

Travel Insurance

Product Disclosure Statement

Effective 16 September 2015



WA



SGIO

The logo for SGIO, featuring the letters 'S', 'G', and 'O' in blue and 'I' in red, all enclosed within a white circular frame with a drop shadow.

This insurance is issued by Great Lakes Reinsurance (UK) SE (ARBN 127 740 532, ABN 18 964 580 576, AFS Licence No. 318603), trading as Great Lakes Australia, a limited liability company incorporated in England and Wales.

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Welcome

SGIO Insurance has been insuring Australians for over 85 years. And that's the difference we offer you - experience. It's this experience that helps us provide you with great customer service as well as quality cover to protect the things you value.

This booklet contains information you need to know about your SGIO policy. If you have any questions, or if there's anything we can help with, get in touch today.

How to buy

- Call 1300 305 790
- Visit sgio.com.au/travel-insurance

Featured benefits

Overseas medical cover: Cover for overseas hospital, medical, surgical, nursing, ambulance expenses and emergency dental expenses. Our medical cover also assists You in finding treatment and medical evacuation if necessary.

Additional expenses: Cover for emergency accommodation and transport expenses if a natural disaster like a volcano, tsunami, earthquake or flood disrupts Your Journey.

Cancellation cover: Only pay for the cancellation cover You need. Choose the level which suits You to cover Your pre-paid tickets, hotels, tours or other travel related expenses.

Rental Car insurance excess: If You hire a car and have an accident, cover is included for the Rental Car insurance excess.

Comprehensive luggage cover: With higher limits for Your laptop, tablet, phone and camera equipment.

Note: The included benefits depend on the Plan You choose.

One of the many benefits included with this policy

Access to 24 hour emergency assistance

Travelling can be an amazing experience and We hope You enjoy every minute of Your Journey but should something go wrong, You are going to find Yourself needing assistance.

Imagine being overseas and not being able to receive treatment until Your insurance provider can guarantee payment of Your medical bills, or receiving inadequate treatment for Your illness or injuries. These kind of incidents happen all too often to travellers which is why emergency assistance is so important.

You are in safe hands with Our Australian based emergency assistance team. This experienced team of doctors, nurses, travel agents and case managers are contactable 24 hours a day, 7 days a week.

Some examples of the assistance We provide are:

Assisting You in finding medical facilities and then monitoring Your medical care

Paying significant medical expenses directly to the hospital

Should it be medically appropriate to bring You Home, We will coordinate the entire exercise

Assisting You in replacing lost passports, travel documents or credit cards

Help to change travel plans as a result of an emergency

Certain services are subject to a claim being accepted under the policy. For more information see page 15.



The cover

Benefits table

Following is a table of the benefits and their maximum limits. Please refer to the Policy wording on pages 25-45 for full details on the cover provided.

Policy benefits	Per adult	Per adult	Per adult	Per person
	International Comprehensive Plan (Single Trip or Annual Multi-Trip)	International Essentials Plan (Single Trip)	Domestic Comprehensive Plan (Single Trip or Annual Multi-Trip)	Domestic Cancellation Plan (Single Trip)
1 Overseas medical and dental expenses	\$Unlimited ^{††}	\$10,000,000 ^{††}	-	-
2 Additional expenses	\$Unlimited ^{††}		\$10,000	Cover chosen. You can choose \$200, \$400, \$600, \$800 or \$1,500
3 Amendment or cancellation costs	\$3,000, \$6,000 or \$Unlimited ^{‡‡}	\$3,000, \$6,000 or \$Unlimited ^{‡‡}	\$Unlimited	
4 Luggage and personal effects	\$12,000*	\$3,000*	\$8,000*	
5 Travel documents	\$12,000	\$3,000	-	
6 Delayed luggage allowance	\$1,000	\$200	-	
7 Money	\$200	-	-	
8 Rental Car insurance excess	\$4,000	\$NIL [°]	\$3,000	
9 Travel delay	\$2,000	-	\$2,000	
10 Resumption of Journey	\$3,000	-	-	
11 Special events	\$2,000	-	-	
12 Hospital incidentals	\$8,000	\$1,000	-	
13 Hijacking	\$8,000	\$2,000	-	
14 Loss of income	\$9,000 ^{^^}	-	\$2,000 [^]	
15 Disability	\$25,000 ^{^^}	-	\$10,000 [^]	
16 Accidental death	\$25,000 ^{^^}	\$10,000	\$10,000 [^]	
17 Personal liability	\$2,500,000	\$1,000,000	\$5,000,000	

[†] Medical cover will not exceed 12 months from the onset of the illness or injury.

^{††} Reduced limits may apply for customers 70 years or over. Limits will be shown on the Certificate of Insurance.

[‡] Limits apply to sub-sections point 2 and 5f. See pages 32-33.

^{‡‡} Cover chosen applies per policy. See page 8.

^{*} Item limits apply. See page 9.

[°] The maximum liability collectively for Sections 14, 15 and 16, shall not exceed \$25,000 on the International Comprehensive Plan and \$10,000 on the Domestic Comprehensive Plan.

[^] Additional cover available. See page 9.

Please read the PDS carefully to understand what this policy covers. Importantly, please note that conditions, exclusions, limits and sub-limits apply.

Policy inclusions and options

Money back guarantee

Should You cancel this policy for any reason within the cooling off period, which is within 15 working days of the date of purchase, We will give You Your money back.

Our money back guarantee ensures a refund of the entire premium unless You have already:

- made a claim under the policy; or
- departed on Your Journey.

Should You wish to cancel Your policy and receive a full refund, please contact Us within the cooling off period.

Single Trip or Annual Multi-Trip

The International Essentials Plan is available to cover one Single Trip. The International Comprehensive Plan and Domestic Comprehensive Plan are available to cover one Single Trip or as an Annual Multi-Trip policy.

The Annual Multi-Trip option may be more economical for You if You plan on travelling more than once during the next year.

Our Annual Multi-Trip:

- gives You year round cover for all Your travels for destinations that are over 250 km from Your Home, providing You do not exceed Your selected duration limit for any one trip;
- gives You the ability to choose a duration limit for any one trip that suits Your needs. The shorter the duration, the cheaper the policy.

Cancellation cover

The International Comprehensive Plan and the International Essentials Plan offer three levels of cancellation cover. You may choose either:

- \$Unlimited cover
- \$6,000 cover or
- \$3,000 cover.

The level of cancellation cover You choose will influence Your premium.

You should choose an amount that will cover all prepaid travel tickets, hotels, tours or other travel related expenses for all travellers on this policy.

The level of cover You choose will be the total amount covered under Section 3 (pages 34-35) on a per policy basis and will be shown on Your Certificate of Insurance.

Choose Your excess

Our International Comprehensive Plan and International Essentials Plan provide You with a choice of excess options. The higher the excess You choose, the lower the premium You pay. Your excess will be shown on Your Certificate of Insurance.

The Domestic Comprehensive Plan and the Domestic Cancellation Plan have a \$50 excess.

Increase Your luggage cover

The following item limits apply to any one item, set or pair of items (including accessories):

	International Comprehensive Plan	International Essentials Plan	Domestic Comprehensive Plan
Cameras and video cameras	\$4,000	\$200	\$3,500
Laptop and tablet computers	\$3,000	\$200	\$3,000
Mobile phones and smart phones	\$1,000	\$200	\$500
Other items	\$500	\$200	\$500

You may increase the item limit for a single item by \$1,000 by paying an additional premium. Receipts or valuations (less than 12 months old) must be available if requested.

Increase Rental Car insurance excess cover

The International Comprehensive Plan and Domestic Comprehensive Plan automatically provide cover for Your liability in respect to a Rental Car insurance excess. The International Essentials Plan does not automatically provide this cover.

By paying an additional premium You may increase or add \$1,000 of Rental Car insurance excess cover per policy. Please ask for a quote.

Motorcycle/moped riding

If You wish to be covered for riding a motorcycle (including a moped) as the driver or pillion passenger during Your Journey, You must pay an extra premium. Please ask for a quote.

Even if You pay the extra premium You will only be covered if:

- the engine capacity is 200cc or less;
- You are wearing a helmet;
- You are not participating in a Professional capacity;
- You are not racing; and
- whilst in control of a motorcycle, You hold a licence valid in the relevant country.

Note: No cover will apply under Section 17 Personal liability (page 42).

Snow skiing, snowboarding and snowmobiling

If You wish to be covered for these activities during Your Journey, You must pay an extra premium.

(continued overleaf)

Even if You pay the extra premium You will only be covered if:

- You are skiing or snowboarding On-Piste;
- You are not racing; and
- You are not participating in a Professional capacity.

Activities included in Your cover

If You are participating in any of the following activities whilst on Your Journey, You will be covered by Our Plans:

- Abseiling
- Jet boating
- Surfing
- Archery
- Jet skiing
- Trekking
- Ballooning
- Kayaking
- White water rafting
- Bungy jumping
- Paragliding
- Working holidays
- Flying fox
- Parasailing
- Horse riding
- Snorkelling

Participation in these activities is subject to the ordinary terms of cover and in particular General exclusion 16 on page 44 and exclusion 3 applying to Section 17 Personal liability on page 42.

Areas of travel

Where You travel will influence Your premium.

Single Trip: You will need to choose the main destination based on where You will spend the most time on Your Journey.

Annual Multi-Trip: You will need to choose the area which will cover all of Your trips for the year. If You select an international area, this also includes cover for travel more than 250 km from Your Home in Australia.

Note: If 20% or more of any Journey will be spent in the Americas or Africa, You must nominate the area including these countries as the main destination.

Extending Your Journey

If You decide to extend Your Journey and wish to be insured for longer than the original period, You will need to purchase a new policy through Us prior to the expiry date shown on Your original Certificate of Insurance. It is a new policy, not an extension of Your previous policy.

It is important to note that should a medical condition first present itself prior to the time of issue of the new policy, it may be considered an Existing Medical Condition under the new policy and therefore may not be covered by the new policy.

Restrictions on duration may apply depending on Your age and trip destination.

Existing Medical Conditions and pregnancy

(Of You or Your travelling companion)

This policy does not automatically cover claims arising from, or exacerbated by, some Existing Medical Conditions or pregnancy.

Where Existing Medical Condition cover is separately applied for and accepted by Us, cover may be subject to special conditions, limitations, excesses and amounts payable depending on Your age, duration and destination. This will be stated on Your Certificate of Insurance.

Existing Medical Conditions

An Existing Medical Condition is:

- Any physical defect, condition, illness or disease for which treatment, medication, surgery or advice (including investigation) has been received or prescribed by a medical practitioner, dental or health professional in the 180 days prior to the Relevant Time; or
- Any chronic or ongoing (whether chronic or otherwise) medical or dental condition, illness or disease medically documented prior to the Relevant Time.

Relevant Time in respect of:

- Single Trip policies means the time of issue of the policy.
- Annual Multi-Trip policies means the first time at which any part of the relevant trip is paid for or the time at which the policy is issued, whichever occurs last.

If You are unsure whether You have an Existing Medical Condition, please call 1300 305 790 for assistance.

Getting cover for Existing Medical Conditions

There are four categories of Existing Medical Conditions:

- conditions We automatically cover.
- conditions which cannot be covered.
- conditions We need to assess.
- conditions of any other person.

Please review each of these categories to determine which category applies to You.

Conditions We automatically cover

Subject to the requirements shown, this policy automatically covers:

Acne – If You have not required treatment by a medical practitioner in the last 60 days.

Allergies – If the condition has not required treatment by a medical practitioner in the last 6 months and You have no known respiratory conditions (e.g. Asthma).

Asthma – If You have had no exacerbation requiring treatment by a medical practitioner in the last 12 months, and You have no other underlying lung conditions or disease, inclusive of, but not limited to Chronic Bronchitis, Chronic Obstructive Airways Disease (COAD) or Emphysema, whether chronic or otherwise. You must also be under 60 years of age at the date of policy purchase.

Cataracts/Glaucoma – If You have no ongoing complications, are not on a waiting list for an operation and have not been operated on in the last 30 days.

Coeliac Disease – If the condition has not required treatment by a medical practitioner in the last 6 months.

Diabetes/Glucose Intolerance – If You were diagnosed over 12 months ago and have not had any complications in the last 12 months. You must have stable Blood Sugar Level readings between 4-10mmol/L or a HbA1C score of 8% or less. You do not have evidence of damage to Your kidneys, eyes, nerves or blood vessels as a result of Your diabetes, or have any known cardiovascular disease, hypertension, hyperlipidaemia or hypercholesterolaemia. This also includes recurrent or long-standing lower limb ulcers. You must also be under 60 years of age at the date of policy purchase.

Ear Grommets – If You do not have an infection at the Relevant Time.

Epilepsy – If there are no underlying medical conditions (e.g. previous head trauma, stroke) and You have not required treatment by a medical practitioner for a seizure in the last 2 years.

Gastric Reflux – If the condition does not relate to another underlying diagnosis (e.g. Hernia/Gastric Ulcer).

Gout – If the gout has remained stable for the last 6 months.

Hiatus Hernia – If no surgery is planned.

Hip/Knee Replacement – If performed more than 6 months ago and less than 10 years ago.

Hypercholesterolaemia (High Cholesterol) – If You have no known heart conditions.

Hypertension (High Blood Pressure) – If Your hypertension is stable and managed by Your doctor and You have no known heart or cardiovascular conditions, and or changes to Your medication within the last 12 months, and or are not

suffering symptoms of, or having investigations related to Your blood pressure.

Menopause – Provided You do not suffer from Osteoporosis.

Peptic/Gastric Ulcer – If the condition has remained stable for the last 6 months.

Underactive/Overactive Thyroid – If not as a result of a tumour.

Conditions which cannot be covered

Under no circumstances is cover available for:

- conditions involving the back or neck.
- conditions involving drug or alcohol dependency.
- conditions for which You are travelling to seek medical treatment or review.
- travel booked or undertaken against the advice of any medical practitioner.
- any condition or illness for which You are currently awaiting surgery, treatment, investigation or procedures.

Conditions We need to assess

For all other medical conditions You will need to complete an online medical assessment. You can complete this as part of Your travel insurance quote on sgio.com.au/travel-insurance or contact Us on 1300 305 790 for assistance.

Note: Any traveller who has ever been diagnosed with a heart condition or a lung condition (not including asthma if under 60 years) or any traveller with reduced immunity e.g. as a result of medical treatment or a medical condition will need to complete a medical assessment if they are travelling to the Americas or Africa for any length of time.

Chronic Lung Disease

If You have any lung disease, including but not limited to Chronic Obstructive Pulmonary Disease (COPD), Chronic Bronchitis, Chronic Obstructive Airways Disease (COAD) and Emphysema which You have declared and has not been accepted by Us for such conditions, or You have chosen not to complete a medical assessment, You will also not be covered for any new infection.

Existing Medical Conditions of any other person

You cannot specifically insure the Existing Medical Condition of Your Relative, business partner or any other person who is known to You prior to the Relevant Time and is not travelling. In the event of a claim, cover applies if the person is hospitalised or dies in Australia after the Relevant Time and at the Relevant Time the chance of a claim occurring is highly unlikely. In any event We will not pay more than \$4,000 under all Sections of the policy combined.

Pregnancy

If You are aware of the pregnancy at the Relevant Time, an online medical assessment must be completed if any of the following apply:

- a) there have been complications with this pregnancy or any previous pregnancy;
- b) You have a multiple pregnancy; or
- c) the conception was medically assisted (including hormone therapies and IVF).

You can complete this as part of Your travel insurance quote at sgio.com.au/travel-insurance, or contact Us on 1300 305 790 for assistance. If cover is accepted, an additional premium will apply.

Whether or not You have to apply for pregnancy cover, the following restrictions apply for any person where a claim may arise in any way as a result of pregnancy:

- cover is only provided for unexpected serious pregnancy complications which occur before or during the 23rd week of pregnancy.
- no cover is provided for childbirth or the health of a newborn child, irrespective of the stage of pregnancy at which the child is born.

Expectant mothers should therefore consider whether they travel under this policy, particularly if travelling beyond the 20th week of pregnancy.

24 hour emergency assistance and claims

24 hour emergency assistance

All policyholders have access to Our emergency assistance team of doctors, nurses, travel agents and case managers who are contactable 24 hours a day 7 days a week.

Our emergency assistance team provide the following services to all policyholders:

- **Assistance in accessing medical treatment and care whilst away**

Our team of doctors, nurses and case managers will assist You to find medical facilities and then monitor Your medical care.

- **Payment of bills**

Falling ill overseas can be very expensive so those significant medical expenses can be paid by Us directly to the hospital.

- **Bringing You Home**

Our team can decide if and when it is medically appropriate to bring You Home and will coordinate the entire exercise.

- **Assistance when passports, travel documents or credit cards are lost**

If You need assistance in contacting the issuer of the document, Our emergency assistance team can help.

- **Help to change travel plans as a result of an emergency**

If Your travel consultant is not available to assist with rescheduling in an emergency situation, Our team can help.

Certain services are subject to a claim being accepted under Our policy.

Emergency assistance is just a phone call away

When You call, please have the following information:

- Your policy number;
- a phone number to call You back on.

Contact emergency assistance

Please call Australia DIRECT and TOLL FREE from:

New Zealand: 0800 387 334

UK: 0800 656 9947

USA/Canada: 1855 812 4900

Charges may apply if calling from a pay phone or mobile phone.

From all other countries or if You are experiencing difficulties with one of the numbers above, call +61 (0) 2 8907 5588.

Claims

How to make a claim

Submit Your claim online

Visit sgio.com.au/travel-insurance and follow the links to the online claims system.

Submitting Your claim online will ensure You get the fastest response.

The system will prompt You to upload receipts and other supporting documentation.

OR complete and post a claim form

You can download a travel insurance claim form from sgio.com.au/travel-insurance

When posting Your completed claim form You will need to attach supporting receipts and other documents. We require originals, so please make copies of these documents before posting the originals.

Post Your completed claim form to:

SGIO Travel Insurance
c/o Cover-More Claims Department
Private Bag 913
North Sydney NSW 2059

Important

- The loss or theft of luggage, personal effects, travel documents or money must be reported within 24 hours to the police or responsible Transport Provider and a written report must be obtained at the time.
- If You are admitted to hospital or You anticipate Your medical expenses will exceed \$1,000, You must contact the 24 hour emergency assistance team as soon as possible.
- When a claims incident arises, please also consider Policy conditions 4-7 on pages 29-30.

How long will my claim take?

We understand that as a result of Your incident You might already be out of pocket, so We try and process claims as quickly as possible. You will hear from Us within 10 working days from the time We receive Your claim.

Can We help You?

We are here to help You. If You require assistance You can:

email: sgio@covermore.com.au

call: 1300 135 640 (or +61 (0) 2 8907 5081)

Information to know before You buy

Who is the insurer?

The insurer, Great Lakes Reinsurance (UK) SE, trading in Australia as Great Lakes Australia (GLA), is authorised by the Australian Prudential Regulation Authority (APRA) to carry on insurance business in Australia.

Great Lakes Reinsurance (UK) SE is a wholly owned subsidiary of Münchener Rückversicherungs-Gesellschaft AG (Munich Re), part of the Munich Re Group which is one of the largest insurance groups in the world. GLA's contact details are:

Mail: Great Lakes Australia

PO Box H35, Australia Square NSW 1215

The Financial Claims Scheme

In the event of the Insolvency of GLA, You may be entitled to payment under the Financial Claims Scheme. Access to the Scheme is subject to eligibility criteria. Information about the Scheme can be obtained from the APRA website at www.apra.gov.au or by calling the APRA hotline on 1300 55 88 49.

Who is Cover-More?

Cover-More Insurance Services Pty Ltd, (ABN 95 003 114 145, AFS Licence No. 241713) (Cover-More) administer the policy (including customer service, medical assessments, claims handling and settlement). When doing these things, Cover-More acts under a binder authority. This means that it does these things as if it were GLA in accordance with the authority provided. Cover-More acts as the agent of GLA, not as Your agent.

Who is SGIO and the Providing Entity?

Insurance Australia Limited ABN 11 000 016 722 AFS Licence No. 227681 trading as "SGIO" has for over 85 years been insuring Australia's most valuable assets, including motor vehicles, home and contents and businesses. When arranging this travel insurance, SGIO acts under its own AFS Licence. The person who provides You with this PDS is the Providing Entity.

SGIO, its employees and call centre staff, arrange the issue of the insurance to You on behalf of the insurer and not on Your behalf.

SGIO is not authorised to give You personal advice in relation to travel insurance. Any advice given to You about SGIO will be of a general nature only and will not take account of Your personal objectives, financial situation or needs. You will need to determine whether this product meets Your travel needs.

Who is responsible for this document?

GLA is responsible for the PDS.

When and how benefits are provided

The benefits for which You are insured under this policy are payable when:

- an insured event occurs during the Period Of Insurance causing You to suffer loss or damage or incur legal liability; and
- Your claim is accepted by Us.

After calculating the amount payable We will either:

- pay for replacement of (after allowing for depreciation) or repair of Your personal items;
- pay for specified Additional expenses;
- pay the person to whom You are legally liable; or
- pay You.

Additional policy information

The insurance that We offer You is set out in the PDS and Policy wording. It is important that You are aware of the:

- limits on the cover provided and the amounts We will pay You (including any excess that applies);
- Words with special meanings found in the Policy wording on pages 25-27;
- maximum benefit limits shown in the Benefits table on pages 6-7; and
- Policy conditions and General exclusions found in the Policy wording on pages 25-45.

Changes of terms and conditions

From time to time and where permitted by law, We may change parts of the Combined FSG/PDS. We will issue You with a new Combined FSG/PDS or a Supplementary FSG or PDS or other compliant document to update the relevant information except in limited cases. Any updates which are not materially adverse to You from the view of reasonable person deciding whether to buy this insurance, may be found on sgio.ialtravelinsurance.com.au. You can obtain a paper copy of any updated information without charge by calling 1300 135 640.

Your duty of disclosure

Before You enter into this contract of insurance, You have a duty of disclosure under the Insurance Contracts Act 1984. The duty applies until (as applicable) We first enter into the policy with You, or We agree to a variation, extension or reinstatement with You.

Answering Our questions

In all cases, if We ask You questions that are relevant to Our decision to insure You and on what terms, You must tell Us anything that You know and that a reasonable person in the circumstances would include in answering the questions.

It is important that You understand You are answering Our questions in this way for Yourself and anyone else that You want to be covered by the contract.

Variations, extensions and reinstatements

For variations, extensions and reinstatements You have a broader duty to tell Us anything that You know, or could reasonably be expected to know, may affect Our decision to insure You and on what terms.

If You do not tell Us something

If You do not tell Us anything You are required to tell Us, We may cancel Your contract or reduce the amount We will pay You if You make a claim, or both.

If Your failure to tell Us is fraudulent, We may refuse to pay a claim and treat the contract as if it never existed.

Code of Practice

Great Lakes Australia is a signatory to the General Insurance Code of Practice (Code) which is developed by the Insurance Council of Australia. The Code sets out high standards of service that general insurers must meet when consumers are buying insurance, making claims, experiencing financial hardship, requesting information, or wanting to make a complaint.

To obtain more information on the Code of Practice and the rights You may have under it please contact us or You can access the Code at www.codeofpractice.com.au.

The amount You pay for this insurance

The amount We charge You for this insurance policy is the total amount of the premium that We calculate to cover the risk and any relevant government charges (such as GST and stamp duty). These amounts add up to the total amount You must pay.

Once the policy is issued Your total premium and any relevant government charges are shown on the Certificate of Insurance. If You change Your policy in any way You may be entitled to a partial premium refund or be required to pay an additional amount.

How various factors affect the Amount Payable

We consider a number of factors in calculating the total Amount Payable. The key factors that affect the amount You pay include the Plan, the area to which You are travelling, Your age, the excess, the duration of Your Journey and whether You take out additional cover. The following is a guide on how these factors combine and may impact on the assessment of risk, and therefore Your premium.

- **Plan** – the International Comprehensive Plan, which provides more cover, costs more than the International Essentials Plan, the Domestic Comprehensive Plan or the Domestic Cancellation Plan.
- **Area** – higher risk areas cost more.
- **Age** – higher risk age groups cost more.
- **Excess** – the higher the excess the lower the cost.
- **Duration** – the longer Your trip the more it can cost.
- **Cancellation cover** – the more cancellation cover You require the higher the cost may be.
- **Extra cover options** – additional premium may apply.
- **Existing Medical Conditions and pregnancy** – additional premium may apply if accepted for cover.

How a claim payment is calculated

When We pay a claim We consider a number of aspects in calculating the amount. These can include:

- the amount of loss or damage or liability;
- the excess;
- maximum benefit limits and sub-limits;
- reasonable depreciation; and
- the terms and conditions of the policy.

The following example illustrates how We will calculate the amount payable for a claim:

- Your new laptop with an original purchase price of \$4,000 is stolen from a hotel room.
- You are travelling on the International Comprehensive Plan.
- You have chosen the \$NIL excess option.
- You have not paid an additional amount to increase the standard item limit.

The amount payable following the claim would be calculated as follows:

- consider the value of the laptop – \$4,000 (No depreciation applies because the laptop was new).
- consider the maximum benefit limit for Luggage and personal effects – \$12,000.

- consider the maximum item limit payable for laptops – \$3,000. This item limit does apply in this case.
- as You have chosen the \$NIL excess option, no excess is deducted. This results in an amount payable of \$3,000 or if possible, We may replace the item through Our supplier.

We respect Your privacy

Cover-More and Great Lakes Australia

In this Privacy Notice the use of “we”, “our” or “us” means Cover-More and Great Lakes Australia (GLA), unless specified otherwise.

Why Your personal information is collected

We collect Your personal information (including sensitive information) for the purposes of:

- identifying You and conducting necessary checks;
- determining what services or products we can provide to You and/or others;
- issuing, managing and administering services and products provided to You and/or others including claims investigation, handling and payment; and
- improving services and products, e.g. training and development of representatives, product and service research, data analysis and business strategy development.

Cover-More also collects Your personal information for the purpose of providing special offers of other services and products that might be of interest to You.

How Your personal information is collected

We may collect Your personal information through websites from data You, or Your travel consultant, input directly or through cookies and other web analytic tools, via email, by fax, by telephone or in writing.

We collect personal information directly from You unless:

- You have consented to collection from someone else;
- it is unreasonable or impracticable for us to do so; or
- the law permits us to collect from someone else.

We also collect additional personal information from other third parties to provide You with our services and products.

If You provide personal information to us about another person You must only do so with their consent and agree to make them aware of this Privacy Notice.

Who we disclose Your personal information to

We may disclose Your personal information to other parties and service providers for the purposes noted above.

The other parties and service providers include:

- insurers and reinsurers;
- medical providers, travel providers and Your travel consultant;
- our lawyers and other professional advisors;
- our related companies and other representatives or contractors who we have hired to provide services or to monitor the services provided by us or our agents, our products or operations; and/or
- other parties we may be able to claim or recover against or other parties where permitted or required by law.

Additional parties and service providers are detailed in the Cover-More Privacy Policy and GLA Privacy Statement. The contractual arrangements that we have in place with these parties and service providers generally include an obligation for them to comply with Australian privacy laws.

We may need to disclose personal information about You to other parties and service providers, some of whom may be located in overseas countries. Who they are may change from time to time.

Generally these recipients will be located in the overseas countries You travelled to over the duration of Your policy and Your claim. These recipients would usually be service providers, such as, medical providers, providers of travel related services, investigators, assessors and facilitators or our related entities that carry out services on our behalf in relation to Your policy and Your claim. Further details of these types of recipients are set out in the Cover-More Privacy Policy and the GLA Privacy Statement.

We may not always be able to take reasonable steps to ensure that these recipients comply with the Privacy Act. Some of the countries where these recipients are based may not offer the same protection or obligations that are offered by the Act in Australia. By acquiring the services and products from us You agree that You may not be able to seek redress under the Act, or from us and/or from the recipients in overseas countries, or to the extent permitted by law.

You and any other traveller included on the policy consent to these uses and disclosures unless You tell Cover-More, using the contact details below.

Your choices

If You choose not to provide Your personal information and/or choose not to consent and/or withdraw Your consent to the use and disclosure of Your personal information set out in this Privacy Notice at any stage, we may not be able to provide our services or products or manage and administer services and products to You and/or others.

If You wish to withdraw Your consent including for things such as receiving information on products and offers or Your travel consultant receiving personal information about Your policy and coverage, please contact Cover-More on 1300 72 88 22.

More information

For more information about how Your personal information is collected, used or disclosed, how to access or seek correction to Your personal information or how to make a complaint and how such a complaint will be handled, please contact Cover-More's or GLA's Privacy Officer, using the contact details below or refer to the Cover-More Privacy Policy available on www.covermore.com.au/covermore_privacy_policy and the GLA Privacy Statement and Privacy Policy available on www.munichre.com/io/gla/en/privacy_statement.aspx.

Cover-More Privacy Officer

Cover-More Insurance Services Pty Ltd
Mail: Private Bag 913, North Sydney, NSW 2059 Australia
Email: privacy.officer@covermore.com.au
Phone: 1300 131 746

GLA Privacy Officer

Munich Re Australia
Mail: PO Box H35, Australia Square, NSW 1215 Australia
Email: privacyofficer@munichre.com
Phone: +61 (0) 2 9272 8000 Fax: +61 (0) 2 9272 8139

SGIO

In this Privacy Notice the use of "we", "our" or "us" means SGIO.

We value the privacy of personal information we collect about You. We collect Your personal information directly from You or we may collect through entities listed in our Privacy Policy.

How we use Your personal information

We and the parties listed in our Privacy Policy will use Your personal information for the purposes it was collected for. That usually includes to provide You with assistance including a product or service You requested.

Your personal information may also be used for other purposes that are set out in our Privacy Policy. You may choose to not give us Your personal information. However, not giving us Your personal information may affect our ability to provide You with a product or service.

Further information

We may disclose Your personal information to:

- our related entities
- our service providers — which includes some service providers that may be based overseas, and
- other parties as set out in our Privacy Policy.

Our Privacy Policy provides more information about how we collect, from whom we collect and how we hold, use and disclose Your personal information. Our Privacy Policy also provides information about how You can:

- access Your personal information
- ask us to correct Your personal information, and

- complain about a breach of the privacy principles set out in the Privacy Act 1988 (Cth) and how we will deal with Your complaint.

To get a free copy of our Privacy Policy visit sgio.com.au/privacy, call 133 233 or visit a local branch.

Your consent

You agree to us collecting, holding, using and disclosing Your personal information as set out in our Privacy Policy when You:

- provide us with Your personal information, or
- apply for and use products or services we offer.

Resolving complaints

If You think We have let You down in any way, or Our service is not what You expect (even if through one of Our representatives), please tell Us so We can help. We are committed to resolving Your complaint fairly.

If You have a complaint:

- Contact us by phone on 1300 135 640. You will be put in contact with someone who can help resolve Your complaint.
- If You wish You can also write to us about Your complaint marked to the attention of:

The Customer Relations Manager
Cover-More Insurance Services
Private Bag 913, North Sydney NSW 2059
or email: customer-relations@covermore.com.au

- We will listen to You, consider the facts and respond to You within 15 business days. If We need more information or more time to respond properly to Your complaint We will contact You to agree an appropriate timeframe to respond.
- If You are not satisfied with Our response, please tell Us. We will undertake a separate review of the matter. This may be conducted by Cover-More's Customer Relations Officer or referred to the Dispute Resolution Officer or their delegate at Great Lakes Australia. Provided We have the information We need, We will advise You of the outcome of this review and detail the reasons for Our decision within 15 business days. Our final review and decision will be provided to You within 45 days from the date You first made Your complaint to Us.

Our procedures have been developed to deal fairly and promptly with Your complaint. However, if You are not satisfied with Our final decision You can choose to have the matter reviewed independently by the Financial Ombudsman Service Australia (FOS). Its services are free to You and as a member We agree to accept their decision where we are bound to do so. You have up to two years to contact FOS after Our final decision:

Mail: Financial Ombudsman Service Limited
GPO Box 3, Melbourne VIC 3001
Telephone: 1800 367 287 Fax: (03) 9613 6399
Website: www.fos.org.au
Email: info@fos.org.au

Policy wording

The benefits described in this Policy wording should be read in conjunction with Policy inclusions and options (pages 8-10), Your duty of disclosure (pages 18-19), Words with special meanings (pages 25-27), Policy conditions (pages 28-31) and General exclusions (pages 43-45).

THE POLICY IS NOT VALID UNLESS A CERTIFICATE OF INSURANCE IS ISSUED TO YOU.

We will give You the insurance cover described in the policy in return for receiving the total Amount Payable.

It is a condition of the policy that:

- You are not aware of any circumstance which is likely to give rise to a claim.
- You are a resident of Australia and will be returning to Your Home at the completion of the Period Of Insurance and within 18 months of the Journey commencing.
- If You purchase the Annual Multi-Trip policy, cover will only extend to a Journey that involves travel to a destination which is more than 250 km from Your Home and the length of each Journey cannot exceed the maximum duration shown on Your Certificate of Insurance.

Words with special meanings

In this PDS the following words have the following meanings:

“We”, “Our”, “Us” means Great Lakes Australia

“You”, “Your” means the people listed as adults on the Certificate of Insurance and includes Accompanied Children except on the Domestic Cancellation Plan in which case cover applies on a per person basis only. Where more than one person is listed as an adult on the Certificate of Insurance all benefits, limitations, conditions and exclusions will be interpreted as if a separate policy was issued to each of the persons listed as an adult other than:

- a) in the event a claim arising from the one event is made, an excess (if applicable) will only be applied once.
- b) in the case of luggage item limits which shall be as per a single policy.
- c) for Section 3 on the International Comprehensive Plan and the International Essentials Plan where the limit chosen applies per policy.

In respect of organised groups each child not travelling with their usual guardian must purchase a separate policy.

“Accompanied Children” means Your children or grandchildren who are identified on the Certificate of Insurance and travelling with You on the Journey, provided they are not in full-time employment and they are under the age of 21 years.

“Act Of Terrorism” means an act, including but not limited to the use of force or violence, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), which from its nature or context is done for, or in connection with, political, religious, ideological, ethnic or similar purposes or reasons, including the intention to influence any government and/or to put the public, or any section of the public in fear.

“Additional” means the cost of the accommodation or transport You actually use less the cost of the accommodation or transport You expected to use had the Journey proceeded as planned.

“Amount Payable” means the total amount payable shown on Your Certificate of Insurance.

“Disabling Injury, Sickness or Disease” means a disabling injury, sickness or disease which first shows itself during the Period Of Insurance and which requires immediate treatment by a qualified medical practitioner.

“Existing Medical Condition” means:

- a) Any physical defect, condition, illness or disease for which treatment, medication, surgery or advice (including investigation) has been received or prescribed by a medical practitioner, dental or health professional in the 180 days prior to the Relevant Time; or
- b) Any chronic or ongoing (whether chronic or otherwise) medical or dental condition, illness or disease medically documented prior to the Relevant Time.

“Home” means Your usual place of residence in Australia.

“Insolvency” means bankruptcy, provisional liquidation, liquidation, insolvency, appointment of a receiver or administrator, entry into a scheme of arrangement, statutory protection, presentation of a petition for the compulsory winding up of, stopping the payment of debts or the happening of anything of a similar nature under the laws of any jurisdiction.

“International Waters” means waters outside the jurisdiction territory of any country.

“Journey” means the period commencing at the time You leave Your Home and ceasing at the time You return to Your Home.

“Limb” means a hand at or above the wrist or a foot at or above the ankle.

“On-Piste” means a marked trail or slope prepared for the purpose of skiing or snowboarding within the boundary of the ski field or ski resort and used in accordance to any regulations published by the ski field or ski resort.

“Period Of Insurance” means:

- a) In respect of Single Trip policies from the time You commence the Journey or the travel start date shown on Your Certificate of Insurance (whichever is later) until

the time You complete the Journey or the travel end date shown on Your Certificate of Insurance (whichever is the earlier).

- b) In respect of Annual Multi-Trip policies from the time You commence each Journey or the travel start date shown on Your Certificate of Insurance (whichever occurs last) until the earliest of the following times:
 - i. the time that You complete the Journey;
 - ii. the expiry of the maximum insured duration per Journey (this maximum duration is shown on Your Certificate of Insurance); or
 - iii. 12 months from the travel start date shown on Your Certificate of Insurance.

Cover under Section 3 begins from the time the policy is issued. The dates on Your Certificate of Insurance can only be changed with Our consent. In respect of Section 10, cover is suspended while You are in Australia and will recommence once You resume the Journey, subject to the original expiry date.

“Permanent” in respect of Section 15 means a period of time lasting 12 consecutive months after the expiry of Your policy, after which We consider there is no reasonable prospect of improvement.

“Professional” means undertaking any activity for which You receive sponsorship, scholarships and/or financial payment (or for which You are eligible to receive) from another person or party regardless of whether or not You are a professional sports person.

“Providing Entity” means the person who provides You with this PDS.

“Public Place” means shops, airports, streets, hotel foyers and grounds, restaurants, beaches, private car parks and any place the public has access to.

“Relative” means Your spouse, defacto, parent, grandchild, brother, sister, son-in-law, daughter-in-law, parent-in-law, grandparent, child, step-parent, brother-in-law, sister-in-law, fiancé(e), first cousin, aunt, uncle, niece and nephew.

“Relevant Time” in respect of:

- a) Single Trip policies means the time of issue of the policy.
- b) Annual Multi-Trip policies means the first time at which any part of the relevant trip is paid for or the time at which the policy is issued, whichever occurs last.

“Rental Car” means a rented sedan, campervan, motorhome or people mover that each does not exceed 4.5 tonnes; hatchback or station-wagon (including 4WDs) rented from a licensed motor vehicle rental company.

“Terminal Illness” means any medical condition which is likely to result in death.

“Transport Provider” means a properly licensed coach operator, airline, shipping line or railway company.

Policy conditions

1. Excess

The excess is the first amount of a claim which We will not pay for. The excess, if applicable, applies to any claim arising from a separate event in respect of Sections 1, 2, 3, 4, 5, 6, 10 and 11 of the policy only.

The excess is the amount shown on Your Certificate of Insurance.

An additional excess may apply in certain circumstances, such as cover for Existing Medical Conditions where You do not meet the provisions on pages 11-13. If an additional excess applies We will notify You in writing.

2. Sections of the policy applicable to each Plan

If You purchase:

- a) the International Comprehensive Plan, all Sections of the policy apply;
- b) the International Essentials Plan, Sections 1, 2, 3, 4, 5, 6, 8, 12, 13, 16 and 17 of the policy apply. Section 8 applies if You have paid an additional premium to activate the cover;
- c) the Domestic Comprehensive Plan, Sections 2, 3, 4, 8, 9, 14, 15, 16 and 17 of the policy apply;
- d) the Domestic Cancellation Plan, Sections 2 and 3 of the policy apply.

3. Limits of liability

The limits of Our liability for each Section of the policy are the amounts shown in the relevant Benefits table for the Plan selected (see pages 6-7) except:

- a) where the policy limit for Section 3 on the International Comprehensive Plan or the International Essentials Plan will be shown on Your Certificate of Insurance; or
- b) where additional luggage cover has been effected; or
- c) the Domestic Cancellation Plan where the maximum liability collectively shall not exceed in total the sum insured stated under the policy plan selected for Sections 2 and 3; or
- d) the maximum liability collectively for Sections 14, 15 and 16, shall not exceed \$25,000 on the International Comprehensive Plan and \$10,000 on the Domestic Comprehensive Plan; or
- e) the maximum liability collectively for Sections 1 and 2, shall not exceed \$10,000,000 on the International Essentials Plan; or
- f) where You have paid an additional amount to increase the level of Rental Car insurance excess cover; or
- g) where We have notified You in writing of different limits; or

- h) where cover is subject to special conditions, limitations, excesses and amounts payable dependent on Your age, duration and destination. This will be stated on Your Certificate of Insurance.

4. Claims

- a) The loss or theft of luggage, personal effects, travel documents or money must be reported within 24 hours to the police or responsible Transport Provider and a written report must be obtained at that time.
- b) If You are admitted to hospital or You anticipate Your medical expenses and Additional expenses are likely to exceed \$1,000 You must phone the emergency assistance number as soon as physically possible.
- c) You must take all reasonable steps to prevent or minimise a claim.
- d) You must not make any offer, promise of payment or admit any liability without Our written consent.
- e) You must advise Us of any claim or occurrence which may give rise to a claim as soon as possible and within 60 days of the return date shown on Your Certificate of Insurance by sending a completed claim form.
- f) You must at Your own expense, supply any documents in support of Your claim which We may request, such as original police reports, receipts, valuations, repair quotes and/or medical certificates and You must co-operate fully in the assessment or investigation of Your claim.
- g) Where You are a registered entity on the Domestic Comprehensive Plan or Domestic Cancellation Plan You may be entitled to an input tax credit for Your Amount Payable and/or for things covered by this policy. You must disclose these entitlements to Us if You make a claim under Your policy.
- h) If We agree to pay a claim under Your policy We will base any claim payment on the Goods and Services Tax (GST) inclusive costs (up to the relevant limits of liability). However, We will reduce any claim payment by any input tax credit You are, or would be, entitled to for the repair or replacement of insured property or for other things covered by this policy.

5. If You are able to claim from a statutory fund, compensation scheme or Transport Provider

If You are able to claim from a statutory fund, compensation scheme (for example a private health fund or workers compensation scheme) or Transport Provider for monies otherwise payable under this policy You must do so and the policy will only cover the remaining amount.

6. You must help Us to make any recoveries

We have the right to sue any other party in Your name to recover money payable under the policy or to choose to defend any action brought against You. You must provide reasonable assistance to Us.

7. Claims payable in Australian dollars

All amounts payable and claims are payable in Australian dollars at the rate of exchange applicable at the time the expenses were incurred.

8. Policy interpretation

The policy shall be interpreted in accordance with the law of the State or Territory in which it is issued.

9. Emergency assistance

- a) Where Your claim is excluded or falls outside the policy coverage, the giving of emergency assistance will not in itself be an admission of liability.
- b) The medical standards, sanitary conditions, reliability of telephone systems and facilities for urgent medical evacuations differ from country to country. Responsibility for any loss, medical complication or death resulting from any factor reasonably beyond Our control cannot be accepted by SGIO, the emergency assistance company, Cover-More or Us.

10. Free extension of insurance

Where Your Journey is necessarily extended due to an unforeseen circumstance outside Your control, Your Period Of Insurance will be extended until You are physically able to travel Home by the quickest and most direct route. The Period Of Insurance will not be extended for any other reason.

11. Special conditions, limitations, excesses and amounts payable

If You:

- a) want cover for an Existing Medical Condition or pregnancy which does not satisfy the provisions set out on pages 11-14; or
- b) are travelling to the Americas or Africa for any length of time and have ever been diagnosed with a heart or lung condition (not including Asthma if under 60 years) or have reduced immunity;

You will need to complete a medical assessment which We will notify You of the outcome. If We are able to provide cover for the condition(s) it may be subject to special conditions, limitations, excess and amounts payable dependent on Your age, duration and destination. This will be stated on Your Certificate of Insurance.

12. Automatic reinstatement of sums insured

If You purchase the Annual Multi-Trip policy the sums insured under each Section of the policy are automatically reinstated on completion of each Journey and in respect of Section 4, also once on each Journey.

13. Policy conditions applying to Sections 1 and 2 only

- a) We have the option of returning You to Australia if the cost of medical and/or Additional expenses overseas are likely to exceed the cost of returning You to Australia subject always to medical advice. We also have the option of evacuating You to another country.
- b) In all cases the cost of evacuation or to bring You back to Australia will only be met if it was arranged by and deemed necessary by the emergency assistance network.
- c) If You are hospitalised We will pay for a share room. If a share room is not available We will, at Our discretion and that of Our medical advisors, pay to upgrade You to a single room.
- d) If You do not hold a return airline ticket an amount equal to the cost of an economy class one way ticket will be deducted from Your claim for repatriation expenses.

14. Policy conditions applying to Sections 14, 15 and 16 only

- a) If the conveyance You are travelling in disappears, sinks or crashes and Your body has not been found after 12 months You will be presumed to have died.
- b) You must obtain and follow advice and treatment given by a qualified doctor as soon as possible after suffering a disabling injury, during the Period Of Insurance.

The benefits

SECTION 1: Overseas medical and dental expenses

If during the Period Of Insurance You suffer a Disabling Injury, Sickness or Disease We will pay the usual and customary cost of medical treatment, emergency dental treatment and ambulance transportation which is provided outside Australia by or on the advice of a qualified medical practitioner or dentist. Medical cover will not exceed a maximum of 12 months from the date of suffering the Disabling Injury, Sickness or Disease.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$Unlimited
International Essentials Plan	\$10,000,000*

*Combined limit for Sections 1 and 2.

We will not pay for:

1. medical treatment, dental treatment or ambulance transportation which is provided in Australia. This exclusion does not apply to medical treatment provided

whilst on a ship (including cruise ship, passenger ship or passenger ferry) even if that ship is within Australian territorial waters. However, this additional benefit does not apply to any medical treatment provided on Australian inland waterways or whilst the ship is tied up in an Australian port.

2. dental treatment caused by or related to the deterioration and/or decay of teeth or associated tissue or involving the use of precious metals.
3. the continuation or follow-up of treatment (including medication) started prior to Your Journey.

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

SECTION 2: Additional expenses

1. If You become sick

If during the Period Of Insurance You suffer a Disabling Injury, Sickness or Disease, We will pay the:

- a) reasonable Additional hotel accommodation and Additional transport expenses incurred by Your travelling companion who remains with or escorts You until the completion of the Period Of Insurance or until You are able to resume Your Journey or travel Home, whichever occurs first. This benefit is only payable on the written advice of the overseas medical practitioner;
- b) reasonable Additional hotel accommodation and Additional transport expenses incurred by Your Relative who travels to and remains with You following You being hospitalised as an inpatient. The benefit ceases when You are able to continue Your Journey, travel Home or on completion of the Period Of Insurance, whichever is the earlier, and is subject to the written advice of the overseas medical practitioner and acceptance by Our emergency assistance network;
- c) reasonable Additional hotel accommodation expenses and Additional transport expenses incurred by You and at the same fare class as originally booked, if You are unable to complete the Journey on the written advice of the overseas medical practitioner;
- d) reasonable expenses incurred in returning Your Rental Car to the nearest depot provided that, on the written advice of the overseas medical practitioner, You are unfit to drive it.

2. If You die

We will pay reasonable overseas funeral or cremation expenses or the cost of returning You remains to Australia if You die during the Period Of Insurance. In either event the maximum amount We will pay in total will not exceed \$20,000 on the International Comprehensive Plan or \$10,000 on the International Essentials Plan or Domestic Comprehensive Plan.

3. If Your Relative or business partner becomes sick

We will pay reasonable Additional transport expenses if You are required to return to Your Home due to the sudden Disabling Injury, Sickness or Disease or death of a Relative or business partner in Australia.

4. If Your Home is destroyed by fire, earthquake or flood

We will pay the reasonable Additional transport expenses for Your early return to Your Home in Australia if it is totally destroyed by fire, earthquake or flood while You are on Your Journey.

5. Other circumstances

We will pay Your reasonable Additional hotel accommodation and Additional transport expenses incurred on the Journey due to an unforeseen circumstance outside Your control and resulting from:

- a) disruption of Your scheduled transport because of riot, strike or civil commotion occurring after the commencement of the Journey provided You act reasonably in avoiding Additional costs;
- b) loss of passport or travel documents except involving government confiscation or articles sent through the mail;
- c) a quarantine regulation You unknowingly breach;
- d) a natural disaster;
- e) a collision of a motor vehicle, watercraft, aircraft or train in which You are travelling;
- f) Your scheduled transport being delayed for at least 12 hours due to severe weather conditions. We will pay up to \$250 providing written confirmation from the Transport Provider has been obtained.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$Unlimited
International Essentials Plan	\$10,000,000*
Domestic Comprehensive Plan	\$10,000
Domestic Cancellation Plan	Cover chosen [^]

**Combined limit for Sections 1 and 2.*

[^]Combined limit for Sections 2 and 3.

We will not pay for:

1. any costs or expenses incurred prior to You being certified by a medical practitioner as unfit to travel.
2. claims arising from Avian Influenza (including the H5N1 strain) or any derivative or mutation of such viruses, or the threat or perceived threat of any of the above.

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

SECTION 3: Amendment or cancellation costs

If due to circumstances outside Your control and unforeseen at the Relevant Time:

1. You have to rearrange Your Journey prior to leaving Home, We will pay the reasonable cost of doing so (We will not pay more for rearranging Your Journey than the cancellation costs which would have been incurred had the Journey been cancelled).
2. You have to cancel the Journey (where You cannot rearrange it prior to leaving Home) We will pay You:
 - a) the non-refundable unused portion of all travel costs prepaid in advance including the travel agent's commission (the travel agent's commission is limited to the lesser of \$4,000 on the International Comprehensive Plan or International Essentials Plan or \$1,500 on the Domestic Comprehensive Plan, or the amount of commission the agent had earned on the pre-paid refundable amount of the cancelled travel arrangements).
 - b) for frequent flyer or similar flight reward points lost following cancellation of Your airline ticket. The amount We will pay is calculated as follows:
 - i. the cost of the equivalent class airline ticket, based on the best available advance purchase airfare at the time the claim is processed, less Your financial contribution towards the airline ticket multiplied by
 - ii. the total amount of points lost divided by
 - iii. the total amount of points used to obtain the airline ticket.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$3,000, \$6,000 or \$Unlimited*
International Essentials Plan	\$3,000, \$6,000 or \$Unlimited*
Domestic Comprehensive Plan	\$Unlimited
Domestic Cancellation Plan	Cover chosen**

*Shown on Your Certificate of Insurance. ^Combined limit for Sections 2 and 3.

We will not pay for:

1. Transport Provider caused cancellations, delays or rescheduling other than when caused by strikes.
2. the disinclination of You or any other person to proceed with the Journey or deciding to change plans.
3. any contractual or business obligation or Your financial situation.
4. the failure of Your travel agent or the Providing Entity to pass on monies to operators or to deliver promised services.

5. a request by Your Relative or employer unless You are a member of the police force and Your leave is revoked.
6. a lack in the number of persons required to commence any tour, conference, accommodation or travel arrangements or due to the negligence of a wholesaler or operator.
7. any government regulation, prohibition or restriction.
8. the death, injury, sickness or disease of any person living outside Australia.
9. any costs or expenses incurred prior to You being certified by a medical practitioner as unfit to travel.
10. claims arising directly or indirectly from an Act Of Terrorism or the threat or perceived threat of an Act Of Terrorism.
11. claims arising from Avian Influenza (including the H5N1 strain) or any derivative or mutation of such viruses, or the threat or perceived threat of any of the above.

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

SECTION 4: Luggage and personal effects

1. Loss, theft or damage

If during the Period Of Insurance Your luggage or personal effects are lost, stolen or damaged We will replace, issue a store credit, pay You the item's cash value or repair the item.

It is Our choice which of these We do. If We pay You the cash value of an item, We will deduct reasonable depreciation from the amount We pay You. If We replace or issue a store credit, We will deduct reasonable depreciation from the amount We pay the supplier.

This policy is an indemnity policy which means settlement of Your claim is based on the value of an item at the time of the loss and not on a 'new for old' or replacement cost basis. Reasonable depreciation takes into account the age of an item, wear and tear and advances in technology.

Our payment will not exceed the original purchase price of an item with a limit for any one item, set or pair of items including attached and unattached accessories of:

	International Comprehensive Plan	International Essentials Plan	Domestic Comprehensive Plan
Cameras and video cameras	\$4,000	\$200	\$3,500
Laptops and tablet computers	\$3,000	\$200	\$3,000
Mobile phones and smart phones	\$1,000	\$200	\$500
Other items	\$500	\$200	\$500

The limit can be increased by \$1,000 for a single item (including attached and unattached accessories) if the additional amount payable has been paid to Us and is shown on the Certificate of Insurance.

2. Automatic reinstatement of sum insured

In the event that a claimable loss, or damage to Your luggage and personal effects is incurred, We will allow You one automatic reinstatement of the sum insured stated in the Plan selected whilst on Your Journey.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$12,000
International Essentials Plan	\$3,000
Domestic Comprehensive Plan	\$8,000

We will not pay for:

1. loss or theft which is not reported to the police or responsible Transport Provider within 24 hours. All reports must be confirmed in writing by the police or Transport Provider at the time of making the report.
2. items left unattended in any motor vehicle unless stored in the boot and forced entry is gained.
3. items left unattended in any motor vehicle overnight (even if in the boot).
4. jewellery, camera and video camera equipment, sound equipment, mobile phones, smart phones or laptop and tablet computer equipment left unattended in any motor vehicle at any time (even if in the boot).
5. any amount exceeding \$2,000 in total for all items left unattended in any motor vehicle.
6. any amount exceeding \$1,000 in total for all jewellery placed in the care of a Transport Provider.
7. items left unattended in a Public Place.
8. sporting equipment whilst in use.
9. items sent under the provisions of any freight contract or any luggage forwarded in advance or which is unaccompanied.
10. surfboards or waterborne craft of any description. This exclusion does not apply if the item is lost, stolen or damaged while in the custody of a Transport Provider.
11. damage to fragile or brittle articles unless caused by a fire or motor vehicle collision. This exclusion does not apply to spectacles; lenses in cameras and video cameras; laptop and tablet computers; or binoculars.
12. damage caused by atmospheric or climatic conditions, wear and tear, vermin or any process of cleaning, repairing, restoring or alteration.
13. electrical or mechanical breakdown.

14. negotiable instruments or any items described in Section 7 Money.

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

SECTION 5: Travel documents

We will pay You for the cost of replacing travel documents and credit cards lost or stolen on the Journey. We will also pay for Your legal liability arising from their illegal use. You must however comply with all the conditions of the issue of the document prior to and after the loss or theft.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$12,000
International Essentials Plan	\$3,000

We will not pay for:

1. loss or theft which is not reported to the police or responsible Transport Provider within 24 hours. All reports must be confirmed in writing by the police or Transport Provider at the time of making the report.
2. items left unattended in any motor vehicle unless stored in the boot and forced entry is gained.
3. items left unattended in any motor vehicle overnight (even if in the boot).
4. any amount exceeding \$2,000 in total for all items left unattended in any motor vehicle.
5. items left unattended in a Public Place.
6. items sent under the provisions of any freight contract or any luggage forwarded in advance or which is unaccompanied.
7. damage caused by atmospheric or climatic conditions, wear and tear, vermin or any process of cleaning, repairing, restoring or alteration.

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

SECTION 6: Delayed luggage allowance

If all Your luggage is delayed by a Transport Provider during the Journey for more than 24 hours We will pay You up to \$500 on the International Comprehensive Plan or \$100 on the International Essentials Plan for essential emergency items of clothing and toiletries You purchase whilst on Your Journey. These limits will be doubled if You still have not received Your luggage after 72 hours.

The original receipts for the items and written confirmation of the length of delay from the Transport Provider must be produced in support of Your claim. If Your luggage is not ultimately returned to You any amount claimable under this section will be deducted from any entitlement under Section 4 of this policy.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$1,000
International Essentials Plan	\$200

We will not pay for:

1. loss or theft which is not reported to the responsible Transport Provider within 24 hours. All reports must be confirmed in writing by the Transport Provider at the time of making the report.

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

Section 7: Money

We will reimburse You for cash, bank or currency notes, postal or money orders accidentally lost or stolen from Your person.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$200
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We will not pay for:

1. loss or theft which is not reported to the police or responsible Transport Provider within 24 hours. All reports must be confirmed in writing by the police or Transport Provider at the time of making the report.
2. loss or theft of cash, bank or currency notes, postal or money orders whilst not carried on Your person.

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

SECTION 8: Rental Car insurance excess

We will pay You for any Rental Car insurance excess You become liable to pay as a result of damage to, or theft of, a Rental Car, whilst in Your control during the Journey.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$4,000
International Essentials Plan	\$NIL*
Domestic Comprehensive Plan	\$3,000

**Cover can be added for an additional premium.*

We will not pay for:

1. any damage or theft, arising from the operation of a Rental Car in violation of the terms of the rental agreement.
2. any damage sustained to a Rental Car while it is being driven on an unsealed surface.

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

SECTION 9: Travel delay

If Your pre-booked transport is temporarily delayed for at least 6 hours due to an unforeseeable circumstance outside Your control, We will reimburse You up to \$200 for reasonable Additional hotel accommodation expenses. We will also reimburse up to these limits again for each full 24 hour period that the delay continues beyond the initial 6 hour delay.

You must claim from the Transport Provider first, and provide Us with written confirmation from the Transport Provider of the cause and period of the delay and the amount of compensation offered by them. You must also provide Us with receipts for the hotel accommodation expenses incurred.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$2,000
Domestic Comprehensive Plan	\$2,000

We will not pay for:

1. claims arising directly or indirectly from an Act Of Terrorism or the threat or perceived threat of an Act Of Terrorism.
2. claims arising from Avian Influenza (including the H5N1 strain) or any derivative or mutation of such viruses, or the threat or perceived threat of any of the above.

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

SECTION 10: Resumption of Journey

If You are required to return to Australia due to the sudden serious injury, sickness, disease or death of a Relative or business partner in Australia, We will pay for the economy class transport costs You incur to return overseas provided:

- a) Your Period Of Insurance was at least 23 days; and
- b) less than 50% of the Period Of Insurance had elapsed at the time of the onset of the sudden serious injury, sickness, disease or death of a Relative or business partner; and
- c) Your return overseas occurs prior to the original expiry date of Your cover for Your original Journey; and
- d) no claim due to the same event is made under Section 3 of this policy; and
- e) the death was not caused by an illness or injury appearing prior to the commencement of Your original Journey; and
- f) the onset of the illness or injury did not occur prior to the commencement of Your original Journey.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$3,000
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Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

SECTION 11: Special events

If due to an unforeseeable circumstance outside Your control Your Journey would otherwise be delayed resulting in You being unable to arrive in time to attend a wedding, funeral, pre-paid conference, 25th or 50th wedding anniversary or sporting event, which cannot be delayed due to Your late arrival, We will pay for the reasonable Additional cost of using alternative public transport to arrive at Your destination on time.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$2,000
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We will not pay for:

1. claims arising directly or indirectly from an Act Of Terrorism or the threat or perceived threat of an Act Of Terrorism.
2. claims arising from avian influenza (including the H5N1 strain) or any derivative or mutation of such viruses, or the threat or perceived threat of any of the above.

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

Section 12: Hospital incidentals

If hospitalised, We will pay You for incidentals that You incur, such as phone calls and magazines. The amount We will pay is limited to \$50 for each night You are hospitalised overseas as a result of a Disabling Injury, Sickness or Disease during the Period Of Insurance, provided that the period of confinement is at least 48 hours. Original receipts for these expenses must be produced in support of Your claim.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$8,000
International Essentials Plan	\$1,000

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

SECTION 13: Hijacking

If whilst on the Journey You are detained on a means of public transport due to it being hijacked by persons using violence or threat of violence We will pay You \$1,000 on the International Comprehensive Plan or \$200 on the International Essentials Plan for each 24 hour period You are forcibly detained by the hijackers.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$8,000
International Essentials Plan	\$2,000

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

SECTION 14: Loss of income

If during the Period Of Insurance You suffer an injury caused solely and directly by violent, accidental, visible and external means (not caused by a sickness or disease) resulting in You being unable to attend Your usual work in Australia, We will pay You up to \$1,500 per month on the International Comprehensive Plan or \$333.33 per month on the Domestic Comprehensive Plan for Your monthly net of income tax wage, but not in respect of the first 30 days after You originally planned to resume Your work in Australia. The benefit is only payable if Your disability occurs within 30 days of the accident.

The maximum limit in respect of Accompanied Children is \$1,000 for each child.

Cover for loss of income is limited to six months.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$9,000*
Domestic Comprehensive Plan	\$2,000*

**Maximum liability collectively for Sections 14, 15 and 16:
International Comprehensive Plan - \$25,000
Domestic Comprehensive Plan-\$10,000*

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

SECTION 15: Disability

If during the Period Of Insurance You suffer an injury caused solely and directly by violent, accidental, visible and external means (not caused by a sickness or disease) resulting in Your Permanent total loss of sight in one or both eyes or the Permanent total loss of use of one or more Limbs within one year of the date of the accident, We will pay You the amount shown in the Plan purchased.

The maximum limit in respect of Accompanied Children is \$10,000 for each child.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$25,000*
Domestic Comprehensive Plan	\$10,000*

**Maximum liability collectively for Sections 14, 15 and 16:
International Comprehensive Plan - \$25,000
Domestic Comprehensive Plan - \$10,000*

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

SECTION 16: Accidental death

If during the Period Of Insurance You suffer an injury caused solely and directly by violent, accidental, visible and external means (not caused by a sickness or disease) resulting in Your death, We will pay Your estate the amount shown in the Plan purchased provided Your death occurs within one year of the accident.

Our limit in respect of Accompanied Children is \$1,000 for each child.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$25,000*
International Essentials Plan	\$10,000
Domestic Comprehensive Plan	\$10,000*

**Maximum liability collectively for Sections 14, 15 and 16:
International Comprehensive Plan - \$25,000
Domestic Comprehensive Plan - \$10,000*

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

SECTION 17: Personal liability

We will provide cover if, as a result of Your negligent act occurring during the Period Of Insurance, You become unintentionally legally liable to pay compensation in respect to damage caused to someone else's property or the injury or death of someone else.

The maximum benefit limit for this section is:

International Comprehensive Plan	\$2,500,000
International Essentials Plan	\$1,000,000
Domestic Comprehensive Plan	\$5,000,000

We will not pay for:

1. liability You become liable to pay to somebody related to You or to someone in Your employ or deemed to be in Your employ.
2. liability arising from loss or damage to property which is in Your legal custody or control.
3. liability arising from the conduct by You of any profession, trade or business or the use or ownership by You of any firearm, aircraft, waterborne craft or mechanically propelled vehicle.
4. liability arising out of occupation or ownership of any land, buildings or immobile property.
5. liability arising out of any wilful or malicious act.
6. liability arising out of the transmission of an illness, sickness or disease.
7. liability involving punitive, exemplary or aggravated damages or any fine or penalty.
8. liability arising out of Your liability under a contract or agreement unless You would be liable if that contract or agreement did not exist.

Also refer to: General exclusions – pages 43-45 and Policy conditions – pages 28-31.

General exclusions

Unless otherwise indicated these exclusions apply to all Sections of the policy.

We will not pay for:

1. claims for costs or expenses incurred outside the Period Of Insurance.
2. claims involving air travel other than as a passenger on a fully licensed passenger carrying aircraft operated by an airline or an air charter company.
3. claims arising as a result of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.
4. claims arising directly or indirectly from any nuclear reaction or contamination, ionising rays or radioactivity.
5. loss or damage caused by detention, confiscation or destruction by customs or other officials or authorities.
6. claims arising from any unlawful act committed by You or if You have not been honest and frank with all answers, statements and submissions made in connection with Your insurance application or claim.
7. claims arising from any government prohibition, regulation or intervention.
8. claims in respect of travel booked or undertaken against the advice of any medical advisor or after Your Terminal Illness had been diagnosed. This exclusion will be waived from the time the appropriate additional amount payable has been received by Us if cover is separately applied for and accepted by Us in respect of Your Terminal Illness.
9. claims arising from loss or theft or damage to property, or death, illness or bodily injury if You fail to take reasonable care.
10. claims directly or indirectly arising from, or exacerbated by, any Existing Medical Condition:
 - a) You or Your travelling companion has. This exclusion will be waived;
 - i. if You satisfy the provisions set out under the heading "Conditions We automatically cover" on pages 12-13; or
 - ii. from the time the appropriate additional amount payable has been received by Us in respect of the Existing Medical Conditions for which cover is separately applied for and accepted by Us and for which special conditions, limits and excesses may apply if We notify You in writing.

- b) of Your Relative, business partner or of any other person who is known to You prior to the Relevant Time, unless the person is hospitalised or dies in Australia after the Relevant Time and at the Relevant Time the chance of a claim occurring is highly unlikely. In any event, We will not pay more than \$4,000 under all Sections of the policy combined.
11. claims directly or indirectly arising from pregnancy of You or any other person if You are aware of the pregnancy prior to the Relevant Time and,
- where complications of this pregnancy or any previous pregnancy have occurred prior to this time;
 - where it is a multiple pregnancy; or
 - where the conception was medically assisted (including hormone therapy and IVF).
- This exclusion will be waived from the time the appropriate additional amount payable has been received by Us if cover is separately applied for and accepted by Us in respect of Your pregnancy only.
12. claims directly or indirectly arising from:
- pregnancy of You or any other person after the 23rd week of pregnancy; or
 - pregnancy of You or any other person where the problem arising is not an unexpected serious medical complication.
13. claims directly or indirectly arising from childbirth or the health of a newborn child whatever the proximate cause of the claim is. This exclusion applies irrespective of the stage of pregnancy at which the child is born.
14. claims involving Your suicide, attempted suicide, self inflicted injury or condition, stress, travel exhaustion, any conduct engaged in whilst under the influence or effect of alcohol or drugs, the effect of or chronic use of alcohol or drugs or the transmission of any sexually transmittable disease or virus.
15. claims directly or indirectly arising from Your anxiety, depression or mental or nervous disorders. If approved, this exclusion will be waived when cover is separately applied for by You in respect of Your condition/s, from the time We accept Your application and the appropriate additional amount payable has been paid to Us.
16. claims involving participation by You or Your travelling companion in hunting, racing (other than on foot), polo playing, hang gliding, off-piste snow skiing or snowboarding, rodeo riding, BASE jumping, moto cross, freestyle BMX riding, running with the bulls, sports activities in a Professional capacity, mountaineering or rock climbing using ropes or rock climbing equipment including oxygen, scuba diving unless You hold an Open Water Diving Certificate or are diving with a qualified diving instructor.

17. claims involving consequential loss of any kind including loss of enjoyment or any financial loss not specifically covered in the policy.
18. any Goods and Services Tax (GST) liability or any fine, charge or penalty You are liable for because of a failure to fully disclose to Us Your input tax credit entitlement for the Amount Payable.
19. losses for which insurance is prohibited by law.
20. claims arising directly or indirectly from complications following elective surgery.
21. claims involving participation by You (during the Journey) in On-Piste snow skiing, On-Piste snowboarding or snowmobiling. This exclusion, but not any other exclusion, will be waived from the time the appropriate additional amount payable has been received by Us.
22. claims involving You travelling (during the Journey) in International Waters in a private sailing vessel or a privately registered vessel.
23. claims arising from the failure of any travel agent, tour operator, accommodation provider, airline or other carrier, car rental agency or any other travel or tourism services provider to provide services or accommodation due to their Insolvency or the Insolvency of any person, company or organisation they deal with.
24. claims involving participation by You (during the Journey) in motorcycling for any purpose. This exclusion, but not any other exclusion, will be waived from the time the appropriate additional amount payable has been received by Us, provided You are wearing a helmet, the motorcycle has an engine capacity of 200cc or less and whilst in control, You hold a licence valid in the relevant country.

Financial Services Guide Statement

This Financial Services Guide Statement (FSGS) is an important document and is designed to help You decide whether to use the financial services offered.

The FSGS contains information about how Insurance Australia Limited ABN 11 000 016 722, AFS Licence No. 227681, trading as "SGIO" (SGIO) and Cover-More Insurance Services Pty Ltd ABN 95 003 114 145, AFS Licence No. 241713 (Cover-More) are paid and how any complaints are handled.

What financial services are provided?

Cover-More acts on behalf of Great Lakes Reinsurance (UK) SE trading as Great Lakes Australia (GLA), the issuer of this product.

Cover-More acts under a binder authority from GLA. This means that Cover-More can arrange these policies and/or handle or settle claims on GLA's behalf.

SGIO holds an Australian Financial Services Licence that allows SGIO to provide You with general financial product advice and arrange this product. SGIO is the Providing Entity and is responsible for the provision of these services.

SGIO has been authorised by Cover-More to arrange, vary and dispose of this product and administer the policy. SGIO and Cover-More act for GLA when providing these services and not on Your behalf.

SGIO is not authorised to give You personal advice in relation to this product. Any advice given to You about this product will be of a general nature only and will not take account of Your personal objectives, financial situation or needs. You need to determine whether this product meets Your travel needs.

How are we paid?

Cover-More

Cover-More is paid a commission by GLA when You are issued with an insurance policy. The commission is included in the premium charged by GLA and is received after You have paid the premium. This commission is calculated as a percentage of the gross premium (premium including taxes but excluding GST).

Cover-More may also receive a share of profit earned by GLA if GLA makes an underwriting profit in accordance with the underwriting targets it has set. This amount is calculated and paid retrospectively only when GLA exceeds its underwriting target in a given year.

SGIO

SGIO is paid a commission by Cover-More when You buy this product. This commission is calculated as a percentage of the gross premium (premium including taxes but excluding GST) and is paid out of the commission that Cover-More receives from GLA and is not an additional charge to You. If You would like more information about the commission that SGIO receives, please contact us.

Cover-More and SGIO may receive payments from a telecommunications service provider if You take up the Global SIM card offer. These payments are linked to the pre-paid credit You purchase.

Further Information

For more information about the remuneration or other benefits received for the financial services provided, please ask SGIO within a reasonable time of receiving this document and before You choose to buy this product.

Complaints

If You have a complaint about the financial services provided by SGIO, Cover-More or GLA please contact us on 1300 135 640. Further information on how complaints are resolved, please refer to page 24.

What professional indemnity insurance arrangements do we have in place?

SGIO holds professional indemnity insurance that meets the requirements of the Corporations Act. Cover-More also has compensation arrangements in place that meets the requirements of the Corporations Act.

Who is responsible for this document?

SGIO and Cover-More are responsible for this FSGS. This FSGS was prepared on 1 July 2015.

Contact

Enquiries **1300 305 790**

Claims **1300 135 640**

For 24 hour emergency assistance while travelling

New Zealand **0800 387 334**

UK **0800 656 9947**

USA **1855 812 4900**

Canada **1855 812 4900**

Charges may apply if calling from a pay phone or mobile phone.

From all other countries or if you are experiencing difficulties from one of the numbers above call
+ 61 (0) 2 8907 5588

sgio.com.au

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