent investigation and is awaiting diagnosis and/or test results,and which defect, condition, illness or disease remains uncured and/or in respect of which there is a reasonable prospect of recurrence; or
- (b) the **Covered Person** is exhibiting symptoms at the time of booking the **Journey** which would cause a reasonable person to consider they might have an underlying condition and to seek the advice of a **Doctor**.

Premium means the premium as shown in the **Schedule** that is payable in respect of the **Policy** by the **Policyholder**.

Professional Sport means any sport for which a **Covered Person** receives a fee, allowance, sponsorship, or monetary reward as a result of their participation, which in totality accounts for more than fifteen percent (15%) of their annual income from all sources.

Salary means:

- (a) in the case of an **Employee** (not otherwise covered below), their weekly pre-tax and pre-personal deductions income, excluding commission, bonuses, overtime payments and any allowances, averaged during the period of twelve (12) months immediately preceding the date of **Temporary Partial Disablement** or **Temporary Total Disablement** (whichever is relevant) or over such shorter period as they have been employed. Where commission, bonuses, overtime payments and any allowances are made more regularly than on an annual basis and form part of the **Employee's** total remuneration package they will be included as part of the **Employee's** weekly pre-tax income; or

- (b) in the case of an **Employee** who is remunerated by way of a salary package or T.E.C. (that is, total employment cost), their weekly pre-tax income derived from personal exertion (including, but not limited to wages, motor vehicle and/or travel allowances, club subscriptions and fees, housing loan or rental subsidy, clothing and meal allowances), before personal deductions (but excluding bonuses, commissions, overtime payments), averaged over the period of twelve (12) months immediately preceding the date of **Temporary Partial Disablement** or **Temporary Total Disablement** (whichever is relevant) or over such shorter period as they have been employed. Where commission, bonuses, overtime payments and any allowances are made more regularly than on an annual basis they will be included as part of the **Employee's** weekly pre-tax income; or
- (c) in the case of a self-employed person, their weekly pre-tax income derived from personal exertion, after deduction of all expenses incurred in connection with the derivation of that income, averaged over the period of twelve (12) months immediately preceding the date of **Temporary Partial Disablement** or **Temporary Total Disablement** (whichever is relevant) or over such shorter period as they have been self-employed.

Schedule means the schedule issued by **Us** to the **Policyholder** and attached to the **Policy** or any later schedule issued on renewal, variation or by way of **Endorsement**.

Serious Injury or **Serious Sickness** means a condition which:

- (a) a **Doctor** certifies as requiring the attendance of the **Covered Person** for the health or treatment of the person upon whom the claim depends; or
- (b) in relation to a **Close Colleague**, requires the **Covered Person** to take over that person's business role;

and for which that person has not received regular medical advice or treatment in the thirty (30) days immediately prior to the commencement date of the **Journey**.

Sickness means any illness, disease, condition, syndrome, or mental illness of the **Covered Person**.

Spouse/Partner means a **Covered Person's** husband or wife and includes a de-facto and/or life partner with whom a **Covered Person** has continuously lived with for a period of three (3) months or more.

Temporary Partial Disablement means the **Covered Person** is, in the opinion of a **Doctor**, temporarily unable to engage in a substantial part of their usual occupation or business duties, and while the **Covered Person** is under the regular care of and acting in accordance with the instructions or advice of a **Doctor**.

Temporary Total Disablement means the **Covered Person** is, in the opinion of a **Doctor**, temporarily unable to engage in their usual occupation or business duties, and while the **Covered Person** is under the regular care of and acting in accordance with the instructions or advice of a **Doctor**.

War means war, whether declared or not, or any warlike activities, including use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other ends.

We/Our/Us means Chubb Insurance Australia Limited ('Chubb'), AIG Australia Limited ('AIG') and Zurich Australian Insurance Limited ('Zurich'), who are the insurers/issuers of the **Policy**.

Please note that any definitions relating to a specific cover section are located in that section. Other documents issued by **Us** that form the **Policy** may also contain general or specific definitions.

Section 1: Personal Accident & Sickness

Section 1: Extent of Cover

Subject to the other terms, Conditions and Exclusions of the **Policy**:

1.1 Personal Accident

Where a **Covered Person** suffers from an **Event** described in Parts A, B, D or E of the Table of Events that:

- (a) is as a result of a **Bodily Injury** which occurred while on a **Journey**; and
- (b) is not a **Pre-Existing Condition**; and
- (c) occurs within twelve (12) months of the date of the **Bodily Injury**,

We will pay the corresponding benefit for that **Event** set out in the Table of Events, provided an amount is shown for that **Event** in the **Schedule** against Section 1, Parts A, B, D or E.

However, **We** will only pay the corresponding benefit for that **Event** set out in the Table of Events if:

- (d) the **Bodily Injury**; and
- (e) the **Journey**,

occur during the **Period of Insurance** and while the person is a **Covered Person**.

1.2 Sickness

Where a **Covered Person** suffers from an **Event** described in Part C of the Table of Events that:

- (a) is as a result of a **Sickness** which occurred while on a **Journey**;
- (b) is not a **Pre-Existing Condition**; and
- (c) occurs within twelve (12) months of the date of the first occurrence of the **Sickness**,

We will pay the corresponding benefit for that **Event** set out in the Table of Events, provided an amount is shown for that **Event** in the **Schedule** against Section 1, Part C.

However, **We** will only pay the corresponding benefit for that **Event** set out in the Table of Events if:

- (d) the **Sickness**; and
- (e) the **Journey**,

occur during the **Period of Insurance** and while the person is a **Covered Person**.

Section 1: Table of Events

1.3 Part A – Lump Sum Benefits for Bodily Injury

- (a) Cover for an **Event** under this part applies only if an amount for that **Event** is shown in the **Schedule** against Section 1, Part A – Lump Sum Benefits.
- (b) The benefits shown in below are a percentage of the amount shown in the **Schedule** against Section 1, Part A – Lump Sum Benefits.
- (c) Where the lump sum benefit is salary linked and the **Covered Person** is not in receipt of a **Salary**, the benefit amount will be fifty percent (50%) of the lump sum benefit stated in the **Schedule** for the category applicable to such **Covered Person**. Cover is also subject to the Aggregate Limit of Liability as described in General Provision 5.2 'Limit of Liability' of this **Policy**.
- (d) If two or more of Events 1 to 19 occur in respect of the same **Bodily Injury**, **We** will only pay for one Event (the Event with the highest available compensation).
- (e) If a **Covered Person** suffers a **Bodily Injury** resulting in any one of Events 2–8, **We** will not be liable under the **Policy** for any subsequent **Bodily Injury** to that **Covered Person** during the **Period of Insurance**.

THE EVENTS	THE BENEFITS
Note: The following Event(s) must occur within twelve (12) months of the date of the Bodily Injury.	The benefits shown below are a percentage of the amount shown in the Schedule against Section 1, Part A – Lump Sum Benefits
1. Accidental Death	100%
2. Permanent Total Disablement	100%
3. Paraplegia or Quadriplegia	100%
4. Loss of sight of both eyes	100%
5. Loss of sight of one (1) eye	100%
6. Loss of use of one (1) or more Limbs	100%
7. Loss of:	
(a) four (4) Fingers and Thumbs of both Hands	100%
(b) one (1) Hand	80%
(c) four (4) Fingers and Thumb of either Hand	80%
(d) four (4) Fingers of either Hand	50%
8. Loss of use of:	
(a) two (2) Feet	50%
(b) one (1) Foot	40%
9. Permanent and incurable insanity	100%
10. Loss of hearing in:	
(a) both ears	100%
(b) one (1) ear	30%
11. Permanent Loss of the lens of:	
(a) both eyes	100%
(b) one (1) eye	60%
12. Burns:	
(a) Third degree burns and/or resultant disfigurement which covers more than twenty percent (20%) of the entire external body	50%
(b) Second degree burns and/or resultant disfigurement which covers more than twenty percent (20%) of the entire external body	25%
13. Permanent Loss of use of one (1) Thumb of either Hand:	
(a) both joints	40%
(b) one (1) joint	20%

THE EVENTS Note: The following Event(s) must occur within twelve (12) months of the date of the Bodily Injury.	THE BENEFITS The benefits shown below are a percentage of the amount shown in the Schedule against Section 1, Part A – Lump Sum Benefits
14. Permanent Loss of use of Fingers of either Hand:	
(a) three (3) joints	15%
(b) two (2) joints	10%
(c) one (1) joint	5%
15. Permanent Loss of use of Toes of either Foot:	
(a) all – one (1) Foot	15%
(b) great – both joints	5%
(c) great – one (1) joint	3%
(d) other than great – each Toe	1%
16. Fractured leg or patella with established non-union	10%
17. Shortening of leg by at least five (5) cm	7.5%
18. Loss of at least fifty percent (50%) of all sound and natural teeth, including capped or crowned teeth, but excluding first or milk teeth and dentures	3% of the sum insured up to a maximum of \$10,000
19. Permanent partial disablement not otherwise provided for under Events 2 to 18 inclusive.	Such percentage of the Lump Sum Benefit insured which corresponds to the percentage reduction in whole bodily function as certified by the Covered Person's treating Doctor , and a Doctor appointed by Us . If the Doctor chosen by Us forms a contrary opinion to that of the Covered Person's treating Doctor , We will seek the opinion of a third independent Doctor who will be appointed by mutual agreement between the parties. In the event of a disagreement between all three (3) Doctors , the percentage reduction in whole bodily function will be the average of the three (3) opinions, subject to the maximum amount We will pay which is seventy-five percent (75%) of the Lump Sum Benefit insured.

1.4 Part B – Bodily Injury Benefits

Bodily Injury Resulting in Surgery

- (a) Cover for an **Event** under this Part applies only if:
- (i) an amount is shown in the **Schedule** against Section 1, Part B – Bodily Injury Resulting in Surgery;
 - (ii) the surgery is undertaken outside the **Covered Person’s Country of Residence**;
 - (iii) the surgical procedure is carried out within twelve (12) months of the date of the **Bodily Injury**; and
 - (iv) the **Covered Person** has a valid claim for **Medical, Evacuation & Additional Expenses** with respect to the same procedure under Section 4 – Medical, Evacuation & Additional Expenses.
- (b) The benefits shown in below are a percentage of the amount shown in the **Schedule** against Section 1, Part B – Bodily Injury Resulting in Surgery.

THE EVENTS	THE BENEFITS
Note: The following surgical procedure(s) must be carried out within twelve (12) months of the date of the Bodily Injury.	The benefits shown below are a percentage of the amount shown in the Schedule against Section 1, Part B – Bodily Injury Resulting in Surgery – Benefits.
20. Craniotomy	100%
21. Amputation of a Limb	100%
22. Fracture of a Limb requiring open reduction	50%
23. Dislocation requiring open reduction	25%
24. Any other surgical procedure carried out under a general anaesthetic	12.5%

Bodily Injury Weekly Benefits

- (a) Cover for an Event under this Part applies only if an amount is shown in the **Schedule** against Section 1, Part B – Bodily Injury Weekly Benefits.
- (b) Cover for an **Event** under this Part is subject to the **Benefit Period** and the **Excess Period** shown in the **Schedule** against Section 1, Part B – Bodily Injury Weekly Benefits.

THE EVENTS	THE BENEFITS
Note: The following Event(s) must occur within twelve (12) months of the date of the Bodily Injury.	
25. Temporary Total Disablement	From the date of Temporary Total Disablement and whilst the Temporary Total Disablement persists, up to the weekly benefit shown in the Schedule against Section 1, Part B – Bodily Injury Weekly Benefits, but not exceeding the percentage of Salary shown in the Schedule of the Covered Person’s Salary .
26. Temporary Partial Disablement	From the date of Temporary Partial Disablement and whilst the Temporary Partial Disablement persists, up to the weekly benefit amount shown in the Schedule against Section 1, Part B – Bodily Injury Weekly Benefits less any amount of current earnings as a result of working in a reduced capacity with the Policyholder , provided the combined amount does not exceed the percentage of Salary shown in the Schedule of the Covered Person’s Salary . Should the Covered Person be able to return to work with the Policyholder in a reduced capacity, where the Policyholder has activities for the Covered Person to undertake, yet elect not to do so, then the benefit payable will be thirty percent (30%) of the Covered Person’s Salary .

1.5 Part C – Sickness Benefits

Sickness Resulting in Surgery

- (a) Cover for an **Event** under this Part applies only if:
- (i) an amount is shown in the **Schedule** against Section 1, Part C – Sickness Resulting in Surgery;
 - (ii) the surgery is undertaken outside the **Covered Person’s Country of Residence**;
 - (iii) the surgical procedure is carried out within twelve (12) months of the date of occurrence of the **Sickness**; and
 - (iv) the **Covered Person** has a valid claim for **Medical, Evacuation & Additional Expenses** with respect to the same procedure under Section 4 – Medical, Evacuation & Additional Expenses.
- (b) The benefits shown below are a percentage of the amount shown in the **Schedule** against Section 1, Part C – Sickness Resulting in Surgery.

THE EVENTS	THE BENEFITS
Note: The following surgical procedure(s) must occur within twelve (12) months of the date of occurrence of the Sickness during a Journey.	The benefits shown below are a percentage of the amount shown in the Schedule against Section 1, Part C – Sickness Resulting in Surgery – Benefits
27. Open heart surgical procedure	100%
28. Brain surgery	100%
29. Abdominal surgery carried out under general anaesthetic	50%
30. Any other surgical procedure carried out under a general anaesthetic	12.5%

Sickness Weekly Benefits

- (a) Cover for an **Event** under this Part applies only if an amount is shown in the **Schedule** against Section 1, Part C – Sickness Weekly Benefits.
- (b) Cover for an **Event** under this Part is subject to the **Benefit Period** and the **Excess Period** shown in the **Schedule** against Section 1, Part C – Sickness Weekly Benefits.

THE EVENTS	THE BENEFITS
Note: The following Event(s) must occur within twelve (12) months of the date of the Sickness.	
31. Temporary Total Disablement	From the date of Temporary Total Disablement and whilst the Temporary Total Disablement persists, up to the weekly benefit shown in the Schedule against Section 1, Part C – Sickness Weekly Benefits, but not exceeding the percentage of Salary shown in the Schedule of the Covered Person’s Salary .
32. Temporary Partial Disablement	From the date of Temporary Partial Disablement and whilst the Temporary Partial Disablement persists, the weekly benefit amount shown in the Schedule against Section 1, Part C – Sickness Weekly Benefits less any amount of current earnings as a result of working in a reduced capacity with the Policyholder provided the combined amount does not exceed the percentage of Salary shown in the Schedule of the Covered Person’s Salary . Should the Covered Person be able to return to work with the Policyholder in a reduced capacity, where the Policyholder has activities for the Covered Person to undertake, yet elect not to do so, then the benefit payable will be thirty percent (30%) of the Covered Person’s Salary .

1.6 Part D – Fractured Bones – Lump Sum Benefits

- (a) Cover for an **Event** under this Part applies only if an amount is shown in the **Schedule** against Section 1, Part D – Fractured Bones – Lump Sum Benefits.
- (b) The benefits shown below are a percentage of the amount is shown in the **Schedule** against Section 1, Part D – Fractured Bones – Lump Sum Benefits.
- (c) The maximum benefit payable for any one **Bodily Injury** resulting in fractured bones will be the amount shown in the **Schedule** against Part D – Fractured Bones – Lump Sum Benefits.
- (d) In the case of an established non-union of any of the below fractures, notwithstanding the maximum benefit payable amount, **We** will pay an additional benefit of five percent (5%) of the amount shown in the **Schedule** against Section 1, Part D – Fractured Bones – Lump Sum Benefits.

THE EVENTS	THE BENEFITS
Note: The following fractured bones must occur within twelve (12) months of the date of the Bodily Injury.	The benefit shown below are a percentage of the amount shown in the Schedule against Section 1, Part D – Fractured Bones – Lump Sum Benefit
33. Neck, skull or spine (Complete Fracture)	100%
34. Hip	75%
35. Jaw, pelvis, leg, ankle or knee (Complete Fracture or Other Fracture)	50%
36.	
(a) Cheekbone, shoulder	30%
(b) Neck, skull or spine (Simple Fracture, Other Fracture or Hairline Fracture)	30%
37. Arm, elbow, wrist or ribs (Complete Fracture or Other Fracture)	25%
38. Jaw, pelvis, leg, ankle or knee (Simple Fracture or Hairline Fracture)	20%
39. Nose or collar bone	20%
40. Arm, elbow, wrist or ribs (Simple Fracture or Hairline Fracture)	10%
41. Finger, Thumb, Foot, Hand or Toe	7.5%

1.7 Part E – Loss of Teeth or Dental Procedures – Lump Sum Benefits

- (a) Cover for an **Event** under this Part applies only if an amount is shown in the **Schedule** against Section 1, Part E – Loss of Teeth or Dental Procedures – Lump Sum Benefits.
- (b) The benefits shown below are a percentage of the amount shown in the **Schedule** against Section 1, Part E – Loss of Teeth or Dental Procedures – Lump Sum Benefits.
- (c) The maximum benefit payable for any one **Bodily Injury** resulting in loss of **Teeth** or dental procedures will be the amount shown in the **Schedule** against Part E – Loss of Teeth or Dental Procedures – Lump Sum Benefits.
- (d) A limit per Tooth applies and will be the amount shown in the **Schedule** against Part E – Loss of Teeth or Dental Procedures – Sub-Limit.

THE EVENTS	THE BENEFITS
Note: The following loss or procedure(s) (as the case may be) must occur within 12 months of the date of the Bodily Injury.	The benefits shown below are a percentage of the amount shown in the Schedule against Section 1, Part E – Loss of Teeth or Dental Procedures – Lump Sum Benefits.
42. Loss of teeth or full capping of Teeth	100%
43. Partial capping of Teeth	50%

Section 1: Definitions

Act of Terrorism means the planning, use, or threat of use, of violence against persons or property for the purpose of advancing political, religious, or ideological goals.

Air or Road Rage Incident means a violent physical act occurring whilst the **Covered Person** is occupying an aircraft as a passenger, or any motor vehicle intended for use on public roadways; and intentionally committed by a person who is not a **Covered Person** or a **Close Relative** of the **Covered Person**.

Benefit Period means the maximum period of time for which a benefit is payable under Events 25, 26, 31 or 32, as shown in the **Schedule**.

Carjacking Incident means a violent theft or attempted violent theft of a motor vehicle which occurs while the vehicle is under the care and control of, or is occupied by, or is immediately intended to be occupied by, a **Covered Person**.

Complete Fracture means a fracture in which the bone is broken completely across and no connection is left between the pieces.

Event(s) means the **Event(s)** described in the relevant Table of Events set out in Section 1 (Personal Accident & Sickness) of the **Policy** and which result from a **Bodily Injury** or **Sickness** of the **Covered Person**, as applicable.

Excess Period means the period of time following an **Event** giving rise to a claim during and for which no benefits are payable as specified in the **Schedule**.

Fingers, Thumbs or Toes means the digits of a **Hand** or **Foot**.

Foot means the entire foot below the ankle.

Hairline Fracture means mere cracks in the bones.

Hand means the entire hand below the wrist.

Limb means the entire limb between the shoulder and the wrist or between the hip and the ankle.

Loss means in connection with:

- (a) a **Limb, Permanent** physical severance or **Permanent** total loss of the use of the **Limb**;
- (b) hands, feet and digits, **Permanent** physical severance or **Permanent** total loss of use of the **Hand, Foot, Finger, Thumb or Toes**;
- (c) an eye, total and **Permanent** loss of all sight in the eye;
- (d) hearing, total and **Permanent** loss of hearing;
- (e) speech, total and **Permanent** loss of the ability to speak; and which in each case is caused by **Bodily Injury**.

Medical Aids means equipment, such as crutches, bandages, traction equipment, walker boots, heat packs etc. that are recommended in the treatment of **Bodily Injury** by a **Doctor** and which are not excluded under General Exclusion 17.1(d).

Other Fracture means any fracture other than a **Simple Fracture**.

Paraplegia means the **Permanent** loss of use of both legs and/or the **Permanent** loss of use of the whole of or part of the lower half of the body.

Permanent means having lasted, or based on medical evidence will last, twelve (12) consecutive months from the date of the **Bodily Injury** and at the expiry of that period is, in the opinion of a **Doctor**, unlikely to materially improve.

Permanent Total Disablement means in the opinion of a **Doctor**:

- (a) the **Covered Person's** disability is **Permanent**; and
- (b) the **Covered Person** is entirely and continuously unable to engage in, perform, or attend to any occupation or business for which they are reasonably qualified by reason of education, training or experience.

Quadriplegia means the **Permanent** loss of use of both arms and both legs.

Simple Fracture means a fracture in which there is a basic and uncomplicated break in the bone and which in the opinion of a **Doctor** requires minimal and uncomplicated medical treatment.

Specified Sickness means a:

- (a) myocardial infarction (heart attack) or ischaemic heart disease; or
- (b) pulmonary embolism or lower respiratory disease; or
- (c) stroke;
- (d) cancer;
- (e) rabies; or
- (f) dementia or Alzheimer's disease.

Tooth or Teeth means a sound and natural permanent tooth but does not include first or milk teeth, dentures, implants and dental fillings.

Section 1: Extensions

The following Extensions automatically apply to Section 1 of this **Policy**.

1.8 Air or Road Rage Benefit

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains a **Bodily Injury** as a result of being the victim of an **Air or Road Rage Incident**, **We** will pay the **Covered Person** the amount shown in the **Schedule** against Section 1 Extensions – Air or Road Rage Benefit. The **Covered Person** must make reasonable efforts to report the **Air or Road Rage Incident** to the police or other relevant local authority as soon as practicable after the incident occurring.

1.9 Carjacking Assault Benefit

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains a **Bodily Injury** as a result of being the victim of a **Carjacking Incident**, **We** will pay the **Covered Person** the amount shown in the **Schedule** against Section 1 Extensions – Carjacking Assault Benefit. The **Covered Person** must make reasonable efforts to report the **Carjacking Incident** to the police or other relevant local authority as soon as practicable after the incident occurring.

1.10 Chauffeur Services

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** becomes entitled to a payment of benefits under any of Events 25, 26, 31 or 32, **We** will pay the **Policyholder** or **Covered Person** up to the amount shown in the **Schedule** against Section 1 Extensions – Chauffeur Services, for a chauffeur or taxi service, or commercial ride sharing service, to transport the **Covered Person** directly to and from:

- (c) the **Covered Person's** usual place of work and their usual place of residence if the **Covered Person** recovers sufficiently to return to work but is certified by a **Doctor** as being unable to drive a vehicle or travel on public transport; or
- (d) any medical appointment for the treatment of the **Temporary Total Disablement** or **Temporary Partial Disablement**.

1.11 Childcare Benefit

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains a **Bodily Injury** for which a benefit is paid under any of Events 2-7 (a), 8 (a), 9, 10 (a) or 11 (a), **We** will pay the **Covered Person** the actual and reasonable expenses necessarily incurred for the services of a registered childcare provider up to the amount shown in the **Schedule** against Section 1 Extensions – Childcare Benefit, but only in respect of additional costs that would not otherwise have been incurred.

1.12 Coma Benefit

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains a **Bodily Injury** which directly causes or results in the **Covered Person** being in a state of continuous unconsciousness, and the **Covered Person** or their legal representative presents **Us** with a written opinion of a **Doctor** which verifies that the direct cause of the continuous unconsciousness was the **Bodily Injury**, **We** will pay the **Policyholder** or the **Covered Person** or the **Covered Person's** legal representative a weekly amount for each week (or part thereof) of continuous unconsciousness, up to a maximum of consecutive weeks, as shown in the **Schedule** against Section 1 Extensions – Coma Benefit.

If the state of continuous unconsciousness persists for less than one (1) week, or for only part of any subsequent week, **We** will pay the Coma Benefit described above at the rate of one-seventh the weekly rate for each day of unconsciousness during that part-week.

1.13 Corporate Image Protection

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

any **Covered Person** suffers a **Bodily Injury** and this is likely to result in a valid claim under the **Policy** with respect to Section 1 Part A – Lump Sum Benefits 1-7(a), 8(a), 9, 10(a) or 11(a), **We** will reimburse the **Policyholder** for costs (other than the **Policyholder's** own internal costs) incurred with **Our** prior written agreement (not to be unreasonably withheld or delayed):

- (c) to engage image consultants and public relations consultants; and
- (d) to release information through the media.

The maximum amount **We** will pay with respect to any one **Event** or set of circumstances is the amount shown in the **Schedule** against Section 1 Extensions – Corporate Image Protection.

Conditions applicable to Corporate Image Protection cover

- (1) The **Policyholder** should seek **Our** prior written agreement before any expenses are incurred to protect and/or positively promote the **Policyholder's** business and image, as not doing so may prejudice **Our** rights and reduce the amount payable under the **Policy**.
- (2) Costs must be incurred as a result of such **Bodily Injury(ies)**, to protect and/or positively promote the **Policyholder's** business and image.

1.14 Death by Specified Sickness

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** dies within the first thirty-one (31) days of the **Journey** solely and directly as a result of a **Specified Sickness** which is not caused by or related to a **Pre-Existing Condition**, **We** will pay the lump sum benefit amount shown in the **Schedule** against Section 1 Extensions – Death by Specified Sickness.

1.15 Dependent Child Supplement

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** suffers an **Accidental Death** and is survived by a **Dependent Child(ren)**, **We** will pay the **Covered Person's** estate a lump sum for each surviving **Dependent Child** subject to a maximum benefit amount with respect to any one family.

The maximum amount **We** will pay per **Dependent Child** and any one family is shown in the **Schedule** against Section 1 Extensions – Dependent Child Supplement.

1.16 Disappearance

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** disappears in any manner whatsoever and the **Covered Person's** body has not been found within twelve (12) months after the date of that disappearance, the **Covered Person** will be deemed for the purpose of this **Policy** to have died as a result of a **Bodily Injury** at the time of their disappearance.

Where the **Accidental Death** benefit in the Table of Events (Event 1) is payable because of a disappearance, **We** will only pay that benefit if the **Policyholder** or the legal representatives of the **Covered Person's** estate:

- (c) report the disappearance to the local police and where possible provide **Us** with a written report; and
- (d) if reasonably possible, where the cause of the **Covered Person's** disappearance is unknown, provide a death certificate from the relevant authority, within twelve (12) months of the disappearance; and
- (e) give **Us** a signed undertaking that the benefit will be repaid to **Us** if, after **Our** payment, it is found that the **Covered Person's** estate knew that the **Covered Person** did not die as a result of a **Bodily Injury**.

1.17 Domestic Help Expenses

Where a **Covered Person** is an **Accompanying Spouse/Partner** and is a non-income earner prior to sustaining a **Bodily Injury** or suffering **Sickness**, but would otherwise have been entitled to a benefit under any of Events 25, 26, 31 and/or 32, **We** will pay the reasonable costs of domestic help, including childcare and outdoor household activities, certified as necessary by a **Doctor**. The domestic help may not be performed by a person who is a **Close Relative** of the **Covered Person**.

The maximum amount **We** will pay for any one **Event** per week, and the maximum number of weeks, are shown in the **Schedule** against Section 1 Extensions – Domestic Help Expenses.

1.18 Education Fund Benefit

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains a **Bodily Injury** resulting in Event 1 – Accidental Death, **We** will reimburse subsequently incurred school or university fees. The maximum amount for each surviving **Dependent Child** and for each family is shown in the **Schedule** against Section 1 Extension – Education Fund Benefit.

1.19 Escalation of Claim Benefit

After paying a benefit under Events 25 and/or 26 or Events 31 and/or 32 continuously for twelve (12) months and again after each subsequent period of twelve (12) months during which a benefit is paid, the benefit will be increased by five percent (5%) per annum. Any continuation of benefits shall not exceed the total maximum **Benefit Period** shown in the **Schedule**.

1.20 Executor Emergency Cash Advancement

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** suffers an **Accidental Death**, and it is likely that there will be an entitlement to payment under Event 1, then without prejudice, upon the executor of their estate's request, **We** will advance to the **Policyholder** or the executor of the **Covered Person's** estate the benefit amount shown in the **Schedule** against Section 1 Extensions – Executor Emergency Cash Advancement, whilst the administration of the **Covered Person's** estate is being arranged. The amount of the payment made under this Extension shall be deducted from any amount paid under Event 1.

1.21 Exposure

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** is exposed to the elements as a result of an **Accident** and within twelve (12) months of the **Accident**, the **Covered Person** suffers from any of the **Events** as a direct result of that exposure, the **Covered Person** will be deemed for the purpose of the **Policy** to have suffered a **Bodily Injury** on the date of the **Accident**.

1.22 Guaranteed Payment

If a **Covered Person** becomes entitled to payment of a benefit under either of Events 25 or 31, **We** will immediately pay twelve (12) weeks benefits provided that the **Policyholder** or a **Covered Person** gives **Us** proper medical evidence from a **Doctor** certifying that there is a reasonable likelihood that the total period of **Temporary Total Disablement** will be a minimum of twenty-six (26) weeks.

1.23 Independent Financial Advice

If a **Covered Person** sustains a **Bodily Injury** for which benefits are payable under Events 1–7(a), 8(a), 9, 10(a) or 11(a), **We** will pay, if asked by the **Policyholder**, the **Covered Person** or representatives of the **Covered Person's** estate, in addition to payment of the Part A benefit for the **Event**, the reasonable costs of obtaining financial advice in respect of the payment of the benefit provided such advice is given by a professional financial advisor:

- (a) who is not a **Close Relative** or **Parent** of the **Covered Person**; and
- (b) who, at the time the advice is given, is regulated by the Australian Securities and Investments Commission (ASIC) and is authorised by ASIC to give such financial advice.

The maximum amount **We** will pay is the amount shown in the **Schedule** against Section 1 Extensions – Independent Financial Advice.

1.24 Modification Expenses

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains a **Bodily Injury** for which a benefit is payable under Part A - Events 2 or 3, **We** will reimburse the **Policyholder** of **Covered Person** up to the amount shown in the **Schedule** against Section 1 Extensions – Modification Expenses, for reasonable costs incurred to:

- (c) modify the **Covered Person's** vehicle;
- (d) modify the **Covered Person's** home or relocate the **Covered Person** to a more suitable residence; and
- (e) with the agreement of the **Policyholder**, modify the **Covered Person's** workplace,

provided that evidence is presented from a **Doctor** that certifying that the modification and/or relocation is medically necessary, or is likely to be substantially beneficial in managing the **Covered Person's** condition or enabling greater independence in their daily life.

1.25 Orphan Benefit

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** and their **Accompanying Spouse/Partner** both suffer **Accidental Death** as a result of the same **Accident** and they are survived by a **Dependent Child(ren)**, **We** will pay to the **Covered Person's** estate, in addition to any benefit payable under Additional Benefit 1.15 Dependent Child Supplement, a lump sum benefit for each surviving **Dependent Child**, subject to a maximum benefit amount in respect of any one family, as shown in the **Schedule** against Section 1 Extension – Orphan Benefit.

1.26 Out of Pocket Expenses

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains a **Bodily Injury** which directly results in additional expenses for **Medical Aids**, local transportation (other than in an ambulance) for the purpose of seeking medical treatment, and other non-medical expenses such as clothing and non-medical equipment, **We** will pay the reasonable costs incurred, up to the amount shown in the **Schedule** against Section 1 Extensions – Out of Pocket Expenses, provided that those costs:

- (c) are not insured elsewhere under this **Policy**; and
- (d) are not an expenses to which General Exclusion 17.1(c) applies.

1.27 Premature Birth/Miscarriage Benefit

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains a **Bodily Injury** which results in premature childbirth (prior to thirty-two (32) weeks gestation) or miscarriage, **We** will pay the **Policyholder** or **Covered Person** the amount shown in the **Schedule** against Section 1 Extensions – Premature Birth/Miscarriage Benefit.

1.28 Reconstructive or Cosmetic Surgery Benefit

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains a **Bodily Injury** which directly results in medically necessary reconstructive or cosmetic surgery, and a benefit being paid under any of Events 2-19, **We** will pay the **Policyholder** or the **Covered Person** an additional ten percent (10%) of that benefit amount with respect to that **Bodily Injury**, up to the maximum benefit amount shown in the **Schedule** against Section 1 Extensions – Reconstructive or Cosmetic Surgery Benefit.

1.29 Replacement Staff Recruitment Expenses

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** suffers a **Bodily Injury**, and in **Our** opinion this is likely to result in a valid claim under the **Policy** with respect to Part A – Event 1 or Event 2, **We** will pay the reasonable costs incurred by the **Policyholder** for recruitment of replacement employees, up to the maximum benefit amount shown in the **Schedule** against Section 1 Extensions – Replacement Staff Recruitment Expenses. Provided that the recruitment process commences within sixty (60) days of the **Event** and is necessary for the continuation of the **Policyholder's** business.

1.30 Spouse/Partner Accidental Death Benefit

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person's Spouse/Partner** (who is not **Accompanying** the **Covered Person**) suffers an **Accidental Death**, **We** will pay the **Covered Person** a lump sum benefit.

The maximum amount **We** will pay is the amount shown in the **Schedule** against Section 1 Extensions – Spouse/Partner Accidental Death Benefit.

1.31 Spouse/Partner Retraining Benefit

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** suffers **Bodily Injury** for which benefits are payable under any of Events 1-7(a), 8(a), 9, 10(a) or 11(a), **We** will pay, if asked by the **Policyholder**, the **Covered Person** or the **Covered Person's** estate, the costs incurred for the training or retraining of the **Covered Person's Spouse/Partner**:

- (c) for the purpose of obtaining gainful employment; or
- (d) to improve their employment prospects; or
- (e) to enable them to improve the quality of care they can provide to the **Covered Person**,

provided always that:

- (f) the training is provided by a registered training organisation with qualified skills to provide such training; and
- (g) all such expenses are incurred within twenty-four (24) months from the date the **Covered Person** suffered the **Bodily Injury** for which the claim depends.

The maximum amount **We** will pay is the amount shown in the **Schedule** against Section 1 Extensions – Partner Retraining Benefit.

1.32 Student Tutorial Expenses

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** who is a student, suffers from:

- (c) a **Bodily Injury** which results in Events 25 and/or 26; or
- (d) a **Sickness** which results in Events 31 and/or 32,

and is unable to attend registered classes, **We** will pay the cost of reasonably and necessarily incurred home tutorial services as a result of that **Bodily Injury** or **Sickness**, up to the amount shown in the **Schedule** under Section 1 Extensions – Student Tutorial Expenses. Provided that the **Covered Person** is registered as a full time student with an educational institution and the home tutorial services are provided by persons other than the **Covered Person’s Close Relatives** or persons permanently living with the **Covered Person**.

1.33 Terrorism Injury Benefit

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains a **Bodily Injury** resulting from an **Act of Terrorism** for which a benefit is paid under any of Events 1 to 7(a), 8(a), 9, 10(a) and 11(a), **We** will, in addition to payment of the benefit, also pay the **Policyholder** or the **Covered Person** or the **Covered Person’s** estate, the amount shown in the **Schedule** against Section 1 Extensions – Terrorism Injury Benefit.

The maximum amount **We** will pay for all claims arising out of any one event, or series of related events, during the **Period of Insurance**, shall not exceed the Aggregate amount shown in the **Schedule** against Section 1 Extensions – Terrorism Injury Benefit (Aggregate Maximum).

Condition applicable to Terrorism Injury Benefit

The **Covered Person** should make every practicable effort to report the **Act of Terrorism** to the police or other relevant local authority as soon as reasonably practicable after the incident occurring and, where possible, provide **Us** with a copy of the report, or with the incident report number provided by the police or relevant local authority. Not reporting the incident to the **Policy** or other relevant local authority may prejudice **Our** rights and reduce the cover payable under this **Policy**.

1.34 Tuition or Advice Expenses

When Events 25 and/or 26 or Events 31 and/or 32 occur, for which benefits are payable, **We** will reimburse expenses incurred by the **Policyholder** or a **Covered Person** for:

- (a) tuition or advice given to a **Covered Person** by a licensed vocational school; or
- (b) participation in a return to work program.

The **Policyholder** and/or **Covered Person** should seek **Our** written agreement (not to be unreasonably withheld or delayed) and the agreement of the **Covered Person’s Doctor** prior to incurring such expenses, as not doing so may prejudice **Our** rights, and reduce the amount payable under this **Policy**.

Reimbursement under this provision will be limited to the reasonable costs incurred by the **Policyholder** or the **Covered Person** up to the maximum amount per month and for the maximum number of months shown in the **Schedule** against Section 1 Extensions – Tuition or Advice Expenses.

1.35 Unexpired Membership Benefit

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains a **Bodily Injury** which results in a benefit being paid under:

- (c) Events 2 to 7(a), 8(a), 9, 10(a) and 11(a); or
- (d) Events 25 and/or 26, which a **Doctor** certifies in writing will be reasonably likely to continue for a minimum period of twenty-six (26) weeks,

and it is certified by a **Doctor** as preventing the **Covered Person** from continuing their participation in any sport or gym activity for which they have pre-paid a membership, association or registration fee, **We** will pay the **Policyholder** or **Covered Person** a refund of such fees paid for the current season or membership period, pro-rate from the date of the **Event**, up to the maximum benefit amount shown in the **Schedule** against Section 1 Extensions – Unexpired Membership Benefit.

Section 1: Exclusions

The following Exclusions automatically apply to Section 1 of this **Policy**. Section 1 of this **Policy** is also subject to the General Exclusions in Section 17 of this **Policy**.

1.36 We will not be liable to pay benefits:

- (a) for Events 31 and 32 with respect to any **Sickness** which is wholly or partly attributable to childbirth or pregnancy except for unexpected medical complications or emergencies arising from childbirth or pregnancy;
- (b) We will not pay benefits for an **Event(s)** which is directly or indirectly related to a **Pre-Existing Condition**.

Section 1: Conditions

The following Conditions automatically apply to Section 1 of this **Policy**. Section 1 of this **Policy** is also subject to the General Provisions in Section 18 of this **Policy**.

1.37 If a **Covered Person** suffers a **Bodily Injury** resulting in any one of Events 2–8, We will not be liable under the **Policy** for any subsequent **Bodily Injury** to that **Covered Person** during the **Period of Insurance**.

1.38 If two (2) or more of Events 1 -19 occur in respect of the same **Bodily Injury**, we will only pay for one (1) **Event** (the **Event** with the highest available compensation).

1.39 We will not pay benefits for Events 25, 26, 31 and 32:

- (a) in **excess** of a total aggregate period as shown in the **Schedule** against Section 1, Part B – Bodily Injury Weekly Benefits or against Part C – Sickness Weekly Benefits in respect of any one **Bodily Injury** or **Sickness**;
- (b) during the **Excess Period** stated in the **Schedule** against Section 1, Part B – Bodily Injury Weekly Benefits or against Part C – Sickness Weekly Benefits, calculated from the commencement of the **Temporary Total Disablement** or **Temporary Partial Disablement**; and
- (c) after that **Excess Period**, in an amount which exceeds the lesser of:
 - (i) the maximum **Salary** stated in the **Schedule** against Section 1, Part B – Bodily Injury Weekly Benefits or against Part C – Sickness Weekly Benefits; or
 - (ii) the **Covered Person's Salary** multiplied by the applicable percentage stated in the **Schedule** against Part B – Bodily Injury Weekly Benefits or against Part C – Sickness Weekly Benefits.

For example, if the **Schedule** against Part B – Bodily Injury Weekly Benefit or against Part C – Sickness Weekly Benefit states:

- the applicable percentage is eighty-five percent (85%); and
- the maximum benefit is \$2,000;

Example A: if a **Covered Person's Salary** is \$2,000 per week then that **Covered Person's** maximum benefits will be \$1,700 per week i.e. eighty-five percent (85%) of \$2,000.

Example B: if a **Covered Person's Salary** is \$3,000 per week then that **Covered Person's** maximum benefit will be \$2,000 per week i.e. the lesser of:

- eighty-five percent (85%) of \$3,000 = \$2,550; or
- \$2,000.

1.40 The **Covered Person** should, as soon as reasonably possible after the happening of any **Bodily Injury** or the manifestation of any **Sickness** giving rise to a claim under the **Policy**, procure and follow proper medical advice from a **Doctor**, as not doing so may prejudice **Our** rights, and may result in **Us** reducing or suspending the amount payable under this **Policy**;

1.41 We will not pay benefits for more than one (1) of Events 25 and/or 26 or Events 31 and/or 32 that occur for the same period of time in respect of any one (1) **Covered Person**;

1.42 The amount of any benefit payable for **Temporary Total Disablement** and **Temporary Partial Disablement** will be reduced by the amount of any:

- (a) periodic compensation benefits payable under any disability insurance, workers compensation or accident compensation scheme or government entitlement; and
- (b) the amount of any sick pay received, or at the direction of the **Policyholder** any sick leave entitlement, or any disability entitlement;

so that the total amount of any such benefit or entitlement together with any benefits payable under the **Policy** does not exceed the applicable percentage of the lesser of:

- (c) the maximum **Salary** stated in the **Schedule** against Part B – Bodily Injury Weekly Benefits or against Part C – Sickness Weekly Benefits, as applicable; or

(d) the **Covered Person's Salary**.

For example, if:

- the applicable percentage is seventy-five (75%);
- the maximum benefit stated in the **Schedule** is \$2,000 x 156 weeks against Part B – Bodily Injury Weekly Benefits or against Part C – Sickness Weekly Benefits;
- a **Covered Person's Salary** is \$1,500;
- the **Covered Person** is entitled to benefits of (say) \$500 per week under a compensation scheme described in 1.42(a) above,

then that **Covered Person's** maximum benefit will be limited to seventy-five percent (75%) of \$1,500 = \$1,125 less \$500 = \$625 x 156 weeks = \$97,500. (Note: this example assumes that the weekly compensation benefit of \$500 continues concurrently with payments under this **Policy** for one hundred and fifty-six (156) weeks).

- 1.43** Where, in relation to benefits payable for Events 2, 25, 26, 31 and/or 32, **We** do not agree with the opinion given by the **Doctor** ('the initial **Doctor**'), **We** have the right (at **Our** own expense) to have the relevant **Covered Person** examined by a **Doctor** appointed by **Us**. If the **Doctor** chosen by **Us** forms a contrary opinion to that of the initial **Doctor**, **We** will obtain the opinion of an independent **Doctor**, to be mutually agreed upon by the parties and paid for by **Us**. The parties will be bound by the opinion of the third, independent **Doctor**.
- 1.44** If as a result of **Bodily Injury** or **Sickness**, benefits become payable under Parts B or C of the Table of Events and while the **Policy** is in force, the **Covered Person** suffers a recurrence of **Temporary Total Disablement** or **Temporary Partial Disablement** from the same or a related cause or causes, then, for the purpose of applying the **Excess Period** only, the subsequent period of disablement will be deemed a continuation of the prior period unless, between such periods, the **Covered Person** has worked on a full-time basis for at least six (6) consecutive months, in which case the subsequent period of disablement will be deemed to have resulted from a new **Bodily Injury** or **Sickness** and a new **Excess Period** will apply.
- Where a **Bodily Injury** or **Sickness** requires surgical treatment which cannot be performed within twelve (12) months from the date of that **Bodily Injury** or **Sickness**, provided a **Doctor** certifies that such treatment was known as necessary during that twelve (12) month period, **We** will treat this twelve (12) month period as a continuation of the first **Bodily Injury** or **Sickness** regardless of whether the **Covered Person** has been able to return to work for six (6) months, provided surgery does not occur in a period in excess of twenty-four (24) months from the original date of **Bodily Injury** or **Sickness**.
- 1.45** Subject to the guaranteed payments referred to in Section 1 Extension 1.22 Guaranteed Payment, **We** will pay weekly benefits for Events 25, 26, 31 and 32 monthly in arrears. **We** will pay benefits for a disability which is suffered for a period of less than one (1) week at the rate of the average income per day worked based on the **Covered Person's Salary** for each day during which disability continues.
- 1.46** All benefits which **We** pay under Section 1: Personal Accident & Sickness cover will be paid to the **Policyholder** or such person or persons and in such proportions as the **Policyholder** nominates, unless otherwise specified in the **Policy**.
- 1.47** If the **Covered Person** is entitled to a benefit under Events 25 and/or 26 and subsequently becomes entitled to a benefit under Events 2 or 3, all benefits payable under Events 25 and 26 will cease from the date of such entitlement.
- 1.48** Should a benefit be payable under this Section of the **Policy** that is also payable under any other insurance policy held with **Us**, only one policy can be claimed against (i.e. the policy with the greatest benefit).

Section 1: Limits

- 1.49** With respect to Section 1 Part A – Lump Sum Benefits, where the Lump Sum Benefit is **Salary** linked and the **Employee** is not receiving a **Salary**, the benefit amount will be fifty percent (50%) of the maximum sum insured stated in the **Schedule** for the category applicable to such **Employee**.
- 1.50** With respect to Section 1 Part A – Lump Sum Benefits, the benefits payable in respect of a **Dependent Child** is limited to the amount shown in the **Schedule** against Section 1, Part A – Lump Sum Benefits, Dependent Children.
- 1.51** With respect to Section 1 Part A – Lump Sum Benefits, the benefits payable in respect of a **Spouse/Partner** is limited to the amount shown in the **Schedule** against Section 1, Part A – Lump Sum Benefits, Spouse/Partner.
- 1.52** Cover under this Section is subject to this **Policy's** Aggregate Limit of Liability as per the General Provisions Applicable to the **Policy**.

Section 2: Kidnap, Ransom and Extortion

Section 2: Extent of Cover

Subject to the other terms, Conditions and Exclusions of the **Policy**:

2.1 Kidnap & Ransom and Extortion

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**; and
 - (iii) travelling for the purposes of business,

the **Covered Person** is **Kidnapped** or allegedly **Kidnapped** or is the subject of an **Extortion**, **We** will reimburse the **Policyholder** for:

- (c) **Extortion/Ransom Monies** paid;
- (d) **loss** due to the destruction, disappearance, seizure or usurpation of **Extortion/Ransom Monies** while being delivered to a person demanding those monies by anyone who is authorised by the **Policyholder** or a **Covered Person** to have custody of the **Extortion/Ransom Monies** provided, however, that the **Kidnap** or **Extortion** which gave rise to the delivery is insured under this Section;
- (e) the amount paid by the **Policyholder** for **Kidnap/Extortion Related Expenses** resulting directly from a **Kidnap** or **Extortion** occurring during the **Period of Insurance** and while the person was a **Covered Person**;
- (f) the reasonable costs of retaining independent security consultants for the exclusive function of investigating the **Kidnap**, negotiating the release of the **Covered Person**, paying any ransom or recovery of the **Covered Person** provided that the **Policyholder** makes every practicable attempt to seek **Our** prior consent to the use of such consultants, as not seeking **Our** prior approval may prejudice **Our** rights and may reduce the benefits payable under the **Policy**.

The maximum **We** will pay in respect of any one event or series of events arising out of a single occurrence, is the amount shown in the **Schedule** against Section 2 – Kidnap, Ransom & Extortion Cover.

Some types of **Kidnap/Extortion Related Expenses** and costs as described under clause 2.1(f), require the **Policyholder** or **Covered Person** to seek **Our** consent before incurring costs. Refer to the definition of **Kidnap/Extortion Related Expenses** and clause 2.1 (f) for the types of costs that require **Our** prior approval, and Condition 2.7 of this Section.

Section 2: Definitions

Extortion means any:

- (a) intimidation by a threat or series of threats to **Kidnap** or to cause death or **Bodily Injury**; or
- (b) threat to divulge confidential, private, or secret information unique to the **Policyholder** or the **Policyholder's** business.

Extortion/Ransom Monies means a consideration paid for the return of a **Kidnap** victim or consideration paid to terminate or end an **Extortion**, to a person believed to be responsible for the **Kidnap** or **Extortion** and includes but is not limited to cash, securities, marketable goods or services, property or monetary instruments.

Kidnap means the illegal abduction and holding hostage of one or more **Covered Persons** for the purpose of demanding **Extortion/Ransom Monies** as a condition of release. A **Kidnap** in which more than one **Covered Person** is abducted will be considered a single **Kidnap**.

Kidnap/Extortion Related Expenses means any of the following:

- (a) reasonable payments made by the **Policyholder** to a person who provided information which led to the arrest of the individual(s) responsible for a **Kidnap** or **Extortion** insured under this Section;
- (b) reasonable and customary loan costs incurred by the **Policyholder** from a financial institution providing money to be used for payment of **Extortion/Ransom Monies**;
- (c) reasonable and customary travel and accommodation costs incurred by the **Policyholder** or a **Covered Person** as a result of a **Kidnap** or **Extortion**;
- (d) **Salary** paid by the **Policyholder** to a **Covered Person** or on behalf of a **Covered Person** who is the victim of a **Kidnap** or **Extortion** up to the earliest of the following dates:

- (i) thirty (30) days after the release of the **Covered Person** from a **Kidnap**; or
 - (ii) discovery of the death of the **Covered Person**; or
 - (iii) one hundred and twenty (120) days after the **Policyholder** receives the last credible evidence that the **Covered Person** is still alive; or
 - (iv) sixty (60) months from the date of the **Kidnap**, if the victim has not been released.
- (e) payments made by the **Policyholder** for a temporary replacement **Employee** hired to perform the duties of a **Kidnap** victim for the duration of a **Kidnap** and upon release, for a further thirty (30) day period but does not include payments made more than sixty (60) months from the date of the **Kidnap**;
 - (f) personal financial **loss** suffered by the **Covered Person(s)**;
 - (g) travel costs of a **Covered Person** who is the victim of a **Kidnap** to join their immediate family upon their release and the travel costs of an **Employee** to replace the **Kidnap** victim. Travel costs will be at economy fare and will be applied once per **Covered Person** and replacement person;
 - (h) reasonable and customary fees and expenses of a qualified interpreter to assist the **Policyholder** or a **Covered Person** in the event of a **Kidnap** or **Extortion**;
 - (i) reasonable fees and expenses for independent medical and legal advice incurred by the **Policyholder** with the **Insurer's** consent (such consent not to be unreasonably withheld or denied); and
 - (j) any other reasonable and customary expenses incurred by the **Policyholder** with **Our** prior approval (such approval not to be unreasonably withheld or denied) in resolving a **Kidnap** or **Extortion** insured under this Section.

Section 2: Extension

The following Extension applies automatically to Section 2 of this **Policy**:

2.2 Public Relations Benefit

In connection with a **Kidnap** or **Extortion** covered under this Section 2, **We** will pay the **Policyholder** the reasonable expenses incurred to engage an independent image and/or public relations consultant to help protect and/or positively promote the **Policyholder's** business and corporate image. Cover shall include the costs associated with media broadcasts.

The maximum amount **We** will pay is shown in the **Schedule** against Section 2 Extension – Public Relations Benefit.

Section 2: Exclusions

The following Exclusions automatically apply to Section 2 of this **Policy**. Section 2 of this **Policy** is also subject to the General Exclusions in Section 17 of this **Policy**.

2.3 We are not liable for:

- (a) any loss resulting from the surrender of money or property as the result of a face-to-face encounter involving the use or threat of force or violence unless such monies or property are **Extortion/Ransom Monies** being stored or transported for the purpose of paying an **Extortion** or **Kidnap** demand;
- (b) any loss from the **Kidnap** or **Extortion** of a **Covered Person** permanently residing or staying for more than one hundred and eighty (180) consecutive days in the country where the **Kidnap** or **Extortion** occurs; or
- (c) any fraudulent or dishonest act committed by the **Policyholder**, a **Covered Person** or any person the **Policyholder** authorises to have custody of **Extortion/Ransom Monies**. However, this Exclusion shall not apply where a payment made by the **Policyholder** or a **Covered Person** has been declared illegal by local authorities.

Section 2: Conditions

The following Conditions automatically apply to Section 2 of this **Policy**. Section 2 of this **Policy** is also subject to the General Provisions in Section 18 of this **Policy**.

The following Conditions automatically apply to Section 2 of this **Policy**.

- 2.4 Cover under this Section is per event, noting that a **Kidnap** in which more than one **Covered Person** is abducted will be considered a single **Kidnap**.
- 2.5 The **Policyholder** and each **Covered Person** will make a reasonable effort not to disclose the existence of this insurance.
- 2.6 Cover under this Section is subject to the **Policy's** Aggregate Limit of Liability, as per the General Provisions Applicable to the **Policy**.
- 2.7 Some types of **Kidnap/Extortion Related Expenses** and costs as described under clause 2.1(f), require the **Policyholder** or **Covered Person** to seek **Our** consent before incurring costs. To the extent that it is reasonably possible, the **Policyholder** and/or the **Covered Person** should not incur **Kidnap/Extortion Related Expenses** without seeking **Our** approval as this may prejudice **Our** rights and reduce the amount payable under the **Policy**.

Section 3: Hijack & Detention

Section 3: Extent of Cover

Subject to the other terms, Conditions and Exclusions of the **Policy**.

3.1 Hijack & Detention

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** is:

- (c) forcibly **Detained** for more than twelve (12) hours as a direct result of a **Hijack**; or
- (d) **Detained** for more than twelve (12) hours by any government, state or other lawful authority for any reason (other than those circumstances specifically excluded under Exclusion 3.3 below),

We will pay the **Policyholder** the daily amount shown in the **Schedule** against Section 3 – Hijack & Detention. **We** will continue to pay the **Policyholder** the daily amount shown in the **Schedule** against Section 3 – Hijack & Detention, for each twenty-four (24) hour period of continued **Detention** thereafter, up to the maximum amount and period shown in the **Schedule** against Section 3 – Hijack & Detention.

3.2 Legal Costs

In the event of a **Covered Person** incurring their own legal costs as a result of being **Detained**, **We** will reimburse the **Covered Person** for such legal costs up to the maximum amount shown in the **Schedule** against Section 3 – Legal Costs.

Section 3: Definitions

Detention/Detained means restraint by way of custody or confinement against the **Covered Person's** will.

Hijack means the seizing of control of a **Transport** on which the **Covered Person** is a passenger.

Section 3: Exclusion

The following Exclusion automatically applies to Section 3 of this **Policy**. Section 3 of this **Policy** is also subject to the General Exclusions in Section 17 of this **Policy**.

- 3.3 **We** are not liable for any **Detention** attributable to the **Covered Person** breaking the law of any country or state.

Section 4: Medical, Evacuation & Additional Expenses

Section 4: Extent of Cover

Subject to the other terms, Conditions and Exclusions of the **Policy**.

4.1 Medical & Additional Expenses

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** suffers a **Bodily Injury** or **Sickness**, **We** will pay or reimburse the **Policyholder**, the **Covered Person** or the **Covered Person's** estate, as applicable, for **Medical, Evacuation and Additional Expenses** for a period of up to twenty-four (24) months from the date of **Bodily Injury** or **Sickness**.

The maximum amount **We** will pay is the sum insured shown in the **Schedule** against Section 4 – Medical, Evacuation & Additional Expenses.

An **Excess** may apply for each claim for **Medical, Evacuation & Additional Expenses**. That **Excess** is the **Excess** specified in the **Schedule** against Section 4– Medical, Evacuation & Additional Expenses.

Some types of **Medical, Evacuation and Additional Expenses** and costs as described under this clause require that a **Covered Person** seeks **Our** consent before incurring costs. Refer to the definition of **Medical, Evacuation and Additional Expenses** for the types of costs and expenses which require **Our** prior approval. To the extent that it is reasonably possible, the **Policyholder** and/or the **Covered Person** should not incur **Medical, Evacuation and Additional Expenses** without seeking **Our** approval as this may prejudice **Our** rights and reduce the amount payable under the **Policy**.

Medical, Evacuation & Additional Expenses: Sub-Limits

The maximum amount **We** will pay for the following specific **Medical, Evacuation and Additional Expenses** is the amount shown in the **Schedule** against Section 4– Medical, Evacuation & Additional Expenses – Sub-Limits:

- (1) Dentures Expenses;
- (2) Ongoing Medical Expenses outside of Australia; and
- (3) Reasonable Funeral Expenses.

Section 4: Definitions

Medical, Evacuation and Additional Expenses means:

- (a) all reasonable costs necessarily incurred outside the **Covered Person's Country of Residence** for hospital, surgical or other diagnostic or remedial treatment given or prescribed by a **Doctor** and reasonably and necessarily incurred as a direct result of the **Covered Person's Bodily Injury** or **Sickness**;
- (b) all reasonable costs necessarily incurred outside the **Covered Person's Country of Residence** for emergency dental treatment given by a dentist to restore or replace sound natural teeth lost or damaged as a result of a **Bodily Injury**, or to resolve acute, spontaneous and unexpected onset of pain in the **Covered Person's** teeth;
- (c) additional expenses or forfeited travel, hotel or out of pocket expenses, reasonably and necessarily incurred as a direct result of the **Covered Person's Bodily Injury** or **Sickness**;
- (d) reasonable travel and accommodation expenses of a maximum of two (2) persons who, as a result of the **Covered Person's Bodily Injury** and **Sickness**, are required to travel to or remain with the **Covered Person** on written medical advice and which is approved or organised by Chubb Assistance in accordance with Section 5 of the **Policy** (such approval not to be unreasonably withheld or delayed);

- (e) expenses related to the evacuation of the **Covered Person** to the most suitable hospital or to the **Covered Person's Country of Residence** as a direct result of their **Bodily Injury** or **Sickness**, including necessary and reasonable expenses incurred for qualified medical staff to accompany the **Covered Person**, provided such evacuation is recommended by a **Doctor** and is approved or organised by Chubb Assistance in accordance with Section 5 of the **Policy** (such approval not to be unreasonably withheld or delayed);
- (f) all expenses incurred in repatriating the **Covered Person** to the most suitable hospital or to the **Covered Person's** home address provided that such repatriation is as a direct result of them suffering a **Bodily Injury** or **Sickness** and is necessary on medical advice and is approved or organised by Chubb Assistance in accordance with Section 5 of the **Policy** (such approval not to be unreasonably withheld or delayed);
- (g) expenses incurred to repair, replace or adjust dentures, provided those expenses are as a direct result of the **Covered Person's Bodily Injury**.
- (h) where permissible by law, ongoing medical expenses incurred after a **Covered Person** has returned to their **Country of Residence** for the treatment of **Bodily Injury** or **Sickness** which was first treated whilst the **Covered Person** was on a **Journey**; and
- (i) where a **Covered Person** has died, the reasonable funeral expenses incurred:
 - (i) for the burial or cremation of the **Covered Person** at the place of death; and/or
 - (ii) in transporting the **Covered Person's** body or ashes and personal effects back to a place nominated by the legal representative of the **Covered Person's** estate, including reasonable expenses for one **Close Relative** to accompany the transportation of the **Covered Person's** body or ashes.

Section 4: Extensions

The following Extensions automatically apply to Section 4 of this **Policy**.

4.2 Continuous Worldwide Bed Confinement

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** suffers a **Bodily Injury** or **Sickness** which results in them being confined to bed by a **Doctor** for a period in excess of twenty-four (24) hours, **We** will pay the **Policyholder** or **Covered Person** a daily benefit for each day of bed confinement up to a maximum number of consecutive days.

The daily benefit and maximum number of consecutive days is shown in the **Schedule** against Section 4 – Continuous Worldwide Bed Confinement.

4.3 Non-Medical Incidental Expenses

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** suffers a **Bodily Injury** or **Sickness** which results in them being admitted to hospital, **We** will reimburse the **Policyholder** or **Covered Person** for any reasonably incurred non-medical incidental expenses, including but not limited to telephone, television, Wi-Fi, and newspapers.

The daily benefit and maximum benefit per hospitalisation are shown in the **Schedule** against Section 4 Extensions – Non-Medical Incidental Expenses.

4.4 Uninsured Persons Evacuation

If a **Covered Person** requires emergency evacuation to receive treatment for **Bodily Injury** or **Sickness**, **We** will also pay for the emergency evacuation of an uninsured person who is **Accompanying** the **Covered Person** and who has also suffered **Bodily Injury** or **Sickness**.

The maximum amount **We** will pay per uninsured person and per event is shown in the **Schedule** against Section 4 Extensions – Uninsured Persons Medical Evacuation.

Section 4: Exclusions

The following Exclusions automatically apply to Section 4 of this **Policy**. Section 4 of this **Policy** is also subject to the General Exclusions in Section 17 of this **Policy**.

4.7 **We** will not pay any expenses:

- (a) incurred where a **Journey** is undertaken against the advice of a **Doctor** or when the **Covered Person** is unfit to travel or if the purpose of the **Journey** is to enable the **Covered Person** to seek medical attention for a **Pre-Existing Condition**;
- (b) incurred after the period of twenty-four (24) months from the date the **Covered Person** suffers a **Bodily Injury** or **Sickness**;
- (c) incurred for any medication or ongoing treatment for a condition which commenced prior to the commencement of a **Journey** and which medication or treatment the **Covered Person** has been advised to continue during travel;
- (d) incurred for routine medical, optical or dental treatment or consultation.

Section 5: Emergency Assistance

Section 5: Extent of Cover

Subject to other terms, Conditions and Exclusions of the **Policy**.

In the event a **Covered Person** is on a **Journey** and requires travel, medical or security advice or assistance, as soon as practicable they should call the emergency response team on +61 2 8907 5995 to get immediate assistance and help accessing vital services in the local area.

5.1 Chubb Assistance - Travel and Medical Assistance

Chubb Assistance supports the **Covered Person** travelling around the world with emergency advice and assistance services twenty-four (24) hours a day, seven days a week. Chubb Assistance has a team of medical and travel specialists used in Australia and have access to international resources via a global network that will assist in an emergency.

5.2 WorldAware - Travel Security Advice and Assistance

We have partnered with WorldAware, a crisis management assistance company, to provide a range of services to prepare the **Covered Person** for a **Journey** prior to its commencement as well as offer support whilst on a **Journey** to assist with a safe, uneventful and successful trip. Please note these services can only be accessed if the **Covered Person** has registered for the aforementioned services, therefore early registration is highly recommended. Refer to the registration details on the next page.

5.3 Assistance Benefits: Who to call and for What

The following travel, medical and security assistance benefits are available to the **Policyholder** and **Covered Person** by calling +61 2 8907 5995:

24/7 Travel Assistance

Select option 1 – Chubb Assistance for:

- Visa requirements or extensions;
- assistance with what to do in the event of lost or stolen passports, travel documents, credit cards or luggage;
- assistance with what to do in the event of missed or cancelled connections;
- assistance with emergency travel arrangements;
- assistance locating embassies or consulates;
- translation and interpreting services;
- emergency message transmission and funds transfer;
- support and communication to employers, friends and family.

24/7 Medical Assistance

Select option 1 – Chubb Assistance for:

- immediate access to doctors or nurses for assistance and advice;
- arranging emergency medical consultation, ongoing monitoring and support;
- advice on the location of suitable, nearby medical clinics or other facilities;
- hospital admissions, emergency evacuations and repatriations;
- payment guarantees hospital/medical expenses;
- oversee dispatch of medications or medical supplies;
- liaison with family doctor;
- support and communication to employers, friends and family.

24/7 Security Assistance

Select option 2 – WorldAware for:

- immediate access to security experts or any security or safety concerns;
- ground support and/or evacuation assistance in the event of civil unrest, natural disaster or a terrorist incident;
- concerns about identity being compromised due to a data breach.

WorldAware – Travel Security Advice and Assistance

Registration: To access and register for the services provided for under the **Policy**:

1. log onto www.chubbassistance.com/au
2. click on the WorldAware link.

The **Policyholder** and **Covered Person** will be required to complete a one-off registration process using the **Policy** number as stated on the **Schedule** and then will continue to access the services utilising their email address and chosen password.

Section 5: Additional Cover

5.4 The following benefits and services provided by WorldAware are available to the **Policyholder** and **Covered Person**:

Country Intelligence

Access to useful information for **Covered Persons** to help prepare for a **Journey** to another country including – overall risk ratings and individual risk ratings for terrorism, conflict, political, kidnap and infrastructure. Also included is a detailed overview of the country, city guides, security issues, travel logistics, cultural factors, health advisories, useful information such as weather, maps and contact numbers for emergencies and contact details of various embassies.

A section on identity theft helps to provide an understanding of how fraudsters work and how to avoid becoming a victim in the first instance.

Daily News

A subscription email, delivered to the user's email inbox once a day during weekdays, provides a news summary of incidents that have occurred worldwide in the last twenty-four (24) hours which may have an impact to the **Covered Person's** travel or security.

Travel Alerts

By registering to receive the WorldAware alerts for the country and dates of travel, the **Covered Person** can receive alerts by email, which could significantly affect their travel or security in a specific country, region or city such as terrorist incidents - bombing, assassination or kidnapping, natural hazards, disease outbreaks, airport closures, road closures, upcoming demonstrations and other situations which may impact them whilst on a **Journey**.

High Risk Travel Safety Briefings

Customised reports for high and extreme risk regions as classified by WorldAware, subject to Condition 5.7 below. Written by WorldAware's in-house regional analysts and security specialists, these briefings take into account key factors in assessing the security threats posed to a **Covered Person's Journey**. These can be requested on an ad-hoc basis.

Annual Threat Forecast

Compiled by the WorldAware risk analyst team, the forecast focuses on a number of key issues globally providing thoughtful insights for the year ahead into how these concerns will affect the different geographical areas in respect of political and security environments and how that will impact a **Covered Person's** travel and security.

Security Briefings

Briefings offer in-depth analysis on topical or upcoming political or security events. These are sent on an ad-hoc basis and it is recommended that **Covered Persons** register to receive these. At a minimum, it is recommended that the **Policyholder's** risk managers and human resource managers should be registered to receive these to assist in the mitigation of risk.

Podcasts

WorldAware's team of analysts discuss a range of security and political issues affecting countries across the globe.

WorldAwareGlobal app

A downloadable app which will provide some of the above information to the **Covered Person's** smart phone or tablet.

Section 5: Conditions

The following Conditions automatically apply to Section 5 of this **Policy**. Section 5 of this **Policy** is also subject to the General Provisions in Section 18 of this **Policy**:

- 5.5 In the event of assistance being provided by Chubb Assistance and/or WorldAware in good faith to any person not insured under the **Policy** and with the **Policyholder's** consent, the **Policyholder** shall reimburse **Us** for all costs incurred.
- 5.6 Chubb Assistance and/or WorldAware will provide the **Covered Person** with such emergency assistance as is reasonable and necessary in the circumstances. The **Policyholder** and/or the **Covered Person** should make every practicable effort to contact Chubb Assistance or WorldAware, and to follow their instructions or directions. A failure to do so may prejudice **Our** rights and may result in a reduction in the cover provided by this **Policy**.
- 5.7 The **Policy** provides for two (2) 'High Risk Travel Safety Briefings' per month at no additional charge. **Policyholders** may contact WorldAware directly to obtain further reports but will be invoiced direct by WorldAware at a cost agreed at the time of the request. Furthermore, if the **Policyholder** requires reports for medium to low risk countries then these need to be arranged directly with WorldAware as these do not form part of the service provided for under this **Policy**.

Section 6: Cancellation and Disruption

Section 6: Extent of Cover

Subject to the other terms, Conditions and Exclusions of the **Policy**.

6.1 Loss of Deposits

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is a **Covered Person**,

the **Policyholder** or the **Covered Person** incurs loss of **Travel and Accommodation Expenses** paid in advance of a proposed **Journey** following the necessary alteration or cancellation of a **Journey** due to an **Unforeseen Circumstance**, **We** will reimburse the **Policyholder** or **Covered Person** for the lesser of:

- (c) the non-refundable, unused portion of any forfeited **Travel and Accommodation Expenses**, including travel agents cancellation fees; or
- (d) any necessarily incurred additional costs to make alterations to the original **Journey** arrangements to travel at another time.

The maximum amount **We** will pay is the amount shown in the **Schedule** against Section 6 – Loss of Deposits. An **Excess** may apply for each claim. That **Excess** is the **Excess** specified in the Schedule against Section 6 – Cancellation & Curtailment.

6.2 Cancellation & Curtailment

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** necessarily incurs reasonable unbudgeted additional or forfeited **Travel and Accommodation Expenses** and/or out of pocket expenses due to an **Unforeseen Circumstance**, **We** will reimburse the **Policyholder** or **Covered Person** for the lesser of:

- (c) the non-refundable, unused portion of any forfeited **Travel and Accommodation Expenses** paid in advance, including travel agents cancellation fees; or
- (d) any necessarily incurred reasonable additional **Travel and Accommodation Expenses** and/or any out of pocket expenses.

The maximum amount **We** will pay is the amount shown in the **Schedule** against Section 6 – Cancellation & Curtailment.

An **Excess** may apply for each claim. That **Excess** is the **Excess** specified in the Schedule against Section 6 – Cancellation & Curtailment.

Conditions applicable to Cancellation & Curtailment cover

Where a **Covered Person** has incurred both additional expenses and forfeited expenses, only the greater of the two types of expenses shall be payable under this **Policy**. For example, if a **Covered Person** forfeits accommodation for a particular night but also incurs expenses for accommodation for that same night, only the greater of the two expenses shall be payable.

6.3 Financial Insolvency

If the **Policyholder** or the **Covered Person** incurs loss of **Travel and Accommodation Expenses** paid in advance due to the refusal, failure or inability of any person, company or organisation, including but not limited to any airline, other transportation provider, hotel, car rental agency, tour or cruise operator, travel wholesaler, booking agent or other provider of travel or tourism related services, facilities or accommodation, to provide services, facilities or accommodation, by reason of that person's, company's or organisation's financial default, **We** will reimburse the **Policyholder** or the **Covered Person** for those expenses.

The maximum amounts **We** will pay per **Covered Person** and in the aggregate for the **Period of Insurance** are shown in the **Schedule** against Section 6 Extensions – Financial Insolvency.

Conditions applicable to Financial Insolvency cover

- (1) The travel or accommodation must have been booked through an accredited travel agent in the **Covered Person's Country of Residence**;
- (2) If payment was made by credit card, the **Policyholder** or **Covered Person** has contacted the relevant credit card provider requesting the transaction to be reversed. Documented proof of such efforts and the outcome are required to support the **Policyholder's** or **Covered Person's** claim.
- (3) The **Policyholder** and/or **Covered Person** must first make all reasonable efforts to seek compensation from any other available source and any compensation provided will be deducted from the claim. The **Policyholder** or **Covered Person** must provide **Us** with documented proof of such efforts and the outcome.

Exclusions applicable to Financial Insolvency cover:

We will not pay for:

- (1) losses due to the insolvency of any travel agent, tour operator, accommodation provider, airline or other carrier, car rental agency or other travel or tourism provider if, at the time of booking the **Journey** the provider was insolvent, or a reasonable person would have reason to expect the provider might become insolvent; or
- (2) losses recoverable from any other source with the exception of other insurance.

Section 6: Definitions

Travel and Accommodation Expenses means any amount that the **Policyholder** or the **Covered Person** has paid or is liable to pay by reason of contract, for the supply of transportation of any type, accommodation, food or conference/seminar facilities, which neither the **Policyholder** nor the **Covered Person** is able to use as a result of any **Unforeseen Circumstance**.

Unforeseen Circumstance means:

- (a) the **Covered Person's** unexpected death or a **Bodily Injury** or **Sickness** which results in the **Covered Person** being certified by a **Doctor** as unfit to commence or continue the **Journey**;
- (b) the unexpected death, or **Serious Injury** or **Serious Sickness** of a **Close Relative**, travelling companion, or **Close Colleague** of the **Covered Person**;
- (c) **loss** or theft of the **Covered Person's** passport or travel documents during a **Journey**;
- (d) the **Covered Person's** residence or business suffers major theft, loss or damage;
- (e) the unexpected compulsory quarantine or jury service of the **Covered Person**; or
- (f) any other unforeseen circumstance outside the control of the **Policyholder** or the **Covered Person** not otherwise excluded under the **Policy**.

Section 6: Extensions

The following Extensions automatically apply to Section 6 of this **Policy**.

6.4 Corporate Events

Subject to the terms, Conditions and Exclusions of the **Policy**, coverage under this Section 6 is extended to include persons (who are not **Covered Persons**) who are invited to travel as guests of the **Policyholder**, who are not otherwise deemed to be a **Covered Person** of the **Policyholder** to events organised or hosted by the **Policyholder**.

The maximum amounts **We** will pay per person and per event are shown in the **Schedule** against Section 6 Extensions – Corporate Events.

Exclusion applicable to Corporate Events Extension

No cover is provided under this Extension for losses or expenses that can be recovered from any other source (including insurance) within a reasonable timeframe and after reasonable efforts have been made to seek recovery.

6.5 Frequent Flyer Points

If:

(a) during the **Period of Insurance**; and

(b) while the person is a **Covered Person**,

the **Policyholder** or **Covered Person** purchases an airline ticket and/or other **Travel and Accommodation Expenses** using frequent flyer or similar reward points, and the airline ticket or other **Travel and Accommodation Expenses**:

(c) is subsequently cancelled, curtailed or altered as a result of an **Unforeseen Circumstance** outside the control of the **Policyholder** or **Covered Person**; and

(d) the loss of such points cannot be recovered from the issuer of the points within a reasonable timeframe, after reasonable efforts have been made to seek recovery,

We will reimburse the **Policyholder** or **Covered Person** for the retail price of that ticket or other expense.

The maximum amount **We** will pay is shown in the **Schedule** against Section 6 Extensions – Frequent Flyer Points.

6.6 Pet Boarding Expenses

If:

(a) during the **Period of Insurance**; and

(b) while the person is:

(i) a **Covered Person**; and

(ii) on a **Journey**,

the **Covered Person's Journey** is unexpectedly extended due to **Unforeseen Circumstances** outside the control of the **Covered Person**, which results in their **Journey** being delayed by more than twenty-four (24) hours, **We** will reimburse the **Covered Person** for necessary and reasonable expenses incurred for additional pet boarding due to the late return.

The maximum amount **We** will pay is shown in the **Schedule** against Section 6 Extensions – Pet Boarding Expenses.

Section 6: Conditions

The following Conditions automatically apply to Section 6 of this **Policy**. Section 6 of this **Policy** is also subject to the General Provisions in Section 18 of this **Policy**.

6.7 An **Excess** may apply for each claim under Insuring Clauses 6.1, 6.2 or 6.3. That **Excess** is the **Excess** specified in the **Schedule** against Section 6.

6.8 Our liability under Insuring Clauses 6.1 or 6.2 for a loss that is a result of **Incidental Private Travel**, or private leisure travel as described in the definition of **Journey** sub-clause (b), shall be limited to \$20,000 per **Covered Person** per event.

Section 6: Exclusions

The following Exclusions automatically apply to Section 6 of this **Policy**. Section 6 of this **Policy** is also subject to the General Exclusions in Section 17 of this **Policy**.

6.9 We will not pay any expenses:

- (a) incurred where the **Journey** is planned or undertaken:
 - (i) by the **Covered Person** where the **Covered Person's** treating **Doctor** has certified that the **Covered Person** is unfit to travel;
 - (ii) for the sole purpose of seeking medical attention for a **Pre-Existing Condition** of the **Covered Person**;
- (b) attributable to cancellation, curtailment or diversion of scheduled public transport services, including by reason of strikes or other industrial action, if there has been a published warning that such events were likely to occur prior to the date the **Journey** was booked;
- (c) attributable to civil unrest in circumstances where the civil unrest was in existence or there had been a published warning that such events were likely to occur prior to the commencement of the **Journey**;
- (d) attributable to carrier-caused delays or cancellations where the expenses are recoverable from the carrier;
- (e) attributable to any business, financial or contractual arrangements or obligations of the **Policyholder** or a **Covered Person** or any other person on whom the travel depends;
- (f) attributable to any change of plans (with the exception of those outside the control of the **Covered Person**) where such change of plans are a result of a disinclination on the part of a **Covered Person** or of any other person to travel;
- (g) attributable to the inability of any tour operator or wholesaler to complete arrangements for any **Journey** or tour due to a deficiency in the required number of persons to commence any **Journey** or tour; or
- (h) where a financial loss has not occurred; such as a **Covered Person's** loss of enjoyment as a result of, but not limited to, adverse weather conditions or a planned itinerary being amended.

Section 7: Baggage, Electronic Equipment, & Money

Section 7: Extent of Cover

Subject to the other terms, Conditions and Exclusions of the **Policy**.

7.1 Baggage and Business Property

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains **Loss** of, theft of or damage to their **Baggage** and/or **Business Property**, **We** will indemnify the **Policyholder** or the **Covered Person** in respect of such **Loss**, theft or damage up to the corresponding amount shown in the **Schedule** against Section 7 – Baggage/Business Property.

An **Excess** may apply for each claim for the **Loss** of, theft of or damage to Baggage and/or Business Property. That **Excess** is the **Excess** shown in the **Schedule** against Section 7 – Baggage/Business Property.

Section 7.1 Baggage and Business Property – Limit any one item

The maximum amount **We** will pay for any one, any set of, or any pair of **Baggage** and/or **Business Property** items is the amount shown in the **Schedule** against Section 7 – Baggage/Business Property – Limit any one item.

Section 7.1 Exclusions applying to Baggage and Business Property Only

The following Exclusions automatically apply to Section 7.1 of this **Policy**. Section 7.1 of this **Policy** is also subject to the General Exclusions in Section 17 of this **Policy**.

We are not liable for any **Loss**, theft, damage or expenses:

- (1) in respect of Baggage and Business Property:
 - (a) due to confiscation by Customs or any other lawful authority where the **Policyholder's** and/or **Covered Person's** use and/or possession of such item(s) is unlawful;
 - (b) shipped under any freight agreement or sent by postal or courier services (with the exception of the coverage provided under Section 7 – Extension 7.9 Repatriation of Belongings);
 - (c) to vehicles or their accessories (except keys);
 - (d) recoverable from any other source (with the exception of other insurance); or
 - (e) caused by:
 - (i) activity of moth, vermin or rodents, wear and tear, atmospheric or climate conditions or gradual deterioration;
 - (ii) mechanical or electrical failure;
 - (iii) any process of cleaning, restoring, repairing or alteration; or
 - (iv) scratching or breaking of fragile or brittle articles, if as a result of negligence of the **Policyholder** and/or **Covered Person**;
- (2) in respect of jewellery:
 - (a) any jewellery that is left unattended, unless:
 - (i) securely locked inside a building or securely locked out of sight inside a motor vehicle;
 - (ii) the **Covered Person** had no option other than to leave the jewellery unattended due to an emergency medical, security or evacuation situation;
 - (b) any jewellery that is carried in or on a **Conveyance**, unless:
 - (i) worn by the **Covered Person** or **Accompanying** the **Covered Person** as cabin baggage; or
 - (ii) the **Conveyance** operator has specifically instructed the **Policyholder** or **Covered Person** that such item(s) must be placed in the hold, prohibiting the **Covered Person** from carrying such item(s) as cabin baggage. Where the **Covered Person** is so prohibited, the jewellery must be reasonably and adequately packaged and protected from theft or damage.

7.2 Deprivation of Baggage

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person's Baggage** is delayed, misdirected or temporarily mislaid by any transport carrier for more than eight (8) consecutive hours, **We** will reimburse any reasonable expenses incurred by a **Covered Person** in purchasing essential replacement clothing and toiletries up to the amount shown in the **Schedule** against Section 7 – Deprivation of Baggage.

Section 7.2 Extension applying to Deprivation of Baggage

If after a further seventy-two hours the **Covered Person's Baggage** remains delayed, misdirected or temporarily mislaid, and the **Covered Person** has at least one week of their **Journey** remaining, **We** will reimburse any further reasonable expenses incurred by a **Covered Person** in purchasing essential replacement clothing and toiletries up to fifty percent (50%) of the amount shown in the **Schedule** against Section 7 – Deprivation of Baggage.

Section 7.2 Conditions applying to Deprivation of Baggage cover

- (1) The maximum that **We** will reimburse under this benefit is one hundred and fifty percent (150%) of the amount shown in the **Schedule** against Section 7 – Deprivation of Baggage.
- (2) In the event that any amount is reimbursed under this Deprivation of Baggage cover for a replacement item, that amount will be deducted from claims accepted against **Baggage** and **Business Property, Electronic Equipment** and **Money** and/or **Travel Documents** for the corresponding item which was replaced.

7.3 Electronic Equipment

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains **Loss** of, theft of or damage to their **Electronic Equipment**, **We** will indemnify the **Policyholder** or the **Covered Person** in respect of such **Loss**, theft or damage up to the amount shown in the **Schedule** against Section 7 – Electronic Equipment.

An **Excess** may apply for each claim for the **Loss** of, theft of or damage to **Electronic Equipment**. That **Excess** is the **Excess** shown in the **Schedule** against Section 7 – Electronic Equipment.

Section 7.3 Exclusions applying to Electronic Equipment

The following Exclusions automatically apply to Section 7.3 of this **Policy**. Section 7.3 of this **Policy** is also subject to the General Exclusions in Section 17 of this **Policy**.

We are not liable for any theft, **Loss** or damage and will not pay any expenses in respect of **Electronic Equipment**:

- (1) due to confiscation by Customs or any other lawful authority where the **Policyholder's** and/or **Covered Person's** use and/or possession of such item(s) is unlawful;
- (2) shipped under any freight agreement or sent by postal or courier services (with the exception of the coverage provided under Section 7 – Extension 7.9 Repatriation of Belongings); or
- (3) where **Electronic Equipment** is left unattended, unless securely locked inside a building or securely locked out of sight inside a motor vehicle, unless the **Covered Person** had no option other than to leave the **Electronic Equipment** unattended due to an emergency medical, security or evacuation situation; or
- (4) where **Electronic Equipment** is carried in or on a **Conveyance**, unless:
 - (a) worn by the **Covered Person** or accompanying the **Covered Person** as cabin baggage; or
 - (b) the **Conveyance** operator has specifically instructed the **Policyholder** or **Covered Person** that such item(s) must be checked in as baggage or placed in the hold, prohibiting the **Covered Person** from carrying such item(s) as cabin baggage. Where the **Covered Person** is so prohibited, the **Electronic Equipment** must be reasonably and adequately packaged and protected from theft or damage;

- (5) in respect of any electronic data or software, caused by:
 - (a) activity of moth, vermin or rodents, wear and tear, atmospheric or climate conditions or gradual deterioration;
 - (b) mechanical or electrical failure;
 - (c) any process of cleaning, restoring, repairing or alteration; or
 - (d) scratching or breaking of fragile or brittle articles, if as a result of negligence of the **Policyholder** and/or **Covered Person**; or
- (6) recoverable from any other source (with the exception of other insurance).

7.4 Fraudulent use of Money/Travel Documents

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains a loss arising from the unauthorised or fraudulent use of **Money** and/or **Travel Documents**, **We** will indemnify the **Policyholder** or the **Covered Person** in respect of such loss up to the amount shown in the **Schedule** against Section 7 – Fraudulent use of Money/ Travel Documents.

7.5 Money/Travel Documents

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains **Loss** of, theft of or damage to their **Money** and/or **Travel Documents**, **We** will indemnify the **Policyholder** or the **Covered Person** in respect of such **loss** or damage up to the amount shown in the **Schedule** against Section 7 – Money/Travel Documents.

An **Excess** may apply for each claim for the **Loss** of, theft of or damage to **Money** and /or **Travel Documents**. That **Excess** is the **Excess** shown in the **Schedule** against Section 7 – Money/Travel Documents.

Section 7.5 Exclusions applying to Money/Travel Documents

The following Exclusions automatically apply to Section 7.5 of this **Policy**. Section 7.5 of this **Policy** is also subject to the General Exclusions in Section 17 of this **Policy**.

We are not liable for any theft, **Loss** or damage and will not pay any expenses in respect of **Money** and **Travel Documents**:

- (1) due to confiscation by Customs or any other lawful authority where the **Policyholder's** and/or **Covered Person's** use and/or possession of such item(s) is unlawful;
- (2) arising out of devaluation of currency or shortages due to errors or omissions during monetary transactions;
- (3) in excess of the amount of coins and bank notes allowed by any applicable currency regulations at the time of the commencement of the **Journey**;
- (4) where **Money** and/or **Travel Documents** are carried in or on a **Conveyance**, unless accompanying the **Covered Person** as cabin baggage, unless the **Conveyance** operator has specifically instructed the **Policyholder** or **Covered Person** that such item(s) must be checked in as baggage or placed in the hold, prohibiting the **Covered Person** from carrying such item(s) as cabin baggage;
- (5) where **Money** and/or **Travel Documents** are left unattended, unless securely locked inside a building or securely locked out of sight inside a motor vehicle, unless the **Covered Person** had no option other than to leave the **Money** and/or **Travel Documents** unattended due to an emergency medical, security or evacuation situation; or
- (6) recoverable from any other source.

Section 7: Definitions

Baggage means personal property (excluding **Electronic Equipment**, **Business Property**, **Money** or **Travel Documents**) belonging to the **Policyholder** or a **Covered Person** or for which a **Covered Person** is legally responsible, taken on the **Journey** or acquired during the **Journey**. **Baggage** does not include:

- (a) household furniture or effects unless acquired during the **Journey**; or
- (b) motor vehicles.

Business Property means office equipment and the replacement value of plans, business papers, specifications, manuscripts and stationery.

Conveyance means:

- (a) any bus, coach, taxi, tram, monorail, train, helicopter, ferry, hovercraft, hydrofoil, ship or other waterborne vessel or craft provided and operated by a carrier duly licensed for the regular transportation of fare-paying passengers; and
- (b) any aircraft provided and operated by an airline or an air charter company which is duly licensed for the regular transportation of fare-paying passengers.

Electronic Equipment means any computers (including laptops, notebooks, tablets and palm pilots), digital cameras and cameras, mobile phones, global positioning devices, personal music/ recording/gaming devices, and other items of a similar nature which are intended for either business or personal use.

Loss means items which cannot be found, or their whereabouts are known but they are unrecoverable, due to circumstances outside the control of the **Policyholder** or **Covered Person**.

Money means coins, bank notes, postal and money orders, travellers and other cheques, letters of credit, automatic teller machine cards, credit cards, petrol and other coupons.

Travel Documents means passports, travel tickets, visas, entry permits and other similar.

Section 7: Extensions

The following Extensions automatically apply to Section 7 of this **Policy**.

7.6 Data Recovery Benefit

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** suffers damage to their laptop or computer hard drive, any external drive (including but not limited to flash drive), secure digital card, or similar, **We** will reimburse the **Covered Person** for actual expenses incurred to recover the data on the damaged drive. Provided that data recovery:

- (c) must be carried out by an information technology professional; and
- (d) cannot be carried out by a **Close Relative** or person permanently living with the **Covered Person**.

The maximum amount **We** will pay is the amount shown in the **Schedule** against Section 7 Extensions – Data Recovery.

7.7 Home Burglary Excess

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person's** normal place of residence is burgled, **We** will reimburse the **Covered Person** for the Excess amount they are liable to pay under their home and contents insurance policy, up to the maximum amount shown in the **Schedule** against Section 7 Extensions – Home Burglary Excess.

7.8 Keys & Locks

If:

- (a) during the **Period of Insurance**; and
- (b) while the person was:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** loses their identification and keys at the same time, **We** will reimburse the **Covered Person** for the actual costs incurred for the replacement of keys and locks to their home and/or motor vehicle.

The maximum amount **We** will pay is the amount shown in the **Schedule** against Section 7 Extensions – Keys & Locks.

7.9 Repatriation of Belongings

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person**:

- (c) sustains a **Bodily Injury** or **Sickness** for which they are hospitalised for a period of more than twenty-four (24) hours; or
- (d) is evacuated and repatriated,

and as a result is separated from their belongings, **We** will reimburse any expenses reasonably incurred in returning the **Covered Person's Baggage, Business Property, Electronic Equipment, Money** and/or **Travel Documents** to them, either at their normal place of work or normal place of residence.

The maximum amount **We** will pay is the amount shown in the **Schedule** against Section 7 Extensions – Repatriation of Belongings.

7.10 Time Extensions

Notwithstanding the Extent of Cover clause, in respect of:

- (a) **Money** held for the purpose of a **Journey**, cover commences at the time of collection from a financial institution or seventy-two (72) hours prior to commencement of the **Journey**, whichever is the later, and continues for a period of seventy-two (72) hours after termination of the **Journey** or until deposit at a financial institution, whichever occurs first.
- (b) **Business Property** and **Electronic Equipment** used as business equipment and taken on a **Journey**, cover commences at the time of collection from the **Covered Person's** normal place of work or seventy-two (72) hours prior to commencement of the **Journey**, whichever is the later, and continues until such **Business Property** and **Electronic Equipment** is either returned to the **Covered Person's** normal place of work, or for a period of seventy-two (72) hours after termination of the **Journey**, whichever occurs first.

Section 7: Basis of Settlement

7.11 In respect of **Baggage, Business Property** or **Electronic Equipment** that is less than three (3) years old **We** will, where it is reasonably practicable to do so and after first deducting the applicable **Excess** from the claim:

- (a) repair the item to the condition it was in when new; or
- (b) where the cost of repair would exceed the cost of replacement, replace the item with the nearest new equivalent; or
- (c) where repair or replacement is not reasonably practicable, or where the **Covered Person** requests a cash settlement, pay the cost of such replacement or repair.

7.12 In respect of all other property **We** will, where it is reasonably practicable to do so and after first deducting the applicable **Excess** from the claim:

- (a) repair it to the condition it was in immediately prior to the **Loss**, theft or damage; or
- (b) replace it with property of similar age and condition; or
- (c) where repair or replacement is not reasonably practicable, or where the **Covered Person** requests a cash settlement, pay the indemnity value of the property, as at the time of the loss, theft or damage.

7.13 In each of 7.11 and 7.12 above, the maximum amount payable will be Sum Insured stated in the **Schedule** in respect of **Baggage, Business Property** or **Electronic Equipment** as applicable.

Section 7: Conditions

The following Conditions automatically apply to Section 7 of this **Policy**. Section 7 of this **Policy** is also subject to the General Provisions in Section 18 of this **Policy**.

The following Conditions automatically apply to Section 7 of this **Policy**.

- 7.14** The **Covered Person** should, to the best of their ability, take all reasonable precautions for the safety and supervision of **Baggage** and/or **Business Property, Electronic Equipment** or **Money** and/or **Travel Documents**.
- 7.15** The **Covered Person** should make every practicable effort to report any **loss**, theft, damage, or deprivation of **Baggage, Business Property, Electronic Equipment, Money** and/or **Travel Documents** to the police, transport carrier, service provider or issuing authority (as appropriate) as soon as reasonably practicable following discovery of the **Loss**, theft, damage or deprivation. Any written report or incident number issued by the police, a service provider or a transport carrier should be provided to **Us** at the time of making a claim.
- 7.16** If **We** pay under this Section in respect of any property, **We** are entitled to take and keep possession of such property and to deal with it in any manner which is reasonable in the circumstances.

Section 8: Alternative Employee and Resumption of Assignment Expenses

Section 8: Extent of Cover

Subject to the other terms, Conditions and Exclusions of the **Policy**.

8.1 If, during the **Period of Insurance**, the **Policyholder** incurs **Alternative Employee Expenses** or **Resumption of Assignment Expenses** as a result of:

- (a) a **Covered Person** dying or suffering **Bodily Injury** or **Sickness** while on a **Journey** and the **Bodily Injury** or **Sickness**:
 - (i) entirely prevents the **Covered Person** from carrying out their usual occupation; and
 - (ii) is likely to last the lesser of the duration of the **Journey** or seven (7) days; or
- (b) a claim being admitted and accepted for the cancellation or curtailment of a **Covered Person's Journey** under Section 6, Cancellation & Disruption of the **Policy**,

We will reimburse the **Policyholder** for such expenses up to the amount shown in the **Schedule** against Section 8 – Alternative Employee/Resumption of Assignment Expenses.

Section 8: Definitions

Alternative Employee Expenses means reasonable expenses necessarily incurred in sending a substitute person to complete the business activities of the **Covered Person**.

Resumption of Assignment Expenses means all reasonable and necessary expenses incurred in returning the **Covered Person** to re-commence an assignment within ninety (90) days of returning to their **Country of Residence** on written approval of Chubb Assistance and/or WorldAware in agreement with the **Covered Person's Doctor**. If Chubb Assistance and/or WorldAware form an opinion that is contrary to the **Covered Person's Doctor**, **We** will obtain the opinion of an independent **Doctor**, to be mutually agreed upon by the parties.

Section 8: Exclusions

The following Exclusions automatically apply to Section 8 of this **Policy**. Section 8 of this **Policy** is also subject to the General Exclusions in Section 17 of this **Policy**.

8.2 **We** will not pay any expenses:

- (a) where the **Covered Person** undertakes a **Journey** against the advice of a **Doctor**; or
- (b) which the **Policyholder** or the **Covered Person** had paid or budgeted for before the commencement of a **Journey**.

Section 8: Condition

The following Condition automatically applies to Section 8 of this **Policy**. Section 8 of this **Policy** is also subject to the General Provisions in Section 18 of this **Policy**.

- 8.3 Expenses shall be limited to a business class return air flight (or lower class if that was the class of ticket used by **Covered Person** on the original **Journey**) and other essential expenses incurred in the transportation of the substitute person to complete the assignment or the initial **Covered Person** resuming their assignment.
- 8.4 The **Policyholder** and/or any **Covered Person** should seek **Our** consent before incurring expenses under this Section. Incurring expenses under this Section without contacting **Us** may prejudice **Our** rights and reduce the amount of expenses reimbursable under this **Policy**.

Section 9: Personal Liability

Section 9: Extent of Cover

Subject to the other terms, Conditions and Exclusions of the **Policy**.

- 9.1 If:
- (a) during the **Period of Insurance**; and
 - (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** becomes legally liable to pay damages in respect of either **Bodily Injury** to any person or loss of or damage to property and such injury or damage is caused by an **Accident**, **We** will indemnify the **Covered Person** against such damages up to the amount shown in the **Schedule** against Section 9 – Personal Liability.

Section 9: Extensions

The following Extensions automatically apply to Section 9 of this **Policy**.

9.2 Additional Payments

In connection with an event that has resulted in a valid claim under this Section, **We** will pay, in addition to the amount shown in the **Schedule** against Section 9 – Personal Liability:

- (a) legal costs and expenses which are recoverable from the **Covered Person** by a **Claimant**;
- (b) reasonable legal costs and expenses incurred, with **Our** prior consent (such consent not to be unreasonably withheld or delayed), in the investigation, settlement, defence, or appeal of any claim.

Provided that in respect of occurrences happening in, or claims or legal proceedings brought or originating in, the United States of America or Canada, or any other territory within the jurisdiction of either such territory, legal costs and expenses shall be included in the amount shown in the **Schedule** against Section 9 – Personal Liability, and the payment of legal costs and expenses will erode that limit.

9.3 Court Attendance

In connection with an event that has resulted in a valid claim under this Section, if the **Covered Person** is required to attend court, **We** will pay an amount for each day the **Covered Person** attends court.

The maximum amount **We** will pay is the amount shown in the **Schedule** against Section 9 – Additional Cover – Court Attendance.

Section 9: Exclusions

The following Exclusions automatically apply to Section 9 of this **Policy**. Section 9 of this **Policy** is also subject to the General Exclusions in Section 17 of this **Policy**.

- 9.4 **We** are not liable in respect of:
- (a) injury to any person:
 - (i) arising in the course of their employment, contract of service, or apprenticeship with the **Policyholder**; or
 - (ii) who is a **Close Relative** of the **Covered Person**;
 - (b) loss of or damage to property belonging to or in the custody of a **Covered Person**, other than temporary accommodation occupied by the **Policyholder** or **Covered Person** in the course of a **Journey**;
 - (c) injury, loss or damage caused directly or indirectly by, through or in connection with, any mechanically propelled vehicle (with the exception of golf buggies and motorised wheelchairs), aircraft or watercraft, when a **Covered Person** is the owner, driver or pilot thereof or has it in their care, custody or control;

- (d) injury, loss or damage to property caused by or arising from:
 - (i) the nature of products sold by the **Policyholder** or a **Covered Person**;
 - (ii) advice furnished by the **Policyholder** or by a **Covered Person**;
 - (iii) the conduct of the **Policyholder's** business, trade or profession;
- (e) liability assumed under contract unless such liability would have arisen in the absence of such contract; or
- (f) aggravated, exemplary or punitive damages or the payment of any fine or penalty.

Section 9: Conditions

The following Conditions automatically apply to Section 9 of this **Policy**. Section 9 of this **Policy** is also subject to the General Provisions in Section 18 of this **Policy**.

9.5 The **Policyholder** and/or any **Covered Person** should seek **Our** consent before:

- (a) incurring expenses under this Section; or
- (b) Conveying any offer, promise, payment or indemnity to any other party.

If the **Covered Person** or **Policyholder** fails to comply with this condition, we may be entitled to reduce our liability under this **Section** to the extent that we have been prejudiced, which could result in **Us** declining to cover some or all of the expenses that have been or will be incurred.

9.6 **We** are entitled to take over and conduct in the **Covered Person's** name the defence or settlement of any claim that is wholly or partially covered under this Section. **We** will handle any proceedings covered under this Section in a reasonable manner, and in co-operation with both the **Policyholder** and the **Covered Person** who is the subject of the claim.

9.7 **We** may at any time pay to the **Covered Person**, in connection with any claim or series of claims arising from the one original cause, the amount shown in the **Schedule** against Section 9 (after deduction of any amount(s) already paid as compensation) or any lesser amount for which such claim(s) can be settled and upon such payment being made, **We** will have no further liability in connection with such claim(s), except for the payment of costs and expenses recoverable or incurred prior to the date of such payment.

Section 10: Rental Vehicle Excess Waiver

Section 10: Extent of Cover

Subject to the other terms, Conditions and Exclusions of the **Policy**.

10.1 Use of Rental Vehicle

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** rents or hires a **Rental Vehicle** and:

- (c) that **Rental Vehicle** is involved in a collision whilst in the care of the **Covered Person**; or
- (d) the **Rental Vehicle** is stolen or damaged,

We will reimburse the **Policyholder** or the **Covered Person** for the **Rental Vehicle Excess** up to the amount shown in the **Schedule** against Section 10 – Rental Vehicle Excess Waiver.

10.2 Use of Personal Vehicle

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** uses their personal motor vehicle for business purposes and is involved in a collision for which they become legally liable, or their motor vehicle is stolen or damaged, **We** will:

- (c) reimburse an amount up to and including the prescribed excess or claim below the excess that would have been payable under the **Covered Person's** comprehensive motor vehicle policy of insurance relative to the damaged vehicle and which is not legally recoverable from any other source; and/or
- (d) reimburse any substantial cumulative loss of any no claim allowance not otherwise recoverable which may occur resulting from accidental damage to the **Covered Person's** vehicle; and/or
- (e) pay a weekly benefit to the **Covered Person** for hire of a similar motor vehicle where their personal motor vehicle is unable to be driven.

The maximum amount **We** will pay in respect to any one collision:

- (1) under sub-clauses (c) and (d) above is shown in the **Schedule** against Section 10 – Personal Vehicle Excess Waiver; and
- (2) under sub-clause (e) above is shown in the **Schedule** against Section 10 – Personal Vehicle Weekly Hire Benefit.

Section 10: Definitions

Rental Vehicle means a rented sedan, station wagon, hatchback, motorcycle or four-wheel drive (4WD) and other non-commercial vehicle rented or hired from a licensed motor vehicle rental/hire company for the sole purpose of carrying a **Covered Person** on public roadways and does not include any other vehicle or use.

Rental Vehicle Excess means the amount the **Policyholder** or **Covered Person** is legally liable to pay under the **Rental Vehicle** hiring agreement if the **Rental Vehicle** is involved in an **Accident** or is stolen during the rental period.

Section 10: Extensions

The following Extensions automatically apply to Section 10 of this **Policy**.

10.3 Administrative Expenses

In connection with a claim under Extent of Cover 10.1 Use of Rental Vehicle, **We** will reimburse the **Covered Person** for any administrative expenses applied by a licensed **Rental Vehicle** owner, up to the amount shown in the **Schedule** against Section 10 Extensions – Administrative Expenses.

10.4 Rental Vehicle Collection and Return

Cover under Extent of Cover 10.1 Use of Rental Vehicle is extended for a period of up to twenty-four (24) hours prior to the commencement of the **Journey**, until twenty-four (24) hours after conclusion of a **Journey**. Cover shall commence when the **Rental Vehicle** is in the control of the **Policyholder** or **Covered Person** and shall conclude when it is returned to the **Rental Vehicle** owner.

10.5 Towing Expenses

If:

- (a) the **Covered Person's Rental Vehicle** or personal motor vehicle is involved in a collision or is damaged and rendered unable to be driven; or
- (b) The **Covered Person** is deemed by a **Doctor** or dentist to be unfit to drive as a result of **Bodily Injury** or **Sickness** suffered on a **Journey**,

We will reimburse the **Policyholder** or **Covered Person** for towing fees not otherwise covered under the **Rental Vehicle** agreement, the **Covered Person's** comprehensive motor vehicle insurance **policy**, or a roadside assistance program. The maximum amount **We** will pay is shown in the **Schedule** against Section 10 Extensions – Towing Expenses.

Section 10: Exclusions

The following Exclusions automatically apply to Section 10 of this **Policy**. Section 10 of this **Policy** is also subject to the General Exclusions in Section 17 of this **Policy**.

10.6 We will not be liable for any claims arising from:

- (a) any use of the **Rental Vehicle** by the **Policyholder**, a **Covered Person** or any other person operating the vehicle with the **Policyholder** or **Covered Person's** approval, that is in violation of the terms of the rental agreement;
- (b) any use of the **Covered Person's** personal motor vehicle by the **Policyholder**, a **Covered Person** or any other person operating the vehicle with the **Policyholder** or **Covered Person's** approval, that is in violation of the comprehensive motor vehicle insurance policy;
- (c) the **Covered Person** (or any other person with the approval of the **Policyholder** or **Covered Person**) being in control of a **Rental Vehicle** or the **Covered Person's** personal motor vehicle while under the influence of:
 - (i) any illegal or prescription drug (unless it was prescribed by a **Doctor** and taken in accordance with the **Doctor's** advice); or
 - (ii) any medication that was taken not taken in accordance with the recommendations of the manufacturer; or
 - (iii) alcohol, where the **Covered Person** records a blood alcohol concentration (BAC) in excess of the prescribed legal limit at the time of the incident;
- (d) the illegal or criminal use of a **Rental Vehicle** or the **Covered Person's** personal motor vehicle by the **Policyholder** or a **Covered Person**, where the **Policyholder** or **Covered Person** knew such use was illegal;
- (e) the use of the **Rental Vehicle** or **Covered Person's** personal motor vehicle by a **Covered Person** where the **Covered Person** knew they did not hold a valid license for the country the motor vehicle is being operated in; or
- (f) any **Rental Vehicle** that is not insured under the insurance offered by the rental organisation, or any personal motor vehicle that is not comprehensively insured.

Section 10: Conditions

The following Conditions automatically apply to Section 10 of this **Policy**. Section 10 of this **Policy** is also subject to the General Provisions in Section 18 of this **Policy**.

- 10.7** As part of the arrangement for the rent or hire of the **Rental Vehicle**, the **Covered Person** must effect all compulsory motor vehicle insurance against **loss** or damage to the **Rental Vehicle** during the rental period which is offered by the rental organisation. Provided that such insurance has been effected, there is no additional requirement under the **Policy** to purchase excess buy back.
- 10.8** In the event of a claim regarding a **Covered Person's** personal motor vehicle, the **Covered Person** must supply **Us** with the following information, to the extent that the information is available to the **Covered Person**:
- (a) receipts (or copies) for the amount of the claim or excess paid and the name of the firm which carried out the repairs on the **Covered Person's** personal motor vehicle;
 - (b) evidence from the **Covered Person's** motor vehicle insurer stating the amount of the excess paid and the amount of any no claim bonus forfeited; and
 - (c) a copy of the last insurance renewal notice applicable to the **Covered Person**; and
 - (d) details of the total cost of the repairs.

Section 11: Extra Territorial Workers' Compensation

Section 11: Extent of Cover

Subject to the other terms, Conditions and Exclusions of the **Policy**.

11.1 If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains an **Accidental Death** or suffers a **Bodily Injury** or **Sickness**, **We** will indemnify the **Policyholder** for compensation benefits consequently payable under any workers' compensation or employer's liability legislation which provides:

- (c) benefits to injured workers or their dependents for **Accidental Death**, **Bodily Injury** or **Sickness** arising out of or in the course of their employment; or
- (d) damages consequently payable at common law except where the entitlement arises solely under any statute, subject to the Limits of Liability set out below.

This Section applies only:

- (e) with respect to **Covered Persons** who are employed by the **Policyholder** or who are deemed by any applicable workers' compensation or employer's liability legislation to be workers employed by the **Policyholder** and who are employed or engaged within Australia and whose employment or engagement is to be performed substantially within Australia;
- (f) if the **Policyholder** maintained in force during the currency of the **Policy**, workers' compensation insurance as required by the law of any state or territory of Australia which applies to the employment of **Employees** (excluding consultants, contractors, sub-contractors and/or self-employed persons undertaking work on the **Policyholder's** behalf) by the **Policyholder** or the **Policyholder** is licensed under such laws as a self-insurer; and
- (g) while a **Covered Person** is working on a temporary basis for no more than six (6) months outside the state or territory in which the **Covered Person's** usual place of employment or employment base, is located.

Section 11: Limit of Liability Condition

11.2 The indemnity provided under this Section is limited as follows:

- (a) in the case of a claim for compensation benefits, the difference between the benefits payable by the **Policyholder** and the amount which the **Covered Person** or their dependents received from a claim made under any workers' compensation insurance which the **Policyholder** was required to effect as described above but not to exceed the amounts shown in the **Schedule** against Section 11 – Extra Territorial Workers' Compensation;
- (b) in the case of a claim for damages at common law, the difference between the damages and legal costs payable by the **Policyholder** and the amount of indemnity to which the **Policyholder** is entitled under any workers' compensation insurance which the **Policyholder** was required to effect as described above, but not to exceed the amounts shown in the **Schedule** against Section 11 – Extra Territorial Workers' Compensation;
- (c) the limits of liability are amounts shown in the **Schedule** against Section 11 – Extra Territorial Workers' Compensation and apply as follows:
 - (i) **Weekly Benefits per Covered Person**: is the limit of weekly compensation for each **Covered Person**;
 - (ii) **Damages, Costs and Expenses any one accident**: is the total limit of liability in respect of all compensation, damages, costs and expenses arising out of any one accident whether involving one or more **Covered Persons**; and
 - (iii) **Aggregate Limit of Liability**: is the aggregate for all compensation, damages, costs and expenses for all occurrences, events and accidents occurring during any one **Period of Insurance**, whether involving one or more **Covered Persons**;
- (d) any benefits otherwise payable under Sections 1 and 4 of the **Policy** with respect to a **Covered Person** will be reduced by the amount of any benefit payable under this Section with respect to that **Covered Person**.

Section 11: Exclusion

The following Exclusion automatically applies to Section 11 of this **Policy**. Section 11 of this **Policy** is also subject to the General Exclusions in Section 17 of this **Policy**.

11.3 **We** will not be liable for any claim for exemplary, punitive or aggravated damages.

Section 11: Conditions

The following Conditions automatically apply to Section 11 of this **Policy**.

11.4 If reasonably required by **Us**, the **Policyholder** will be required to provide to **Us**:

- (a) such information and documentation with respect to a claim, including medical reports, report of injury forms, claim forms and any other relevant documentation, which comes into the **Policyholder's** possession; and
- (b) access to the files and information held by any Workers' Compensation insurer with whom the **Policyholder** has effected insurance, the extent that the files and information are accessible by the **Policyholder**.

Section 12: Missed Transport Connection

Section 12: Extent of Cover

Subject to the other terms, Conditions and Exclusions of the **Policy**.

12.1 If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** misses a transport connection due to any unforeseen circumstances outside the **Policyholder's** or the **Covered Person's** control and, as a result, is likely to miss an officially scheduled meeting or conference which cannot be delayed until their arrival, **We** will pay the reasonable extra expenses necessarily and reasonably incurred, net of any recoveries which the **Policyholder** or the **Covered Person** has received from any carrier, to enable the **Covered Person** to use alternative scheduled public transport services to arrive at their destination on time for the meeting or conference.

The maximum amount **We** will pay is shown in the Schedule against Section 12 – Missed Transport Connection.

Section 12: Exclusions

The following Exclusions automatically apply to Section 12 of this **Policy**. Section 12 of this **Policy** is also subject to the General Exclusions in Section 17 of this **Policy**.

12.2 **We** will not be liable for:

- (a) any missed transport connection arising from a business commitment or a financial or contractual obligation of the **Covered Person** or of any travelling companion, business associate, **Parent** or **Close Relative** of the **Covered Person**; or
- (b) claims arising from the inability of any tour operator or wholesaler to complete arrangements for any **Journey** or tour due to a deficiency in the number of people required to commence any **Journey** or tour.

Section 13: Overbooked Flight

Section 13: Extent of Cover

Subject to the other terms, Conditions and Exclusions of the **Policy**.

13.1 If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** cannot board a confirmed scheduled flight due to overbooking and no alternative transport is made available within eight (8) hours of the scheduled departure time, provided the **Covered Person** has not been compensated by the air carrier or any other third party, **We** will pay for any expenses incurred as a result of the delay.

The maximum amount **We** will pay is the amount shown in the **Schedule** against Section 13 – Overbooked Flight.

Section 13: Exclusion

The following Exclusion automatically applies to Section 13 of this **Policy**. Section 13 of this **Policy** is also subject to the General Exclusions in Section 17 of this **Policy**.

13.2 **We** will not be liable for any expenses already incurred and paid under Section 6 – Cancellation and Disruption and/or Section 12 – Missed Transport Connection for the same event.

Section 14: Political & Natural Disaster Evacuation

Section 14: Extent of Cover

Subject to the other terms, Conditions and Exclusions of the **Policy**.

14.1 If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

a **Covered Person** is forced to leave their current location due to any of the following occurring:

- (c) officials in the country in which the **Covered Person** is travelling recommend that certain categories of persons, which include the **Covered Person**, should leave that country; or
- (d) the **Covered Person's Country of Residence's** government issues a travel warning through its Department of Foreign Affairs and Trade that recommends that certain categories of persons, which categories include the **Covered Person**, should leave that country; or
- (e) a **Covered Person** is expelled or declared persona non grata from that country; or
- (f) there is wholesale seizure, confiscation or expropriation of the **Covered Person's** property, plant or equipment in that country; or
- (g) a major **Natural Disaster** has occurred in the country the **Covered Person** is in necessitating their immediate evacuation in order to avoid the risk of their **Bodily Injury** or **Sickness**,

We will pay **Evacuation Expenses** and **Accommodation Expenses**.

The maximum amounts **We** will pay per **Covered Person** for **Evacuation Expenses** and **Accommodation Expenses** are the amounts shown in the **Schedule** against Section 14 – Political & Natural Disaster Evacuation.

The maximum amount **We** will pay per **Period of Insurance** is the amount shown in the **Schedule** against Aggregate Limit of Liability: Section 14 – Political & Natural Disaster Evacuation.

Section 14: Definitions

Accommodation Expenses means the reasonable expenses incurred for accommodation by a **Covered Person** who is unable to return to their **Country of Residence**.

Evacuation Expenses means necessary and reasonable evacuation expenses incurred by the **Covered Person** to return to their **Country of Residence** or the nearest place of safety using the most reasonably available method of transport, provided that the **Covered Person** has, where practicable, first made reasonable attempts to contact Chubb Assistance and have such transport approved by Chubb Assistance.

Natural Disaster means any weather event or force of nature that has catastrophic consequences including, but not limited to, avalanche, earthquake, mudslide, flood, bushfire or wildfire, cyclone, hurricane, tornado, tsunami or volcanic eruption.

Section 14: Extensions

The following Extensions automatically apply to Section 14 of this **Policy**.

14.2 Incidental Expenses

In connection with a valid claim under this Section, **We** will reimburse the **Policyholder** or **Covered Person** for any reasonable incidental expenses incurred over and above any pre-budgeted expenses.

The maximum amount **We** will pay per day for each **Covered Person** and per event is shown in the **Schedule** against Section 14 Extensions – Incidental Expenses.

14.3 Specialist Security Services

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

it is deemed necessary by WorldAware to appoint specialist security personnel to provide assistance for, and if required be deployed to, the **Covered Person** due to a serious risk to the **Covered Person's** personal safety and/or security which is unforeseen and outside the control of the **Covered Person** and **Policyholder**, then **We** will pay for expenses incurred by WorldAware on the **Policyholder's** behalf.

The maximum amount **We** will pay is shown in the **Schedule** against Section 14 Extensions – Specialist Security Services.

Section 14: Exclusions

The following Exclusions automatically apply to Section 14 of this **Policy**. Section 14 of this **Policy** is also subject to the General Exclusions in Section 17 of this **Policy**.

14.4 **We** will not pay any claim arising directly or indirectly from:

- (a) a **Covered Person** or **Policyholder** knowingly violating the laws or regulations of the country they are in;
- (b) a **Covered Person's** failure to produce or maintain necessary immigration, work, residence or similar visas, permits or other documentation;
- (c) debt, insolvency, commercial failure, repossession of property by a titleholder or any other financial cause;
- (d) failure to honour any contractual obligation or bond or to obey any conditions in a licence;
- (e) a **Covered Person** being evacuated from their **Country of Residence**; or
- (f) the political unrest or natural disaster that resulted in a **Covered Person's** evacuation being in existence prior to the **Covered Person** entering the country or its occurrence being foreseeable to a reasonable person before the **Covered Person** entered the country.

Section 14: Condition

The following Condition automatically applies to Section 14 of this **Policy**. Section 14 of this **Policy** is also subject to the General Provisions in Section 18 of this **Policy**.

14.5 If a **Covered Person** is required to leave the country they are in, the **Covered Person** should make every practicable effort to contact **Us** or Chubb Assistance before incurring expenses under this Section. Where possible **We** and/or Chubb Assistance will make the travel arrangements. Incurring expenses under this Section without contacting **Us** or Chubb Assistance may prejudice **Our** rights and reduce the amount of expenses reimbursable under this **Policy**.

Section 15: Search & Rescue Expenses

Section 15: Extent of Cover

Subject to the other terms, Conditions and Exclusions of the **Policy**.

15.1 If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey** outside their **Country of Residence**,

the **Covered Person** is reported as missing and rescue or police authorities have to instigate a search and rescue operation where:

- (c) it is known or believed that the **Covered Person** may have sustained a **Bodily Injury** or suffered **Sickness**; or
- (d) weather or safety conditions necessitate such an operation to prevent the **Covered Person** from sustaining a **Bodily Injury** or suffering **Sickness**,

We will reimburse the **Policyholder** in respect of the reasonable costs incurred by a recognised rescue provider or by police authorities to search for such **Covered Person** and to bring them to a place of safety.

The maximum amount **We** will pay per **Covered Person** is the amount shown in the **Schedule** against Section 15 – Search & Rescue Expenses.

The maximum amount **We** will pay per **Period of Insurance** is the amount shown in the **Schedule** against Section 15 – Search & Rescue Expenses.

Section 15: Conditions

The following Conditions automatically apply to Section 15 of this **Policy**. Section 15 of this **Policy** is also subject to the General Provisions in Section 18 of this **Policy**.

- 15.2 The **Covered Person** should make every practicable effort to comply at all times with local safety advice and adhere to recommendations prevalent at the time.
- 15.3 The **Covered Person** must not knowingly endanger either their own life or the life of any other **Covered Person** or engage in activities where their experience or skill levels fall below those reasonably required to participate in such activities.
- 15.4 **We** should be informed as soon as reasonably possible of any emergency that may potentially give rise to a claim under this Section. Incurring expenses under this Section without contacting **Us** or Chubb Assistance may prejudice **Our** rights and reduce the amount of expenses reimbursable under this **Policy**.
- 15.5 Expenses are only payable for the **Covered Person's** proportion of the search and rescue operation.
- 15.6 Costs will only be covered up to the point where the **Covered Person** is recovered by search and rescue or at the time where the search and rescue authorities advise that continuing the search is no longer viable.
- 15.7 Where reasonably practicable in the event of a claim, a statement from the appropriate rescue authorities involved in the search and/or rescue should be obtained and provided to **Us**. If **We** are not provided with the information **We** required in order to consider a claim, this may result in a delay to having the claim assessed, or where **Our** rights have been prejudice, may reduce the expenses reimbursable under this **Policy**
- 15.8 Where any event covered under Section 15 is, or is subsequently found to be, covered under:
 - (a) Section 2 – Kidnap, Ransom and Extortion; or
 - (b) Section 3 – Hijack & Detention; or
 - (c) Section 4 – Medical, Evacuation & Additional Expenses; or
 - (d) Section 14 – Political and Natural Disaster Evacuation,the benefit amount payable under this Section is in addition to any amount payable under such Section.

Section 16: General Extensions Applicable to All Sections of the Policy

The following General Extensions automatically apply to all Sections of the **Policy**. Each General Extension is subject to the terms of each of the **Policy** Sections.

16.1 Accommodation and Transport Expenses

If:

- (a) during the **Period of Insurance**; and
- (b) whilst the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** sustains a **Bodily Injury** or **Sickness** and is admitted as an in-patient of a hospital, which is more than 100km from the **Covered Person's** normal place of residence, **We** will pay the actual and reasonable transport and/or accommodation expenses for up to two persons to travel to and/or remain with the **Covered Person**.

The maximum amount **We** will pay for any one **Covered Person** is the amount shown in the **Schedule** against Section 1 Extensions – Accommodation and Transport Expenses.

16.2 Additional Covered Persons

This **Policy** automatically covers any person whom the **Policyholder** nominates during the **Period of Insurance** for cover under this **Policy**, provided such nomination is made known to **Us** and agreed to by **Us** prior to the beginning of a **Journey**. and includes, if nominated, any **Spouse/Partner** and/or **Dependent Child(ren)** provided their trips are declared and evidence can be shown as proof.

16.3 Identity Theft

If:

- (a) during the **Period of Insurance**; and
- (b) while the person was:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** is the victim of **Identity Theft**, **We** will indemnify the **Covered Person** for reasonable expenses incurred with **Our** prior consent to:

- (c) resolve any dispute arising as a result of **Identity Theft**;
- (d) pursue closure of any disputed arrears, accounts or credit facilities
- (e) re-submit applications for loans, grants, credit accounts, and other credit or debit instruments that are rejected solely as a result of the lender receiving incorrect information as the result of **Identity Theft**;
- (f) contest the completeness or accuracy of any information contained in the **Covered Person's** credit history or credit reports, including the reasonable cost of obtaining three (3) credit reports from an entity approved by the Australian Securities and Investments Commission (ASIC);
- (g) notarise affidavits or similar documents, and amend or rectify records in regard to the **Covered Person's** true name or identity which have been altered as a result of **Identity Theft**, including any costs incurred for certified mail and long distance telephone calls in efforts to do so;
- (h) defend any legal action brought against the **Covered Person** by a creditor or collection agency or other entity acting on behalf of a creditor for non-payment of goods or services or default on a loan as the result of **Identity Theft**;
- (i) remove any civil judgment wrongfully entered against the **Covered Person** as a result of **Identity Theft**;
- (j) obtain legal copies of documents related to the **Covered Person's Identity Theft**, including any costs incurred for certified mail and long distance telephone calls in efforts to report the **Identity Theft**.

The maximum amount **We** will pay is the amount shown in the **Schedule** against General Policy Extensions – Identity Theft.

Conditions Applying to Identity Theft Cover

- (1) The **Covered Person** must take reasonable precautions for the safety and supervision of **Travel Documents** and other documents containing information about the identity of the **Covered Person**.
- (2) The **Policyholder** or **Covered Person** must file a police report as soon as reasonably practicable after the discovery of an incident of **Identity Theft**.
- (3) The **Covered Person** must take all reasonable steps to prevent further damage to their identity following discovery of an incident of **Identity Theft**.
- (4) The **Policyholder** and/or any **Covered Person** should seek **Our** consent before incurring expenses under this Extension. Incurring expenses under this Extension without contacting **Us** may prejudice **Our** rights and reduce the amount of expenses reimbursable under this **Policy**.

Exclusions Applying to Identity Theft Cover

We are not liable for any loss or damage and will not pay any expenses in respect of **Identity Theft** for:

- (1) any item which has been purchased by fraudulent use of the **Covered Person's** identity;
- (2) any loss arising from any business pursuits or the theft of a commercial identity;
- (3) authorised charges that the **Covered Person** has disputed based on the quality of goods or services;
- (4) theft of the **Covered Person's** identity by a family member who lives with the **Covered Person** at the **Covered Person's** home address.

16.4 Identity Theft - Lost Earnings

If:

- (a) during the **Period of Insurance**; and
- (b) while the person was:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** is the victim of **Identity Theft**, **We** will pay the **Policyholder** or **Covered Person** for **Salary** lost as a result of reasonable time off work to:

- (c) seek legal advice;
- (d) complete fraud affidavits;
- (e) meet with law enforcement agencies or other relevant authorities;
- (f) meet with credit agencies or merchants; or
- (g) attend to any other tasks necessary to correct financial and legal records,

provided that **We** have given **Our** prior consent The **Policyholder** and/or any **Covered Person** should seek **Our** consent before incurring expenses under this Extension. Incurring expenses under this Extension without contacting **Us** may prejudice **Our** rights and reduce the amount of expenses reimbursable under this **Policy**.

The maximum amount **We** will pay is the amount shown in the **Schedule** against General Policy Extensions – Lost Earning Due to Identity Theft.

16.5 Journey Time Extensions

If a **Covered Person** commences a **Journey** during the **Period of Insurance** and:

- (a) that **Journey** finishes after the expiration of the **Period of Insurance**, cover under this **Policy** is extended to cover the entire **Journey**, notwithstanding that the **Journey** continues beyond the expiry of the **Period of Insurance**. Provided that the **Journey** does not exceed the maximum number of days specified in the **Schedule** for any one trip.
- (b) the **Covered Person's** original date of return to their **Country of Residence** is postponed due to:
 - (i) a transport delay which is outside the control of the **Covered Person**; or
 - (ii) the **Covered Person's** inability to travel as a result of **Bodily Injury** or **Sickness** for which a claim is payable under this **Policy**,

We will automatically extend the **Covered Person's Journey** for up to three (3) calendar months, commencing from the date of the **Covered Person's** original expected return to their **Country of Residence**. Cover applies even where the extension of time falls outside the **Period of Insurance**.

16.6 Mental Illness (Outside Australia)

If:

- (a) during the **Period of Insurance**; and
- (b) while the person is:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person** is diagnosed as suffering from a mental illness for which treatment was not provided whilst on the **Journey**, **We** will pay the cost of counselling, medication and treatment for that **Covered Person** upon completion of the **Journey**. Provided that:

- (c) the **Journey** was outside the **Covered Person's Country of Residence**;
- (d) the treatment is provided outside Australia and **We** are legally permitted to make the payment in the **Covered Person's Country of Residence**;
- (e) the counselling is provided by a registered psychologist or psychiatrist (who is not a **Covered Person** or their **Close Relative**);
- (f) the counselling, medication, and/or treatment are certified as necessary by a **Doctor** for the wellbeing of the **Covered Person**; and
- (g) the counselling, medication, and/or treatment is commenced as soon as reasonably practicable following the completion of the **Journey**.

The maximum amount **We** will pay per **Covered Person** is the amount shown in the **Schedule** against General Policy Extensions – Mental Illness. This benefit is payable in addition to any other benefit that may be available under this **Policy**.

16.7 Trauma Counselling

If:

- (a) during the **Period of Insurance**; and
- (b) while the person was:
 - (i) a **Covered Person**; and
 - (ii) on a **Journey**,

the **Covered Person**:

- (c) is **Kidnapped** or **Detained**; or
- (d) suffers psychological trauma as a result of being a victim of, or eye witness to:
 - (i) a **Violent Criminal Act** or an **Act of Terrorism**; or
 - (ii) any other traumatic event, such as a natural disaster or serious accident; or
- (e) otherwise becomes entitled to a benefit payable under any Section of this **Policy**,

We will pay the **Covered Person** the cost of trauma counselling for that **Covered Person**. Provided that:

- (f) the trauma counselling is provided by a registered psychologist or psychiatrist (who is not a **Covered Person** or their **Close Relative**) and where possible, the trauma counselling is arranged by Chubb Assistance; and
- (g) the treatment is certified as necessary by a **Doctor** for the wellbeing of the **Covered Person**.

The maximum amount **We** will pay per **Covered Person** and per **event** giving rise to the claim, is shown in the **Schedule** against General Policy Extensions – Trauma Counselling.

Definition Applying to Trauma Counselling

Violent Criminal Act means a violent, physical, and illegal act, including but not limited to murder, sexual assault, violent robbery, or kidnapping, committed by a person who is not:

- (a) the **Policyholder**;
- (b) the **Covered Person**;
- (c) a **Close Relative** of the **Covered Person**; or
- (d) an **Employee** of the **Policyholder**.

Section 17: General Exclusions Applicable to All Sections of the Policy

These General Exclusions apply to all Sections of the **Policy** unless they are expressly stated not to apply in relation to a particular cover under the **Policy**.

17.1 **We** will not pay benefits with respect to any loss, damage, liability, **Event, Bodily Injury** or **Sickness** which:

- (a) results from a **Covered Person** engaging in or taking part in:
 - (i) flying, or engaging in aerial activities other than as a passenger in an aircraft licensed to carry passengers or which the **Covered Person** believes on reasonable grounds is licensed to carry passengers; or
 - (ii) training for or participating in **Professional Sport** of any kind;
- (b) results from any intentional self-injury, suicide or any illegal or criminal act committed by the **Policyholder**, a **Covered Person**, a **Spouse/Partner** and/or **Dependent Child**, provided that this General Exclusion does not apply to the **Policyholder**, a **Covered Person**, a **Spouse/Partner** or a **Dependent Child** who is not the perpetrator of such act, or who did not know or condone any such act;
- (c) are covered by Medicare, in whole or in part, or are covered by any:
 - (i) workers compensation legislation;
 - (ii) transport accident legislation;
 - (iii) government sponsored fund, plan or medical benefit scheme; or
 - (iv) other insurance policy required to be effected by or under law,but only to the extent that such loss, damage, liability, **Event, Bodily Injury** or **Sickness** is covered by one or more of those schemes;
- (d) would result in **Our** contravening the Health Insurance Act 1973 (Cth), the Private Health Insurance Act 2007 (Cth), the Private Health Insurance (Health Insurance Business) Rules as updated from time to time or the National Health Act 1953 (Cth) or any amendment to, or consolidation or re-enactment of, those Acts;
- (e) results from or occurs during the **Covered Person's** usual commute between the **Covered Person's** normal place of residence and normal place of business.

17.2 This insurance does not apply to the extent that trade or economic sanctions or other laws or regulations prohibit us from providing insurance, including, but not limited to, the payment of claims. All other terms and conditions of the **Policy** remain unchanged.

One (1) or more of **Us** is a subsidiary of a US company and Chubb Limited, a NYSE listed company. Consequently, one (1) or more of **Us** is subject to certain US laws and regulations (in addition to EU, UN and national sanctions restrictions) which may prohibit it from providing cover or paying claims to certain individuals or entities or insuring certain types of activities related to certain countries such as but not limited to Iran, Syria, North Korea, North Sudan, Crimea and Cuba.

Section 18: General Provisions Applicable to All Sections of the Policy

These General Provisions apply to all Sections of the **Policy** unless they are expressly stated not to apply in relation to a particular cover under the **Policy**.

18.1 Adjustment of Premium

Where the **Premium** for this **Policy** is arranged on an adjustable basis, the **Policyholder** shall keep accurate records and make declarations to **Us** in respect of the **Period of Insurance** so that the necessary adjustment of **Premium** may be made subject to the application of any minimum **Premium** required.

18.2 Aggregate Limit of Liability

- (a) Except as stated below, **Our** total liability for all claims arising during the **Period of Insurance** under Section 1 – Personal Accident & Sickness, in respect of any one **Accident**, or series of **Accidents** arising out of a single occurrence, is the amount shown in the **Schedule** against Section 1 Aggregate Limit of Liability – Any one Period of Insurance.
- (b) **Our** total liability for all claims arising during the **Period of Insurance** under Section 1 – Personal Accident & Sickness, relating directly to Non-Scheduled Flights, is the amount shown in the **Schedule** against Section 1 Aggregate Limit of Liability – Non- Scheduled Flights.
- (c) Notwithstanding General Provision 18.4, **Our** total liability for any one event giving rise to a claim(s) during the **Period of Insurance** under Section 1 – Personal Accident & Sickness and Section 2 – Kidnap, Ransom and Extortion, relating directly to **War** and/or **Civil War**, is the amount shown in the **Schedule** against Section 1 and 2 Aggregate Limit of Liability – War and/or Civil War Any One Event.
- (d) Notwithstanding General Provision 18.4, **Our** total liability for all claims arising during the **Period of Insurance** under Section 1 – Personal Accident & Sickness and Section 2 – Kidnap, Ransom and Extortion, relating directly to **War** and/or **Civil War**, is the amount shown in the **Schedule** against Section 1 and 2 Aggregate Limit of Liability – War and/or Civil War Any One Period of Insurance.

18.3 Age Limitations

- (a) In respect to each **Covered Person** aged seventy-five (75) years old or over and under eighty-five (85) years old at the time the entitlement to claim arose:
 - (i) no benefit is payable under Section 1 Events 25, 26, 31 or 32; and
 - (ii) no benefit is payable under Section 1 Extension 1.14: Death by Specified Sickness.

This clause will not prejudice any entitlement to claim benefits which arose before a **Covered Person** attained the age of seventy-five (75) years.

- (b) In respect to each **Covered Person** aged eighty-five (85) years old or over and under ninety (90) years old at the time the entitlement to claim arose:
 - (i) cover under Section 1: Personal Accident & Sickness, Part A: Event 1 (Accidental Death) and Events 3-19, are limited to a maximum of \$250,000; and
 - (ii) no benefit is payable under Section 1 Events 25, 26, 31 or 32; and
 - (iii) no benefit is payable under Section 1 Extension 1.14: Death by Specified Sickness.

This clause will not prejudice any entitlement to claim benefits which arose before a **Covered Person** attained the age of eighty-five (85) years.

- (c) In respect to each **Covered Person** aged ninety (90) years old or over at the time the entitlement to claim arose:
 - (i) cover under Section 1: Personal Accident & Sickness, Part A: Event 1 (Accidental Death) and Events 3-19, are limited to a maximum of \$25,000; and
 - (ii) no benefit is payable under Section 1 Event 2 (Permanent Total Disablement)
 - (iii) no benefit is payable under Section 1 Events 25, 26, 31 or 32; and
 - (iv) no benefit is payable under Section 1 Extension 1.14: Death by Specified Sickness.

This clause will not prejudice any entitlement to claim benefits which arose before a **Covered Person** attained the age of ninety (90) years.

18.4 War and Civil War Coverage

In respect of all claims arising out of **War** and/or **Civil War** in any and all of Afghanistan, Chechnya, Iraq, and Somalia, **Our** limit

of liability shall be:

- (a) \$100,000 in respect of any one event; and
- (b) \$500,000 in the aggregate during the **Period of Insurance**.

18.5 Assistance and Co-operation

The **Policyholder** and a **Covered Person** will be required to co-operate with **Us** and, upon **Our** reasonable request, assist in making settlements, in the conduct of suits and in enforcing any right of contribution or indemnity against any person or organisation who may be liable to the **Policyholder** because of **Bodily Injury** or damage with respect to which insurance is afforded under the **Policy**. In that regard, the **Policyholder** should make every practicable effort to attend hearings and trials and assist in securing and giving evidence and obtaining the attendance of witnesses. The **Policyholder** should not, except at the **Policyholder's** own cost, voluntarily make any payment, assume any obligation or incur any expense other than for first aid to others at the time of the accident, as doing so may prejudice **Our** rights and reduce the cover under this **Policy**.

18.6 Breach of Conditions

If the **Policyholder** or a **Covered Person** is in breach of any of the Conditions of the **Policy** (including a claims condition), **We** may decline to pay a claim to the **Policyholder** or the **Covered Person** who is in breach, if the claim is substantially related to the breach, and to the extent permitted by law.

18.7 Cancellation

The **Policyholder** has twenty-one (21) days after entering into the **Policy** (including renewals) to decide whether or not to keep the **Policy**. If the **Policyholder** asks **Us** in writing within those twenty-one (21) days to cancel the **Policy**, **We** will do so, provided neither the **Policyholder** nor any **Covered Person** has exercised a right or power under the terms of the **Policy** in that period (e.g. a claim has been made or a benefit paid). **We** will refund the full **Premium**, less charges or taxes which **We** are unable to recover.

The **Policyholder** may cancel the **Policy** at any time by notifying **Us** in writing or by phone. The cancellation will take effect at 4.01pm Local Time on the date **We** receive the **Policyholder's** written notice of cancellation or such time as may be otherwise agreed.

We may cancel the **Policy** or any Section of the **Policy**, for any of the reasons set out in Section 60 of the *Insurance Contracts Act 1984 (Cth)* by issuing a notice thirty (30) days in advance in writing in accordance with Section 59 of the *Insurance Contracts Act 1984 (Cth)*.

If the **Policy** is cancelled by either the **Policyholder** or **Us**, **We** will refund the **Premium** for the **Policy** less a pro rata proportion of the **Premium** to cover the period for which insurance applied, and less any taxes or charges that **We** are unable to recover. However, if **We** have paid a benefit under the **Policy**, **We** reserve the right not to refund any **Premium**. In determining whether **We** refund any part of the **Premium**, **We** will take into account various factors including but not limited to, the value of the **Premium**, the period of time in which the **Policy** has been in place, the value of the claims that have been paid under the **Policy**, and any charges or taxes which **We** are unable to recover.

18.8 Change of Business Activities

The **Policyholder** must inform **Us** as soon as is reasonably practicable of any alteration in the **Policyholder's** business activities which increases the risk of a claim being made under this **Policy**. Changes to be advised include, but are not limited to, an increase in the number of trips undertaken; a change to a **Covered Persons'** activities from office-based to field-based; or commencing the use of Non-Scheduled Flights. If **We** choose to accept this change, **We** will do so in writing, and the **Policyholder** may be required to pay **Us** a pro-rata additional premium from the date of such material alteration in risk. The **Policy** may be cancelled if there is a change and **We** and the **Policyholder** cannot reach an agreement on altered terms and conditions or premium; or if **We** are no longer prepared to insure the **Policyholder** because there has been a material change to the risk.

18.9 Contra Proferentem Clause

We acknowledge and agree that in any dispute with the **Policyholder** or any **Covered Person**, any ambiguity in the **Policy** will not be construed against the **Policyholder** or the **Covered Person** on the grounds that Aon Risk Services Australia Limited or Aon Product Design & Development Pty Limited developed the **Policy**.

18.10 Currency

All amounts shown in the **Policy** are in Australian Dollars unless otherwise stated in the **Schedule**. If expenses are incurred in a foreign currency, then the rate of currency exchange used to calculate the amount payable will be the rate at the time of incurring the expense or suffering a loss.

18.11 Due Diligence

The **Policyholder** and any **Covered Person** will exercise due diligence and undertake reasonable steps to avoid or reduce any loss under the **Policy**, including but not limited to, complying with workplace health and safety laws and avoiding high risk

occupational exposures that a **Covered Persons** is not qualified to undertake.

18.12 Headings

Headings have been included for ease of reference and it is understood and agreed that the terms, Conditions and Exclusions of the **Policy** are not to be construed or interpreted by reference to such headings.

18.13 Notice of Claim

The **Claimant** is required to give **Us** written notice of any occurrence which is likely to give rise to a claim within thirty (30) days or as soon as is reasonably practicable after the date of the occurrence. Any delay in providing **Us** with notice of such events may prejudice **Our** rights and reduce the cover available under this **Policy**. The **Claimant** will be required, at their expense, to give **Us** such certificates, information and other documentation as **We** may reasonably require for the purpose of settling a claim and that are in the **Claimant's** power to provide. **We** may at **Our** own expense have any **Claimant**, who is the subject of a claim under the **Policy**, medically examined from time to time (as long as the frequency of examination is not unreasonable).

18.14 Other Insurance

In the event of a claim, the **Policyholder** or a **Covered Person** is required to advise **Us** as to any other insurance they are entitled to claim under or have access to that covers the same risk.

18.15 Proper Law

Any dispute arising under the **Policy** or concerning its formation will be governed by the laws of the appropriate state or territory of the Commonwealth of Australia. Each party agrees to submit to the jurisdiction of any court of competent jurisdiction within the said state and to comply with all requirements necessary to give such court jurisdiction. All matters arising hereunder will be determined in accordance with the law and the practice of such court.

18.16 Severability and Non-Imputation

This **Policy**, including any amendment, renewal or variation or endorsement of it, shall be construed as if each insured party had made a proposal, application or request for the **Policy**, amendment, renewal, variation or endorsement in respect of their interest only.

Any information or knowledge possessed by one insured party, whether possessed before or after the contract was entered into, shall not be imputed to any other such party. **We** will not seek any relief whatsoever (including cancellation of the **Policy**) for non-disclosure and/or misrepresentation against an insured party unless **We** would have been entitled to that relief had that party been the only party covered by this **Policy**.

Further, neither the inclusion of more than one insured party under this **Policy** nor any act, omission, breach or default by any insured party shall in any way affect the rights of any other insured party, it being intended that this **Policy** shall be construed as if a separate contract of insurance has been entered into by each insured party; but not so as to increase **Our** Limit of Liability.

18.17 Singular/Plural

If it is consistent with the context of any clause in this **Policy**, the singular includes the plural and vice versa.

18.18 Subrogation

If **We** pay an amount under the **Policy**, **We** will be subrogated to all of the **Claimant's** rights to recover that amount against any person or entity other than the **Policyholder**, a **Covered Person** or other persons covered by this **Policy**. A **Claimant** will be required to execute and deliver any instruments and papers and do whatever else is reasonably necessary and within their power to enable **Us** to secure such rights. After any loss, a **Claimant** should not knowingly take any action which will prejudice **Our** rights to subrogation.

Provided that all right of subrogation is waived under this **Policy** against every company, organisation and person defined as **Policyholder** or **Covered Person** under this **Policy**, or any other party to which or to whom protection is afforded under this **Policy**.

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Aon is a leading provider of risk management services, insurance and reinsurance broking, and employee benefit and risk solutions. Aon professionals meet the diverse and varied needs of our clients through our industry knowledge, technical expertise and global resources.

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