

**Westpac Classic  
Visa Credit Card.**

**Westpac Business  
Visa Card.**

**Westpac American  
Express Gold Credit Card.**

**Westpac American  
Express Business Card.**

Complimentary Insurance Policy  
Information Booklet.

Effective date: 28 February 2022



## Claims and enquiries

You can contact *Allianz Global Assistance* for claims and enquiries using the contact details below.

**Online:** Access claim forms 24 hours a day, 7 days a week at:

[insurance.agaassistance.com.au/westpac](https://insurance.agaassistance.com.au/westpac)

**Within Australia Phone:** 1800 091 710

Monday to Friday: 8am to 8pm AEST

Saturday: 8am to 5pm AEST

**E-mail:** [cardclaims@allianz-assistance.com.au](mailto:cardclaims@allianz-assistance.com.au)

## 24-Hour Emergency Assistance

### Allianz Global Assistance

**Within Australia:** 1800 227 773

**From overseas:** +61 7 3305 7468

Please note, additional charges may apply for any calls made from mobiles, public telephones or hotel rooms.

## Changes to this booklet

The information in this booklet is correct and current as at the date on the cover however, from time to time it is subject to change. Any changes to terms and conditions related to insurance coverage will be communicated to *you* in writing. Any minor changes unrelated to insurance coverage will be published on Westpac's website at [westpac.com.au](https://westpac.com.au)

# Contents

<b>Important information about the complimentary covers available .....</b>	<b>5</b>
Introduction. ....	5
Allianz – the insurer. ....	5
Westpac is not the issuer (insurer) of these covers. ....	6
Termination or variation of cover. ....	6
Other insurances. ....	7
Limitation of cover. ....	7
<b>Allianz Global Assistance Privacy Notice .....</b>	<b>8</b>
<b>Definitions .....</b>	<b>11</b>
<b>Overseas Flight Inconvenience Insurance ....</b>	<b>18</b>
Part A – Eligibility for Cover. ....	18
Part B – Period of Cover. ....	19
Part C – Benefit Limits. ....	19
Part D – Excess and General Exclusions. ....	20
Part E – The cover available. ....	21
Section 1.1 Flight delay. ....	21
Section 2.1 Missed connection. ....	22
Section 3.1 Four (4) hour luggage delay. ....	23
Section 4.1 Twenty-four (24) hour luggage delay. ....	23
Section 5.1 Loss or damage to your personal items by an airline. ....	24
<b>Overseas Transit Accident Insurance .....</b>	<b>26</b>
Part A – Eligibility for Cover. ....	26
Part B – Period of Cover. ....	27
Part C – Benefit Limits. ....	27
Part D – Excess and Exclusions. ....	29
Part E – The cover available. ....	31

<b>Claims .....</b>	<b>32</b>
How to make a claim. ....	32
Depreciation. ....	34
Claims are payable in Australian dollars. ....	34
You should not admit fault or liability. ....	35
Recovery. ....	35
How GST may affect your claim. ....	36
Fraud. ....	36
<b>Complaints &amp; disputes .....</b>	<b>37</b>
<b>General Insurance Code of Practice .....</b>	<b>38</b>

# Important information about the complimentary covers available

## Introduction.

This booklet describes the complimentary insurance benefits provided by *Allianz*, which are available to *Westpac card cardmembers* and other eligible beneficiaries. Cover applies to events occurring on or after 28 February, 2022. *You* are not covered for events occurring after termination of or the expiry of the period of the group policy. *Westpac* will provide *accountholders* with details of any replacement cover.

## Allianz – the insurer.

These covers are available under a group policy issued to Westpac Banking Corporation, ABN 33 007 457 141, AFSL and Australian credit licence No 233714 (*Westpac*) of 275 Kent Street, Sydney, NSW 2000 by AWP Australia Pty Ltd, ABN 52 097 227 177, AFS Licence No 245631 trading as Allianz Global Assistance of 310 Ann Street, Brisbane QLD 4000 (*Allianz Global Assistance*) under a binder from the insurer, Allianz Australia Insurance Limited, ABN 15 000 122 850, AFS Licence No. 234708, GPO Box 9870, Melbourne, VIC 3001 (*Allianz*). For general enquiries call *Allianz Global Assistance*. *Allianz Global Assistance* issues and manages the group policy on behalf of Allianz.

The covers described in this booklet are available for your benefit under a group policy entered into between *Allianz* and *Westpac*. *Westpac* is the policy owner. When eligible, *you* have the benefit of cover as a third party beneficiary by reason of the statutory operation of Section 48 of the *Insurance Contracts Act 1984* (Cth).

There is no obligation to accept any of these benefits. However, if *you* wish to claim any of these benefits, *you* will be bound by the definitions, terms, conditions, limits, exclusions and claims procedures contained in this booklet.

**Please read this booklet carefully and keep it in a safe place.** Also please keep detailed particulars and proof of any loss including the sales receipts and *Westpac card account* statements showing any purchases.

## **Westpac is not the issuer (insurer) of these covers.**

*Westpac* is not the issuer of these covers and neither it nor any of its related corporations guarantee or are liable to pay any of the benefits under these covers.

These benefits are available to the beneficiaries upon meeting the eligibility requirements under these covers. Neither *Westpac* nor any of its related corporations are Authorised Representatives of *Allianz, Allianz Global Assistance* or any of their related companies and *Westpac* does not receive any commission or remuneration in relation to the insurance set out in this booklet.

## **Termination or variation of cover.**

*Westpac* or *Allianz* may terminate any one or all of the covers described in this booklet, and if so *Westpac* will notify *accountholders* of the termination or change in writing. The existing cover will only apply to events occurring before the date of change or termination. No cover is available for events occurring after the date of termination. *Westpac* will provide *accountholders* with details of any replacement cover.

## **Other insurances.**

If *you* are entitled to receive a benefit or make a claim under another insurance policy (Other Policy) (for example, a comprehensive travel insurance policy for *your overseas trip*), in respect of the same loss as your claim under the group policy, then, subject to the provisions of the *Insurance Contracts Act 1984* (Cth) *Allianz* is not liable to provide indemnity under the group policy until the amount of any indemnity under that Other Policy is exhausted. In other words, any cover available under the group policy in respect of the same loss shall only be excess insurance cover over and above the applicable Other Policy.

If *you* make a claim under another insurance policy and *you* are not paid the full amount of the claim, then, subject to the provisions of the *Insurance Contracts Act 1984* (Cth), the cover available to *you* under the group policy will make up the difference, to the extent of cover that applies, in accordance with the terms and conditions contained in this booklet.

*We* may seek contribution from *your* other insurer. *You* must give *us* any information that *we* reasonably require to help *us* make a claim from the other insurer.

## **Limitation of cover.**

Notwithstanding any other terms, *we* shall not be deemed to provide coverage and *we* will not make any payments nor provide any service or benefit to any person or other party to the extent that such cover, payment, service, benefit and/or any business or activity of the person would violate any applicable trade or economic sanctions law or regulation.

# Allianz Global Assistance Privacy Notice

To offer or provide *you* with *our* insurance services, *we*, namely AWP Australia Pty Ltd ABN 52 097 227 177 trading as '*Allianz Global Assistance*' and as agent for the insurer *Allianz*, collects, stores, uses, and discloses your personal information including sensitive information. The insurance cover arises from a group policy taken out between *your* bank (*Westpac*) and *Allianz* and under which *you* are entitled to cover as a beneficiary when *you* meet the eligibility criteria set out in the group policy wording.

*We* usually collect *your* personal information directly from *you*, but sometimes from others depending upon the circumstances.

For example, when *you* make a claim for cover, *we* may collect *your* personal information from *you*, the group policy holder to check *you* have met eligibility requirements, *your* family members and *travel companions*, as well as from third parties that provide services including doctors, *hospitals*, airlines, travel and accommodation providers, *your* agents and representatives, *our* agents, and other service providers. *We* are responsible for ensuring *your* personal information is used and protected in accordance with applicable laws and regulations, including the *Privacy Act 1988*. *We* collect *your* personal information to enable *us* to properly assess and manage *your* insurance claim, and to provide the services *we* have agreed to provide under the group policy. For example, *we* collect *your* name, address, date of birth, email address, and sometimes *your* medical information, bank account details, as well as other information *we* collect through devices like 'cookies' when *you* visit *our* website such as *your* IP address and online preferences.



We use *your* personal information to offer and provide *our* services and to manage *your* and *our* rights and obligations in connection with *your* claim. For instance, we use it to check, process, and finalise *your* insurance claim. We may also use it for product development, customer data analytics, research, IT systems maintenance and development, recovery against third parties, for the detection and investigation of fraud, and for other purposes with *your* consent or where permitted by law.

We do not use *your* personal or sensitive information for marketing purposes or provide that information to any third parties for marketing.

*Your* personal information may be disclosed to third parties (some of whom are data processors) who assist *us* to carry out the above activities both inside and outside of Australia, such as claims management providers, travel agents and intermediaries, insurers, investigators, cost containment providers, medical and health service providers, overseas data storage (including 'cloud' storage) and data handling providers, legal and other professional advisers, *your* agents, *your* travel group leader if *you* travel in a group, *your* bank (*Westpac*) if *you* are the beneficiary of the bank's credit card insurances, insurance reference bureaux, and *our* related and group companies including *Allianz*. Some of these third parties may be located in other countries including in Europe, Asia, Canada, or the USA.

When *you* provide personal information to *us* about other individuals, we rely on *you* to have first obtained the individual's consent, and to have made them aware of the matters set out in this Privacy Notice.

*You* may also seek access to *your* personal data and ask *us* to correct and update it. We will delete *your* personal data when we no longer need it for a legitimate purpose.

*You* may not access or correct personal information of others unless *you* have been authorised by their express consent, or unless they are *your* dependants under 16 years of age.

If *you* have a request or complaint concerning *your* personal information or about data privacy, please contact: The Privacy Officer, Allianz Global Assistance, PO Box 162, Toowong, QLD 4066, or email [DataPrivacyAU@allianz-assistance.com.au](mailto:DataPrivacyAU@allianz-assistance.com.au).

*You* can also contact the Privacy Commissioner at the Office of The Australian Information Commissioner, GPO Box 5218, Sydney, NSW 2001 if *you* have a complaint.

For more information about *our* corporate privacy policy and handling of personal information, including further details about access, correction and complaints, please visit *our* website at [www.allianz-assistance.com.au](http://www.allianz-assistance.com.au) and click on the 'Privacy & Security' link in the footer.

If *you* do not agree with the matters set out in *our* privacy policy or will not provide *us* with the personal information we request, we may not be able to provide *you* with *our* services including the assessment and payment of any claims. In cases where we cannot comply with *your* request concerning *your* personal information, we will give *you* reasons why.

## Definitions

There are some words in this booklet that have a special meaning. These words and their meanings are set out in the table below and are highlighted in italics throughout the booklet. Headings have been included for ease of reference but do not form part of the terms and conditions of the cover available.

<b>Word</b>	<b>Meaning</b>
<b><i>accident</i></b> <b><i>accidental</i></b> <b><i>accidentally</i></b>	a sudden, unforeseen and unintended event.
<b><i>accountholder</i></b>	a <i>Westpac</i> customer, being an individual, business entity or company, who has entered into a <i>card account</i> with <i>Westpac</i> and in whose name the <i>card account</i> was opened. The accountholder is the individual, business entity or company that has contractual obligations with <i>Westpac</i> under the <i>card account</i> .
<b><i>Allianz</i></b>	Allianz Australia Insurance Limited, ABN 15 000 122 850, AFSL 234708.
<b><i>Allianz Global Assistance</i></b>	AWP Australia Pty Ltd, ABN 52 097 227 177, AFSL 245631.

Word	Meaning
<b>card</b>	<p>a <i>Westpac</i> issued credit card including:</p> <ul style="list-style-type: none"> <li>• Classic Visa;</li> <li>• Business Visa;</li> <li>• American Express Gold; or</li> <li>• American Express Business,</li> </ul> <p>which was issued in the <i>region</i> and is authorised for worldwide use.</p>
<b>card account</b>	<ul style="list-style-type: none"> <li>• A current and valid <i>Westpac</i> card facility provided by <i>Westpac</i> to which purchases made by <i>cardmembers</i> on a <i>Westpac card</i> are charged; or</li> <li>• the primary account linked to a <i>Westpac card</i> to which a transaction is routed by any electronic funds transfer facility.</li> </ul>
<b>cardmember</b>	<p>a person to whom <i>Westpac</i> has issued a <i>Westpac card account</i> and who is authorised to use the <i>Westpac card</i>.</p>

Word	Meaning
<b><i>connecting flight</i></b>	<p>a flight:</p> <ul style="list-style-type: none"> <li>• booked at the same time as your preceding flight; and</li> <li>• scheduled to depart within 6 hours of the scheduled arrival time of the preceding flight; and</li> <li>• scheduled to depart from the same airport as your preceding flight is scheduled to land at.</li> </ul>
<b><i>dependant</i></b>	<ul style="list-style-type: none"> <li>• <i>your</i> child (including step-child, adopted child, foster child and child you care for under a legal guardian arrangement), not in full-time employment who is aged under twenty five (25) years at the time that their eligibility for cover is met; or</li> <li>• all persons who are physically or mentally incapable of self-support who the <i>cardmember</i> has custody of and who live with the <i>cardmember</i>.</li> </ul> <p>Dependant does not include any person other than those listed.</p>
<b><i>epidemic</i></b>	<p>an infectious disease that rapidly spreads to a large number of people in a community, population or region.</p>

Word	Meaning
<b>excess</b>	the deduction we will make from the amount otherwise payable for each claimable incident or event.
<b>home</b>	the place where <i>you</i> normally live.
<b>hospital</b>	an established hospital registered under any legislation that applies to it, that provides in-patient medical care. It does not include any institution used primarily as a nursing or convalescent home, or a place for the treatment of alcoholism, drug addiction or substance addiction.
<b>injure</b> <b>injured</b> <b>injury</b>	bodily injury caused solely and directly by violent, <i>accidental</i> , visible and external means, which happens at a definite time and place during the period of cover available and does not result from any illness, <i>sickness</i> or disease.
<b>flight</b>	travel on a registered and scheduled commercial passenger airline <i>overseas</i> .
<b>loss of</b>	as used with reference to hand or foot means severance through or above the wrist or ankle joint.

Word	Meaning
<b><i>medical adviser</i></b>	a doctor, a clinical psychologist or a dentist, who is not <i>you</i> , <i>your travel companion</i> or a <i>relative</i> or an employee of <i>you</i> , <i>your travel companion</i> or a <i>relative</i> , holding the necessary certification for the country in which they are currently practicing and qualified to give the diagnosis being provided.
<b><i>mental illness</i></b>	any illness, condition or disorder listed in the current edition of the Diagnostic and Statistical Manual of Mental Disorders (used by clinicians and psychiatrists to diagnose psychiatric illnesses – see <a href="http://www.psychiatry.org/psychiatrists/practice/dsm">www.psychiatry.org/psychiatrists/practice/dsm</a> or consult <i>your medical adviser</i> ).
<b><i>overseas</i></b>	outside of the <i>region</i> .
<b><i>pandemic</i></b>	an <i>epidemic</i> that spreads to multiple countries, continents, or worldwide.
<b><i>personal items</i></b>	<i>your</i> clothing (including shoes) and toiletries.
<b><i>reasonable</i></b>	reasonable, having regard to the circumstances.

Word	Meaning
<b>relative</b>	<ul style="list-style-type: none"> <li>• <i>spouse</i>, fiancée, fiancée;</li> <li>• parent, parent-in-law; step parent, guardian; grandparent;</li> <li>• child, grandchild, step child, foster child, ward;</li> <li>• brother, half brother, step brother, brother-in-law, sister, half sister, step sister, sister-in-law;</li> <li>• daughter-in-law, son-in-law; or</li> <li>• uncle, aunt, niece, nephew.</li> </ul> <p>Relative does not include any other person.</p>
<b>region</b>	<p>the area enclosed by the territorial waters of the Cook Islands, Fiji Islands, Kiribati, New Caledonia, Niue, Papua New Guinea, Samoa, Solomon Islands, Tahiti, Tonga, Tuvalu and Vanuatu.</p>
<b>sick, sickness</b>	<p>a medical condition (including a <i>mental illness</i>), not being an <i>injury</i>, the signs or symptoms of which first occur or manifest during the period of cover available.</p>
<b>spouse</b>	<p>the partner of the <i>cardmember</i> who is in a permanent relationship with the <i>cardmember</i> at the time the <i>trip</i> starts.</p>



Word	Meaning
<b><i>transportation</i></b>	an aircraft, vehicle, taxi, train, bus or short-haul ferry (but not a cruise ship) that is licensed or authorised to carry fare-paying passengers. Transportation does not include any other means of transport.
<b><i>travel companion</i></b>	a person with whom <i>you</i> made arrangements before the <i>trip</i> began, to travel with <i>you</i> for at least fifty per cent (50%) of the period of cover available for <i>your trip</i> . Travel companion does not include any other person.
<b><i>trip</i></b>	an overseas passage by the <i>cardmember</i> and their <i>spouse</i> and/or <i>dependants</i> as fare paying passengers on <i>transportation</i> .
<b><i>Westpac</i></b>	Westpac Banking Corporation, ABN 33 007 457 141, AFS and Australian credit licence 233714.
<b><i>we, our, us</i></b>	Allianz Australia Insurance Limited, ABN 15 000 122 850, AFSL 234708 and its agent AWP Australia Pty Ltd, ABN 52 097 227 177, AFSL 245631 trading as <i>Allianz Global Assistance</i> .
<b><i>you, your, yourself</i></b>	<i>cardmember, spouse</i> or <i>dependants</i> if they are eligible for the cover available.

# Overseas Flight Inconvenience Insurance

## Part A – Eligibility for Cover.

Overseas Flight Inconvenience Insurance is available to *cardmembers* whilst they are travelling outside the *region*.

### Who is eligible?

If *you* are a *cardmember* you are eligible for the cover available if the entire cost of the *overseas flight* (excluding taxes and airport and travel agent charges) is charged to the *cardmember's card account* prior to commencing the *trip*.

### Who else is eligible?

If the *cardmember* is eligible for the cover available, the *cardmember's spouse* and/or *dependant(s)* are also eligible provided:

1. each of them is travelling with the *cardmember* on the entire *trip*; and
2. the entire payment for their *trip* was charged to the *cardmember's card account* prior to the commencement of the *trip*.

### Dependants under the age of two years at the date the trip commences.

If a *cardmember* satisfies the eligibility criteria set out above, their *dependant* under the age of two (2) years as at the date the *trip* commences is eligible for the cover provided the dependant is travelling with the *cardmember* for the entire trip.

No cover is available for *dependants* born on the *trip*.

## Part B – Period of Cover.

Provided *you* meet the eligibility criteria set out in Part A – Eligibility for Cover, the period of cover available for all insured events commences when *you* leave *your home* to start *your trip* or on the departure date shown on *your flight* ticket, whichever happens later.

The period of cover ends when the first of the following happens:

- (a) *you* return to *your home* from the airport shown on *your return flight* ticket; or
- (b) *you* cancel *your return flight* ticket; or
- (c) 24 hours after *you* leave the arrival airport shown on *your one-way flight* ticket.

## Part C – Benefit Limits.

The table below sets out the maximum limits of what we will pay under each section of Overseas Flight Inconvenience Insurance. All limits and sub-limits in the table are shown in Australian dollars.

The cover available is outlined in Part E and is subject to the applicable terms, conditions, limits, sub-limits and exclusions.

If *you* need advice in respect of *your* particular circumstances or needs please consult an appropriately licensed insurance adviser.

Section	Limit
<b>1.1 Flight Delay</b>	90 minutes or more up to a maximum of \$100 per person
<b>2.1 Missed Connection</b>	Over 90 minutes, up to a maximum of \$100 per person

Section	Limit
<b>3.1 Four (4) Hour Luggage Delay</b>	Four (4) hours or more up to a maximum of \$150 per person
<b>4.1 Twenty-four (24) Hour Luggage Delay</b>	Twenty-four (24) hours or more up to a maximum of \$500 per person
<b>5.1 Loss or Damage to your Personal Items by an Airline</b>	Up to \$500 per item up to a maximum of total of \$2,750. You will need to provide proof of ownership and value of the property. Where you cannot provide proof of ownership or value of your property, the most we will pay for each individual item is \$50 per item up to a maximum total of \$500

## Part D – Excess and General Exclusions.

### Excess – what you contribute to a claim.

No excess applies to any claim under Overseas Flight Inconvenience Insurance.

### General exclusions.

The general exclusions below set out what is not covered.

*You* should also read each section as they contain specific exclusions that may also apply.

To the extent permitted by law we do not cover *you* for any loss, damage or expense caused by, arising from or in any way related to:

1. *your* loss of enjoyment; loss of opportunity; loss of revenue; loss of profits or loss of goodwill;
2. *your* travel in any air supported device other than as a passenger in a fully licensed aircraft operated by an airline;
3. *your* participation as a crew member or pilot of any *transportation*;
4. any interference with *your* travel plans by any government, government regulation or prohibition or intervention or official authority;
5. *your* failure to take *reasonable* care;
6. any *epidemic* or *pandemic*;
7. any act of terrorism;
8. any act of war, whether war is declared or not, or from any rebellion, revolution, insurrection or taking of power by the military;
9. a nuclear reaction or contamination from nuclear weapons or radioactivity;
10. biological and/or chemical materials, substances, compounds or the like used directly or indirectly for the purpose of harming or to destroy human life and/or create public fear.

## **Part E – The cover available.**

### **Section 1.1 Flight delay.**

#### **1.1.1 What we cover**

If the departure of *your overseas flight* is delayed for the period specified in Part C – Benefit Limits – 1.1 Flight Delay, due to circumstances outside *your* control and no alternative transport is provided by the carrier, we will reimburse the cost of *your reasonable*

additional meal expenses, up to the amount specified in Part C – Benefit Limits – 1.1 Flight Delay.

### **Conditions.**

*You* will need to make *reasonable* efforts to obtain confirmation from the carrier who was responsible for *your* flight delay as this may be the easiest way to provide evidence of the delay.

#### **1.1.2 What we exclude.**

We will not pay if a delay to *your flight* arises from an act of terrorism.

## **Section 2.1 Missed connection.**

### **2.1.1 What we cover.**

If as a result of a preceding *overseas flight* being delayed *you* miss *your overseas connecting flight* and no alternative transport is provided by the carrier within the period specified in Part C – Benefit Limits – 2.1 Missed Connection, *we* will reimburse the cost of *your reasonable* additional meal expenses, up to the amount specified in Part C – Benefit Limits – 2.1 Missed Connection.

### **Conditions.**

*You* will need to make reasonable efforts to obtain confirmation from the carrier who was responsible for *your* flight delay as this may be the easiest way to provide evidence of the delay.

#### **2.1.2 What we exclude.**

We will not pay if a delay to *your flight* arises from an act of terrorism.

## Section 3.1 Four (4) hour luggage delay.

### 3.1.1 What we cover.

If following an *overseas flight* of two (2) hours or more *your* luggage containing *your personal items* is delayed, misdirected or misplaced by the carrier for more than four (4) consecutive hours, *we* will reimburse *you* for the reasonable costs *you* incur to replace *your personal items*, up to the amount specified in Part C – Benefit Limits – 3.1 Four (4) Hour Luggage Delay.

### Conditions.

*You* will need to make *reasonable* efforts to obtain confirmation from the carrier who was responsible for *your personal items* confirming that *your* items were delayed, misdirected or misplaced as this may be the easiest way to provide evidence of the delay.

If *you* are entitled to be reimbursed by the airline *you* were travelling on when the loss, theft, misplacement or damage occurred *we* will deduct the amount *you* are entitled to from any claim payable by *us*. However, if *you* are not reimbursed the full amount of *your* loss, *we* will pay the difference between the amount of *your* loss and what *you* were reimbursed, up to the limit of cover available.

## Section 4.1 Twenty-four (24) hour luggage delay.

### 4.1.1 What we cover.

If following an *overseas flight* of six (6) hours or more *your* luggage containing *your personal items* is delayed, misdirected or misplaced by the carrier for more than twenty-four (24) consecutive hours, *we* will reimburse *you* for the reasonable costs *you* incur to replace *your*

*personal items*, up to the amount specified in Part C – Benefit Limits – 4.1 Twenty-four (24) Hour Luggage Delay.

## **Conditions.**

You will need to make *reasonable* efforts to obtain confirmation from the carrier who was responsible for *your personal items* confirming that *your* items were delayed, misdirected or misplaced as this may be the easiest way to provide evidence of the delay.

If *you* are entitled to be reimbursed by the airline *you* were travelling on when the loss, theft, misplacement or damage occurred we will deduct the amount *you* are entitled to from any claim payable by *us*. However, if *you* are not reimbursed the full amount of *your* loss, we will pay the difference between the amount of *your* loss and what *you* were reimbursed, up to the limit of cover available.

## **Section 5.1 Loss or damage to your personal items by an airline.**

### **5.1.1 What we cover.**

If during *your overseas flight*, the airline *you* are travelling on, damages or loses *your personal items* that are in checked-in luggage, and we have not already paid to replace the *personal items* under sections 3.1 Four (4) Hour Luggage Delay or 4.1 Twenty-four (24) Hour Luggage Delay, we will pay (acting *reasonably*) the lesser of:

- the depreciated value after allowing for age, wear and tear (see Depreciation on page 33 for details);
- the original purchase price;
- the replacement cost; or
- the repair cost.



We have the option to repair or replace the *personal items* instead of paying *you*.

We will not apply depreciation to any item *we* pay for where less than twelve (12) consecutive months have elapsed since the item was purchased new.

A pair or related set of items, for example (but not limited to) a matching pair of shoes, are considered as only one item for the purpose of this cover, and the appropriate single item limit will be applied.

## **Conditions.**

If *you* make a claim, *you* will need to provide proof of your ownership and the value of *your* belongings. Examples of proof include receipts and/or valuations (e.g. receipt or valuation for jewellery).

If *you* cannot provide proof of the ownership or value of the items, the most *we* will pay for each individual item is \$50 per item up to a maximum total of \$500.

*You* will need to make *reasonable* efforts to obtain confirmation from the carrier who was responsible for *your personal items* confirming that *your* items were lost or damaged as this may be the easiest way to provide evidence of the delay.

If *you* are entitled to be reimbursed by the airline *you* were travelling on when the loss, theft, misplacement or damage occurred *we* will deduct the amount *you* are entitled to from any claim payable by *us*. However, if *you* are not reimbursed the full amount of *your* loss, *we* will pay the difference between the amount of *your* loss and what *you* were reimbursed, up to the limit of cover available.

# Overseas Transit Accident Insurance

## Part A – Eligibility for Cover.

### Who is eligible?

*Cardmembers* are eligible for the cover available under Overseas Transit Accident Insurance if the entire payment for the *trip* was charged to the *cardmember's card account* prior to the commencement of the *trip*.

### Who else is eligible?

If the *cardmember* is eligible for the cover available, the *cardmember's spouse* and/or *dependants* are also eligible provided:

1. each of them is travelling with the *cardmember* on the entire *trip*; and
2. the entire payment for their *trip* was charged to the *cardmember's card account* prior to the commencement of the *trip*.

### Dependants under the age of two years at the date the trip commences.

If a *cardmember* satisfies the eligibility criteria set out above, their *dependant* under the age of two (2) years as at the date the *trip* commences is eligible for the cover available provided the *dependant* is travelling with the *cardmember* for the entire *trip*.

When a *cardmember*, *spouse* and *dependant* are travelling together only one eligible person can claim the benefits payable to a *cardmember*. The other eligible persons may only claim as a *spouse* or *dependant*.

## Part B – Period of Cover.

Overseas Transit Accident Insurance provides cover when:

- (a) *you board your transportation for your trip and ends when you disembark from your transportation at the end of your trip;*
- (b) boarding or alighting, being when *you physically get on or off transportation, at any airport, coach depot, railway station or dock during your trip; and*
- (c) travelling as a passenger in *transportation directly to or from any airport, coach depot, railway station or dock immediately before or after the scheduled trip.*

## Part C – Benefit Limits.

The Aggregate Limit of Liability and the table below set out the maximum limits of what we will pay under Overseas Transit Accident Insurance. All limits and sub-limits are shown in Australian dollars.

The cover available is outlined in Part E and is subject to the applicable terms, conditions, limits, sub-limits and exclusions.

### **Aggregate limit of liability.**

This Overseas Transit Accident Insurance contains an aggregate (maximum) limit of liability for claims from all eligible *cardmembers, spouses and/or dependants* arising from the one event.

The most we will pay under Overseas Transit Accident Insurance cover for one event (e.g. a bus crash) is \$270,000.

This means that regardless of the number of *cardmembers, spouses or dependants* involved in an event who suffer *injury*, we will pay each on a proportional basis (using the amounts in

the table appearing in Part C – Benefit Limits) up to total of \$270,000.

For example, if two *cardmembers*, two *spouses* and four *dependants* lost their lives in the same bus crash, we would pay benefits, calculated as follows:

Two *cardmembers*: \$100,000 each  
= \$200,000;

Two *spouses*: \$50,000 each = \$100,000;

Four *dependants*: \$25,000 each = \$100,000;

Total benefit amount: \$400,000

Dividing the total aggregate exposure (\$270,000) by the total benefit amount (\$400,000) determines the percentage (67.50%) to proportionally reduce benefits to. In this case, the payable benefits would work out to be:

Two *cardmembers*: \$67,500 each = \$135,000;

Two *spouses*: \$33,750 each = \$67,500;

Four *dependants*: \$16,875 each = \$67,500;

Total benefit amount: \$270,000

### **Maximum benefit amounts.**

The table below sets out the maximum Benefit Amounts we will pay under Overseas Transit Accident Insurance if an aggregate limit of liability does not apply (see above).

<b><i>Injury</i></b>	<b>Benefit amount</b>		
	Cardmember	Spouse	Dependant
Loss of life	\$100,000	\$50,000	\$25,000
<i>Loss of both hands or loss of both feet</i>	\$100,000	\$50,000	\$25,000

<b><i>Injury</i></b>	<b>Benefit amount</b>		
	Cardmember	Spouse	Dependant
<i>Loss of one hand and loss of one foot</i>	\$100,000	\$50,000	\$25,000
Loss of the entire sight in both eyes	\$100,000	\$50,000	\$25,000
Loss of the entire sight in one eye and <i>loss of one hand and/or loss of one foot</i>	\$100,000	\$50,000	\$25,000
<i>Loss of one hand or loss of one foot</i>	\$50,000	\$25,000	\$12,500
Loss of the entire sight in one eye	\$50,000	\$25,000	\$12,500

If *you* sustain more than one *injury* arising from the one accident, we will only pay the highest Benefit Amount for the applicable *injury*.

## **Part D – Excess and Exclusions.**

### **Excess – what you contribute to a claim.**

No excess applies to any claim under Overseas Transit Accident Insurance.

## Exclusions.

The exclusions below set out what is not covered.

*You* should also read each section as they contain specific exclusions that also apply.

To the extent permitted by law we do not cover *you* for any loss, damage or expense caused by, arising from, or in any way related to:

1. *your* loss of enjoyment; loss of opportunity; loss of revenue; loss of profits or loss of goodwill;
2. *you* booking or taking travel against medical advice, travel for the purpose of getting medical treatment or advice, or travel taken after a *medical adviser* informs *you* that *you* are terminally ill;
3. *your* intentional self harm or *your* suicide or *your* attempted suicide;
4. illegal or criminal acts by *you*, *your spouse*, *your dependants* or any other person acting with *your* consent or under *your* direction;
5. *you* failing to take reasonable care;
6. *your* travel in any air supported device other than as a passenger in a fully licensed aircraft operated by an airline;
7. *your* participation as a crew member or pilot of any *transportation*;
8. any act of terrorism;
9. any act of war, whether war is declared or not, or from any rebellion, revolution, insurrection or taking of power by the military;
10. a nuclear reaction or contamination from nuclear weapons or radioactivity;

11. biological and/or chemical materials, substances, compounds or the like used directly or indirectly for the purpose of harming or to destroy human life and/or create public fear;
12. any payment which would violate any applicable trade or economic sanctions, law or regulation.

## **Part E – The cover available.**

### **What we cover.**

If, during the period of cover available, *you* suffer an *accident* that causes an *injury* listed in Part C – Benefit Limits within twelve (12) consecutive months of the *accident*, we will pay *you* the Benefit Amount (unless reduced by the group policy aggregate limit of liability) specified for the *injury* listed in Part C – Benefit Limits, that *you* suffered.

In addition, if during a *trip*:

- (a) *you* are unavoidably exposed to the elements due to an *accident* which results in the disappearance, sinking or wrecking of the *transportation* in which *you* were travelling and as a result of such exposure *you* suffer an *injury* for which a Benefit Amount (unless reduced by the group policy aggregate limit of liability) is payable;
- (b) *you* disappear due to an *accident* which results in the disappearance, sinking or wrecking of the *transportation* in which *you* were travelling and *your* body has not been found within twelve (12) consecutive months after the date of such *accident*, it will be presumed, subject to there being no evidence to the contrary, that *you* died,

we will pay the applicable Benefit Amount (unless reduced by the group policy aggregate limit of liability) listed in Part C – Benefit Limits to *you*, or to *your* estate in the case of *your* death.

If *you* suffer more than one *injury* as a result of the *accident* we will pay *you* no more than the specified Benefit Amount for the most serious *injury* listed in Part C – Benefit Limits that *you* suffered.

## Claims

### How to make a claim.

**Please do not contact Westpac in the event of a claim.**

First check that *you* are entitled to claim by reading the appropriate section in this booklet, especially Part D of that section, to see exactly what is, and is not covered, noting particularly any conditions, limitations and exclusions.

*Allianz Global Assistance* administers the benefits available under the group policy. *You* should give *Allianz Global Assistance* notice of *your* claim as soon as possible.

In order to be sure that any expenses *you* claim are covered by the group policy *you* should always, when practicable, contact *Allianz Global Assistance* for approval before *you* incur expenses *you* wish to claim. If *you* do not, we will pay for expenses incurred up to the amount we would have authorised had *you* asked *us* first.

*You* are not covered for any claim made after termination of, or the expiry of the period of insurance specified in, the group policy. *Westpac* will provide *you* with details of any replacement cover.



You can obtain claim forms and information on how to make a claim at [insurance.agaassistance.com.au/westpac](https://insurance.agaassistance.com.au/westpac)

*Allianz Global Assistance* will consider your claim within 10 business days of receiving a completed claim form and all necessary documentation. If they need additional information, a written notification will be sent to you within 10 business days.

If there is a delay in claim notification, or you do not provide sufficient detail for *Allianz Global Assistance* to consider your claim, we can reduce any claim payable by the amount of prejudice we have suffered because of the delay.

You should give any information *Allianz Global Assistance* reasonably asks for to support your claim at your expense, such as but not limited to police reports, valuations, medical reports, original receipts or proof of purchase and ownership. If required *Allianz Global Assistance* may ask you to provide them with translations into English of any such documents to enable their consideration of your claim.

You should co-operate at all times in relation to providing supporting evidence and such other information that may reasonably be required.

In particular:

- In the event of an emergency or admission to *hospital overseas*, contact *Allianz Global Assistance* as soon as practicable.
- For damage or misplacement of your *personal items* caused by the airline, report the damage or misplacement as soon as possible to an appropriate official and make reasonable efforts to obtain a written report, including any offer of settlement that they may make.

## Depreciation.

When taking into consideration the age of a *covered item* or *valuable* we will deduct the following amounts from *our* settlement if we decide to pay *you* instead of repairing or replacing the item for which *you* have claimed:

- For toiletries and medication (including skin care, make-up, perfume, deodorant and aftershave) we will deduct 50% of the purchase price for each year *you* have owned the item up to a maximum deduction of 80%;
- For clothing, footwear, luggage and books we will deduct 15% of the purchase price for each year *you* have owned the item up to a maximum deduction of 80%;
- For all other items we will deduct 15% of the purchase price for each year *you* have owned the item up to a maximum deduction of 80%.

### For example:

*You* have a \$200 pair of shoes that were purchased 2 years before the date they were lost. The rate of depreciation would be 15% per year.

In settlement of *your* claim we would pay *you* \$140 (i.e. we will depreciate the value of the shoes by 15% of the purchase price for each of the 2 years *you* have owned them), calculated as follows:

Year 1 – Purchase price of \$200 less 15% (\$30) = \$170

Year 2 – Depreciated value of \$170 less 15% of the purchase price (\$30) = \$140

## Claims are payable in Australian dollars.

We will pay all claims in Australian dollars. We will pay *you* unless *you* tell *us* to pay someone else. The rate of currency exchange that will

apply is the rate at the time *you* incurred the expense. Payment will be made by direct credit to a bank account nominated by *you*.

## **You should not admit fault or liability.**

*You* should not admit that *you* are at fault, for any *accident*, incident or event causing a claim, and *you* must not offer or promise to pay any money, or become involved in legal action, without the approval of *Allianz Global Assistance*. If *you* do, *we* may reduce or refuse *your* claim to the extent *we* are prejudiced.

## **Recovery.**

If *we* have a claim against someone in relation to the money *we* have to pay or *we* have paid, *you* must take *reasonable* steps to help *us* do that in legal proceedings. If *you* are aware of any third party that *you* or *we* may recover money from, *you* should inform *us* of such third party.

When making a claim *you* should tell *us* about any other insurance under which *you* are or might be able to claim. If *you* can claim from another insurer and *we* also pay *you* in respect of the same insured event, then *you* will be required to refund to *us* the amount *we* paid if the other insurer also paid *you*.

*You* cannot claim from *us* and from the other insurer to obtain an aggregate amount that exceeds *your* loss.

If during the period of cover made available, *you* suffer a loss which is not covered by the group policy, *we* may offer to attempt to recover *your* uninsured loss for *you*.

*You* may specifically ask *us* to recover this for *you* however, *we* have no obligation to do so. *You* will need to give *us* documents supporting *your* loss. Before *we* include any

uninsured loss in a recovery action *we* will also ask *you* to agree to the basis on which *we* will handle *your* uninsured recovery action. *You* may need to contribute to legal costs in some circumstances.

*We* will apply any money *we* recover from someone else under a right of subrogation in the following order:

1. To *us*, *our* costs (administration and legal) arising from the recovery.
2. To *us*, an amount equal to the amount that *we* paid to *you* under the group policy.
3. To *you*, *your* uninsured loss (less *your* excess).
4. To *you*, *your* excess.

Once *we* pay *your* total loss (including *your* uninsured loss and any *excess*) *we* will keep all money left over.

If *we* have paid *your* total loss and *you* receive a payment from someone else for that loss or damage, *you* will need to pay *us* the amount of that payment up to the amount of the claim *we* paid *you*.

## **How GST may affect your claim.**

If *you* are entitled to claim an input tax credit in respect of a cost for which a claim is made, or would be entitled to an input tax credit if *you* were to incur the relevant cost (i.e. in replacing a lost or stolen item), the amount *we* would otherwise pay will be reduced by the amount of that input tax credit.

## **Fraud.**

When making a claim *you* have a responsibility to assist *us* and to act in an honest and truthful manner.

If any claim is fraudulent in any way or if *you* or anyone acting on *your* behalf uses fraudulent means to make a claim on the cover described in this booklet, then no payment will be made in regard to the claim. Also *Westpac* will be informed of the situation and *you* may no longer be eligible for the cover described in this booklet.

## Complaints & disputes

If *you* are dissatisfied with *our* service in any way, please contact *us* and *we* will attempt to resolve the matter in accordance with *our* internal dispute resolution procedures.

If *we* do not make a decision within the period that *we* tell *you* *we* will respond, *we* will tell *you* about *your* right to lodge a complaint with an external dispute resolution scheme.

If *you* are not happy with *our* response, *you* can refer *your* complaint to AFCA subject to its terms of reference. AFCA provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms. AFCA's contact details are:

### **The Australian Financial Complaints Authority**

**Online:** [www.afca.org.au](http://www.afca.org.au)

**Phone:** 1800 931 678

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Mail:** GPO Box 3  
Melbourne VIC 3001

For more information on how *we* handle complaints *you* can request a copy of *our* procedures, using *our* contact details on the inside front cover.

# General Insurance Code of Practice

The General Insurance Code of Practice was developed by the Insurance Council of Australia to further raise standards of practice and service across the insurance industry. The Code Governance Committee (CGC) is an independent body that monitors and enforces insurers' compliance with the Code.

*You* can obtain more information on the Code of Practice and how it assists *you* by contacting *us*. Contact details are provided on the inside front cover of this booklet. For more information on the Code Governance Committee (CGC) go to [www.insurancecode.org.au](http://www.insurancecode.org.au).

## **The insurer is:**

*Allianz Australia Insurance Limited*  
ABN 15 000 122 850, AFS Licence No. 234708  
GPO Box 9870, Melbourne, VIC 3001.

**Telephone:** 13 10 00

## **The group policy is issued and managed by:**

AWP Australia Pty Ltd ABN 52 097 227 177,  
AFSL 245631, trading as *Allianz Global Assistance*, of Level 16, 310 Ann Street,  
Brisbane, QLD 4000.

**Telephone:** 1800 091 710





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