

Travel insurance protection against future Iceland volcanic ash clouds

Tuesday, 6 July 2010—Specialist assistance and travel insurance provider, Mondial Assistance Australia, said that from today Australian travellers can once again access protection against Iceland volcanic activity and associated ash cloud disruptions.

Chief Executive Officer, Brett Robinson, said from today Mondial Assistance Australia will treat any future volcanic activity in Iceland as a new and separate event to the disruptions of April and May 2010.

“That means if you purchase our comprehensive travel insurance you will be covered for cancellation, rearrangement or additional expenses if your travel is disrupted by volcanic activity and associated ash clouds occurring on or after 6 July 2010.

“But you will need to have purchased travel insurance before any future volcanic activity.

“For example, if you purchased comprehensive travel insurance through one of our partners on 4 July 2010 and the volcano erupts tomorrow, on 7 July, you will have cover if your journey is disrupted. However if you purchase insurance on 8 July—the day after the eruption—you would not be covered as the volcanic activity could no longer be described as an unforeseen or unexpected event.

“And if you purchased your travel insurance on 20 April—in the middle of the last volcanic ash disruption—and you are traveling in August and the volcano erupts then, you will still be covered for cancellation, rearrangement or additional expenses if your travel is disrupted by the volcanic activity.

“Travel insurance is for the unforeseen and unexpected. It’s important to remember that. And for us, today, Tuesday 6 July 2010 is a line-in-the-sand day for how we view future volcanic activity in Iceland.

“I hope that this provides clarity and a high degree of comfort for the many Australians who are traveling or planning to travel during the peak period of the European summer.

“And in the unhappy event of further volcanic activity, we will issue further advice about the issue. We publish this and all updated travel insurance advice to our website www.mondial-assistance.com.au,” he said.

Mondial Assistance has an information hotline for questions and concerns—it’s 1800 012 234 free call within Australia.

Mondial Assistance travel insurance policies are sold throughout Australia by travel agents and our online partners and representatives including AussieTravelCover, Medibank Private, 1Cover, Virgin Blue, Worldcare, Webjet and many others. Our website, www.mondial-assistance.com.au has a complete list of all our partners.

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» **About Mondial Assistance Australia**

Mondial Assistance Australia is a specialist assistance and travel insurance provider. Our company was born out of a doctor's passion to bring his son home safely after he was injured overseas and that essence of assistance is still as palpable today as it was in 1983.

We currently deliver insurance and emergency medical assistance solutions to the travel insurance industry, property assistance services to elderly Australians on behalf of the Federal Government, specialised patient assistance for pharmaceutical companies, premium roadside assistance services to car manufacturers and health insurance and after-hours assistance to overseas students in Australia.

Our core business is to provide services to end customers through partnerships with some of the world's most respected brands. In Australia and New Zealand, our partners include major airlines, travel providers, leading financial institutions, premium automotive brands, universities and education institutions and insurers.

In Australia, Mondial Assistance has more than 500 employees—made up of travel insurance and ecommerce specialists, doctors, registered nurses, logistics professionals, support personnel, mechanics and technicians and experienced contact centre professionals.

Mondial Assistance is an international leader in assistance, travel insurance and health, life and home care services. Globally, the Mondial Assistance Group counts more than 10 200 employees who speak 40 different languages and work throughout the world with a network of 400,000 service providers. 250 million people, or 4 per cent of the world's total population, benefit from our services. Mondial Assistance is a member of the Allianz Group. For more, www.mondial-assistance.com.au

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