

## Sri Lanka Terror Attack

**Issued: 23<sup>rd</sup> April 2019**

Multiple bomb blasts occurred at different hotels and churches in Sri Lanka on 21 April, including in Colombo, Negombo and Batticaloa. Australians are advised to avoid all affected areas and minimise movement until the situation stabilises.

Our thoughts are with everyone who may be affected by this tragic event.

### **If you purchased your policy prior to 21<sup>st</sup> April 2019**

If you are in Sri Lanka and need medical assistance, please call our 24 hour emergency assistance team immediately on +61 (0) 2 8907 5953 or by email at [assist@medicalassistance.com.au](mailto:assist@medicalassistance.com.au)

There is no cover due to your disinclination to travel, your personal wishes or the disinclination to travel on the part of any other person upon whom your travel depends.

If you wish to cancel your travel plans, please contact your service provider. Airlines, accommodation providers and tour companies may provide refunds, credit notes or alter your bookings without charging additional fees.

### **If you purchased your policy on or after 21<sup>st</sup> April 2019**

As this situation is not considered to be unexpected from this date and time, there is no cover under your policy for any expenses you may incur as a result of the Sri Lanka terrorist attack.

We further urge you to pay close attention to local media and emergency services, following any instructions provided and visit the DFAT page on Smartraveller:

[https://smartraveller.gov.au/Countries/asia/south/Pages/sri\\_lanka.aspx](https://smartraveller.gov.au/Countries/asia/south/Pages/sri_lanka.aspx)

### **Claims Information**

In the event of a claim covered by your policy, you must do everything you can to minimise and reduce the cost of the claim (including seeking compensation from any travel service providers), and provide all supporting documentation of the event and expenses incurred.

### **GENERAL NOTE:**

No two claims are the same and accordingly, claims are assessed on a case-by-case basis. The advice provided herein is of a general nature. Claims are assessed on their individual merits and are subject to the terms and conditions of the Product Disclosure Statement (PDS) which was provided to you at the time of policy purchase and / or is available for download by clicking here

To lodge a claim, complete the claim form available from the TBIB website at <https://www.tbib.com.au/abf/how-to-make-a-travel-insurance-claim/>