

# Travel Insurance through Chubb

## Claims Response

Coronavirus (COVID-19)

CHUBB®

*Updated 23 March 2020*

The spread of coronavirus (COVID-19) is a rapidly developing situation. Chubb is closely monitoring guidance issued from leading organisations, including the [World Health Organization](#) (WHO) and local authorities. Chubb is also tracking the progression of COVID-19 through its travel security and medical assistance partners.

On 11 March 2020 the WHO declared that COVID-19 is a pandemic. Approximately 114 countries were affected at the date of the WHO announcement and the WHO has expressed concern about the alarming levels of spread and the severity. In response many countries have issued travel bans and/or travel warnings prohibiting and/or restricting travel.

To assess its coverage response to COVID-19, Chubb has carefully considered governmental ([safetravel](#)) and other public reporting of this situation. Significantly, on 18 March 2020, Safe Travel's advice to all New Zealanders was updated to 'avoid all non-essential travel overseas'.

### **Advice to our customers wanting to cancel their trip**

If a travel cancellation or disruption loss does occur, a customer should first please contact their travel agent or the airline (before submitting a claim) to seek a refund or make alternate travel arrangements based on existing tickets. After this, if the customer still has a loss, they may wish to submit a claim along with the original and amended itineraries and relevant documents to substantiate their remaining loss.

### **Policy response**

We encourage our customers to submit a claim for consideration as each claim received by Chubb will be investigated and assessed in accordance with the facts of each case, the Policy Wording and any applicable certificate or schedule of insurance. Your cover will depend on the type of insurance cover you have and your individual circumstances.

### **"Foreseen circumstance" under policy**

Insurance coverage for a "foreseen circumstance" is not likely to be covered under the terms and conditions of your insurance policy. It is important that you consider this prior to the purchase of any travel insurance or new travel arrangements you make under an existing travel policy with Chubb.

Chubb considers COVID-19 to be a “foreseen circumstance” for new policies issued and/or new paid travel arrangements made under an existing policy in respect of travel to the following areas and after the following dates:

- **5:00 pm (NZDT) on 22 January 2020 for Hubei province, China;**
- **9:00 am (NZDT) on 2 February 2020 for mainland China; and**
- **11:08 pm (NZDT) on 4 March 2020 for all other destinations outside New Zealand.**

It is currently uncertain when COVID-19 will be contained, when the New Zealand Government’s travel advice will be updated, and when airlines and other businesses will return to normal operation. Customers that have travel plans more than four (4) weeks away may wish to delay cancelling their travel until it is less than four (4) weeks away in case the travel situation improves.

If the position on travel improves but a customer still does not wish to travel, such as when the New Zealand Government’s travel advice is reduced in severity, Chubb may consider any cancellation of this travel to be a disinclination to travel, subject to the terms and conditions of the policy.

Please check your policy wording for full terms, conditions, limits and exclusions.

### **Enquiries and claims**

If you are travelling or planning to travel and you require travel advice, please visit the New Zealand Government Safe Travel website [here](#).

If you have questions about whether a planned trip will be covered, please contact Chubb customer service at 0800 422 346. If you are an insured person and you require emergency assistance, please contact Chubb Assistance on +64 9 374 1774 .

If a travel cancellation or disruption loss does occur, please first contact your travel agent or the airline (before submitting a claim) to seek a refund or make alternate travel arrangements based on existing tickets. After this, if you still have a loss, we encourage you to submit a claim for consideration along with the original and amended itineraries and relevant documents to substantiate your remaining loss. Each claim received by Chubb will be investigated and assessed in accordance with the terms, conditions, exclusions and limits of the policy. Please submit a claim [here](#)

Chubb Travel Insurance is issued and underwritten by Chubb Insurance New Zealand Limited (Chubb) Company No.104656, FSP No. 35924. The information in this document does not constitute financial advice, and does not consider your objectives, financial situation or needs. For further information, please read the [Chubb Travel Insurance Single Trip Policy Wording](#) and [Chubb Travel Insurance Annual Multi-Trip Policy Wording](#) which set out the terms, conditions, limits and exclusions that apply. Please also see Chubb’s website for information about [Chubb’s financial strength rating](#) and [Chubb’s Privacy Statement](#).