

## Information relating to claims arising from the Istanbul attacks

We are aware that an explosion occurred at the airport in Turkey. We would first like to extend our deepest sympathy to all those affected by this tragic event.

### If you are currently travelling:

- If you have been injured as a result of the recent attacks in Istanbul, we can help. If you need medical advice or emergency medical assistance please contact our 24-hour Emergency Assistance team on +61 7 3305 7499 reverse charge.
- If you are looking to change your travel arrangements we recommend you contact your travel agent or travel provider regarding the best option in altering your trip. Some travel providers may provide penalty free options to amend travel arrangements and we recommend you contact them for further details.
- Please make yourself aware of the advice issued by the Department of Foreign Affairs and Trade (DFAT) via its website [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au). DFAT is urging Australians to pay close attention to your personal security at all times. Monitor the media and other sources about possible new security risks.

### Policy coverage:

- For details about what your policy covers, please refer to your Product Disclosure Statement. Limits, conditions and exclusions may apply under your policy
- We will assess all claims in accordance with your Product Disclosure Statement (PDS) and your Certificate of Insurance. Your cover will depend on the type of plan you purchased and your particular circumstances.
- To help Australians avoid difficulties overseas, the Department of Foreign Affairs and Trade (DFAT) maintains travel advisories for more than 160 destinations overseas via its website [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au). DFAT's travel advice provides accurate, up-to-date information about the risks Australians might face overseas, assisting you to make well-informed decisions about whether, when and where to travel. We recommend that you stay up-to-date with its destination specific travel advisories for the country of your destination as your travel insurance cover may be affected if you travel to high risk areas or situations.

### Contact us

- If you have any questions or queries, please contact our Allianz Global Assistance Information Hotline on 1300 725 154.

We will publish this and any updated travel insurance advisories on our website:  
[www.allianz-assistance.com.au](http://www.allianz-assistance.com.au)