

# ASB Visa Platinum Rewards Credit Card

Travel Insurance Policy Wording

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## Part 1

### ASB Visa Platinum Rewards Travel Insurance Policy Wording

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<b>Section</b>	<b>Pg</b>
Important information	3
Schedule of benefits and sums insured	5
Definitions	7
General conditions	12
General exclusions	15
01. Medical and evacuation expenses	17
02. Cancellation and changes to planned travel	19
03. Luggage, money and replacement travel documents	21
04. Personal accident	23
05. Scheduled transport accident	26
06. Personal liability	27
07. Kidnap and ransom	28
08. Rental Vehicle excess cover	29
09. Administration and claims enquiries	29
<b>AIG Travel</b>	<b>29</b>
<b>Making a complaint</b>	<b>30</b>
<b>Questions and Answers</b>	<b>30</b>

## Part 2

### ASB Worldwide Emergency Assistance Services

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<b>Section</b>	<b>Pg</b>
Important information	32

# Part 1

## ASB Visa Platinum Rewards Travel Insurance Policy Wording

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As a Platinum Cardholder, you are eligible for travel insurance cover under the ASB Visa Platinum Rewards Travel Insurance ("Policy") which is underwritten by AIG Insurance New Zealand Limited ('AIG').

We want you to have a safe and pleasant journey, and to be confident knowing what your travel insurance policy will cover you for if the unexpected does happen. It is therefore important that you understand the terms and conditions of this Policy. To help you understand this Policy wording we have tried to write it in simple, easy to understand language. The spirit and intent of this Policy is to cover you for unexpected events. However, no travel insurance policy covers every possible eventuality.

Because we want to be able to pay your claim in the event of a qualifying loss, it is important that you read and understand your obligations under this Policy.

The following pages contain information relating to the Policy including a full copy of the Policy wording. We recommend that you read through these details as it is important you are aware of them.

If you have any questions about cover provided under the Policy or the Policy wording, visit [www.asbtravel.co.nz](http://www.asbtravel.co.nz) for FAQs and policy information or call AIG on 0800 660 141 for general enquiries.

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## Important Information

### Cover Under The Policy

The Policy provides cover to each Platinum Cardholder. In addition, cover is also extended to the Spouse and Dependent Children of Platinum Cardholders, if they are Travelling with the Platinum Cardholder.

The Policy consists of 8 Sections and provides You with cover under each of those Sections. The maximum amount payable (i.e. the sum insured) under each Section, and other limitations applying to amounts claimable, is specified in the Schedule of Benefits and in each Section of the Policy. Each Section is governed by specific conditions and exclusions and is also subject to the General Conditions and the General Exclusions set out in full in this Policy. Please read the Policy wording carefully to ensure you understand the extent of cover provided and the applicable conditions, exclusions, procedures, requirements and limitations.

The Policy applies for Overseas Travel from and returning to New Zealand commencing during the Period of Insurance (see Definitions section of Policy wording). Furthermore, some cover under Section 2 of the Policy (Cancellation and Changes to Planned Travel) applies from the date of Activation of Cover, until the date Your Travel commences.

### Privacy

By completing claim forms or application forms for cover for pre-existing medical conditions or Mature Age Assessments and paying any applicable premium, You consent to AIG using your personal information as stated below.

AIG collects personal information necessary to underwrite and administer this Policy.

Where necessary for that purpose AIG will collect, use, disclose, hold and otherwise process Your personal information in accordance with its obligations under the Privacy Act 2020 and its privacy policy available at: <https://www.aig.co.nz/privacy-policy>

You should read our privacy policy as it includes important information such as how AIG will use and disclose Your personal information, how to contact AIG and Your rights to request access to and correction of Your personal information.

You may gain access to or request correction of Your personal information by writing to:

The Privacy Manager  
AIG Insurance New Zealand Limited  
PO Box 1745  
Shortland Street Auckland 1140 New Zealand  
[privacy.officernz@aig.com](mailto:privacy.officernz@aig.com)

While access to this personal information may generally be provided free of charge, We reserve the right to charge for access requests in some limited circumstances.

In some circumstances we may not permit access to your personal information. Circumstances where access may be denied include where it would compromise the privacy of other individuals or where it would be unlawful.

In relation to this Policy, any personal information you share with ASB will be collected, held and used in accordance with ASB's Privacy Statement available at <https://www.asb.co.nz/privacystatement> and ASB's Credit Card Conditions of Use available at <https://www.asb.co.nz/creditcardconditions>.

### 90-Day Cover

The maximum period for which cover is provided under the Policy is 90 consecutive days from the date Your Travel commences.

Extensions to the 90-day period of cover can be arranged for up to an additional 90 days with AIG by visiting [www.asbtravel.co.nz](http://www.asbtravel.co.nz) and applying for a duration extension. Alternatively, if an extension is required after Your departure from New Zealand, this may be arranged by contacting Us before the 90th day after the date Your Travel commenced. Calls will be reimbursed. Extensions of cover are subject to the payment of an additional premium.

### Activation of Cover

There are two different activation requirements under this policy. This section details the activation requirements for all overseas travel insurance benefits except for Section 5 Scheduled Transport Accident. For activation requirements for Scheduled Transport Accident refer to Section 5.

You are entitled to claim under the terms of this Policy if You have prior to leaving New Zealand:

- charged 50% or more of the entire cost of Your Overseas return Travel tickets (tickets from and returning to New Zealand), including any applicable airport taxes (excluding New Zealand departure tax), to Your Platinum Card Account; or
- obtained your Overseas return Travel tickets using Your "True Rewards dollars", "airpoints" or another "airline frequent flyer" loyalty scheme then this will also serve as activation. However if the entire cost of Your Overseas return Travel tickets exceeds the balance of Your "True Rewards dollars", "airpoints" or another "airline frequent flyer" loyalty scheme, then 50% or more of the remaining cost, including any applicable airport taxes (excluding New Zealand departure tax), must be paid for using one of the other Activation of Cover methods; or
- obtained a cash advance from Your Platinum Card Account and on the same day used these funds to pay for 50% or more of the entire cost of Your Overseas return Travel tickets, including any applicable airport taxes (excluding New Zealand departure tax); or
- used another ASB account in Your name to pay for 50% or more of the entire cost of Your Overseas return Travel tickets, including any applicable airport taxes (excluding New Zealand departure tax), when Your Platinum Card is not an acceptable means of payment (e.g. the travel agent states in writing that the Platinum Card is not an acceptable means of payment, or that an additional charge would be incurred in order to use the Platinum Card); or
- won Your return Overseas Travel tickets in a prize draw or other competition.

You will need to provide evidence of this Activation of Cover in the event of a claim (e.g. Platinum Card Account statement or "True Rewards" or "airpoints" account statement or bank account statement and receipt from travel agent and if applicable, written evidence from the travel agent stating that the Platinum Card is not an acceptable means of payment or would have incurred an additional charge).

## Schedule of Benefits and Sums Insured

The compensation, sum insured and limit of liability applicable under each section of this Policy for each person (unless a Family sub-limit applies).

Section	Sum Insured (maximum amount payable)
<b>1. Medical and Evacuation Expenses</b>	<b>Unlimited</b>
<b>Sublimits applying to Section 1</b>	
Emergency Dental Treatment	\$2,000 per person
Continuing Treatment in New Zealand (for up to 90 days)	\$2,000 per person
In Hospital Cash: \$100 per 24 hours to a maximum of	\$5,000 per person
Extra Travel & Accommodation Expenses/ Meal Allowance	\$5,000 per person/Family
Accompanying Person	\$5,000 per person
Return of Mortal Remains/ Funeral Expenses	\$15,000 per person
Medical/ Evacuation Expenses Due to Terrorism	\$100,000 per person/Family
<b>2. Cancellation and Changes to Planned Travel</b>	<b>Unlimited</b>
<b>Sublimits applying to Section 2</b>	
Resumption of Travel	\$5,000 per person/Family
Travel Delay (after 12 hours delay): \$400 per person to a maximum of \$800 per Family to a maximum of	\$1,000 per person \$5,000 per Family
Delayed Travel to a Special Event	\$5,000 per person/Family
Missed Connection	\$10,000 per person/Family
False Arrest	\$10,000 per person
Tour Cancellation	\$4,000 per person/Family
Hijack Cash: \$1,000 per 24 hours to a maximum of	\$10,000 per person
<b>3. Luggage, Money and Replacement Travel Documents</b>	<b>\$20,000 per person</b>
<b>Sublimits applying to Section 3</b>	
Limit to any one item (Unspecified)	\$2,000 per item
Laptop Computers (inclusive of accessories)	\$6,000 per item
Limit for any one Specified Item	\$10,000 per item
Luggage Delay (after 12 hours delay) to a maximum of:	\$1,000 per person \$5,000 per Family
Special Medication Benefit	\$500 per person
Credit Cards and Replacement Travel Documents	\$10,000 per person
Money	\$2,000 per person

Section	Sum Insured (maximum amount payable)
<b>4. Personal Accident</b>	<b>\$50,000 per person</b>
<b>Sublimits applying to Section 4</b>	
Legal Expenses Relating to Injury or Death	\$3,000 per person
Loss of Income: Up to \$1,200 per week to a maximum of	\$14,400 per person/Family
Refer to Table of Events in Policy wording for further sub-limits	
<b>5. Scheduled Transport Accident</b>	<b>\$1,000,000 per person</b> (up to a maximum of \$10,000,000 for all customers per event)
<b>Sublimits applying to Section 5</b>	
Accidental death of Dependent Child	\$50,000 per Dependent Child
Disappearance	\$50,000 per person
<b>6. Personal Liability</b>	<b>\$2,500,000 per person</b>
<b>7. Kidnap and Ransom</b>	<b>\$250,000 per person</b>
<b>8. Rental Vehicle Excess Cover</b>	<b>\$3,000 per person/Family</b>

### Excess

You must pay the first \$200 of each and every claim arising from the same event under Sections 1, 2 & 3.

### Further Limitations

The maximum amount We will pay for the Platinum Cardholder, accompanying Spouse and Dependent Children is limited to double the amount specified in the Schedule of Benefits for each Section under which a claim is made (unless a Family sub-limit applies).

The maximum amount We will pay for all claims under Section 1 - 9 Return of Mortal Remains/Funeral Expenses, Section 1 - 10 Medical/Evacuation Expenses due to Terrorism and Section 2 - 11 Hijack Cash arising as a result of Terrorism is \$100,000 per person or per Family. We will not pay for any costs or losses arising directly or indirectly from an act of Terrorism where such costs or losses exceed the \$100,000 inclusive maximum per person or per Family. We will not pay for any costs or losses where the costs or losses arise as a result of Your Travelling to a country or destination where a travel advisory risk rating of 'Do not travel' was published on the New Zealand Ministry of Foreign Affairs and Trade (MFAT) website (safetravel.govt.nz) prior to the start date of Your Travel commencing.

### Specified Items

To extend cover for a Specified Item under Section 3 in excess of the maximum limit of \$2,000 per item (or pair or set of items), You must obtain Our approval to increase the amount of cover for the Specified Item before Travel commences. We may refuse or limit cover, and specify any special conditions if cover is extended, including payment of an additional premium. The maximum limit for each Specified Item is \$10,000 per item (or pair or set of items) with a \$15,000 maximum limit for all Specified Items.

### Age Limits

There is no cover under this Policy for persons over the age of 75 at the date of departure from New Zealand, unless Mature Age Cover has been purchased.

Your Policy wording outlines all the terms, conditions and exclusions specific to your Policy and should be read together with this Schedule of Benefits.

### Pre-Existing Medical Conditions

There is no automatic cover for any Pre-Existing Conditions affecting You or any other Relevant Person upon whom Your Travel depends or whose circumstances affect Your Travel arrangements.

In some cases Your Pre-Existing Conditions can be covered. If We are able to cover Your condition(s) an additional premium is payable. If You require cover for Your Pre-existing Medical Conditions visit [www.asbtravel.co.nz](http://www.asbtravel.co.nz) to apply. Please note that Your cover extension must be purchased pre-departure for each and every trip You undertake.

### Age Limits

This Policy covers current Platinum Cardholders of ASB who are aged 75 or under at the time of commencing their Travel.

### Mature Age Cover

- If you are over the age of 75 and you wish to apply for cover under this Policy, you can do so by visiting [www.asbtravel.co.nz](http://www.asbtravel.co.nz)
- A Mature Age assessment must be completed for each and every trip if You wish to have medical related cover under this Policy.
- If Your application for cover is granted then a premium for the cover is payable.
- An email will be sent to You confirming the Policy cover, as well as any special acceptance terms that are to apply.
- Within 7 days of receipt of Our email and prior to Your departure date (providing You have not claimed against the Policy), You can write to Us to cancel Your requested cover from inception and receive a full credit for the insurance premium that You have paid.

### Spouse and Dependent Children

A Spouse and any Dependent Children are not covered under this Policy unless they are Travelling with their spouse or parent who holds a current Platinum Card and at least 50% of everyone's return Travel tickets have been purchased using your Platinum Card or by another Activation of Cover method.

### Excess

We will not pay the first \$200 of each and every claim arising from the same event under Sections 1, 2 and 3.

### Mitigation

You must immediately provide Us with full particulars of any claim made against You by any other person relevant to this Policy (especially Section 6), all legal documents served on You and allow Us the sole option to negotiate settlement of, or defend the claim in Your name.

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## Definitions

Wherever the following words appear in this document starting with Capital Letters, such words mean:

**'Activation Of Cover'**: You are entitled to claim under the terms of this Policy if You have prior to leaving New Zealand:

- (a) charged 50% or more of the entire cost of Your Overseas return Travel tickets (tickets from and returning to New Zealand), including any applicable airport taxes (excluding New Zealand departure tax), to Your Platinum Card Account; or
- (b) obtained your Overseas return Travel tickets using Your "True Rewards dollars", "airpoints" or another "airline frequent flyer" loyalty scheme then this will also serve as activation. However if the entire cost of Your

Overseas return Travel tickets exceeds the balance of Your "True Rewards dollars", "airpoints" or another "airline frequent flyer" loyalty scheme, then 50% or more of the remaining cost, including any applicable airport taxes (excluding New Zealand departure tax), must be paid for using one of the other Activation of Cover methods; or

- (c) obtained a cash advance from Your Platinum Card Account and on the same day used these funds to pay for 50% or more of the entire cost of Your Overseas return Travel tickets, including any applicable airport taxes (excluding New Zealand departure tax); or
- (d) used another ASB account in Your name to pay for 50% or more of the entire cost of Your Overseas return Travel tickets, including any applicable airport taxes (excluding New Zealand departure tax), when Your Platinum Card is not an acceptable means of payment (e.g. the travel agent states in writing that the Platinum Card is not an acceptable means of payment, or that an additional charge would be incurred in order to use the Platinum Card); or
- (e) won Your return Overseas Travel tickets in a prize draw or other competition.

You will need to provide evidence of this Activation of Cover in the event of a claim (e.g. Platinum Card Account statement or "True Rewards" or "airpoints" account statement or bank account statement and receipt from travel agent and if applicable, written evidence from the travel agent stating that the Platinum Card is not an acceptable means of payment or would have incurred an additional charge).

**'AIG Travel'**: Our assistance service, operated by AIG Travel Asia Pacific Limited.

**'ASB'**: ASB Bank Limited – the Policy Holder (but does not include any separate business divisions issuing credit cards, unless the Policy is extended to include such business divisions).

**'Dependent Children'**: Each person who:

- (a) is the natural, step, or legally adopted child of the Platinum Cardholder; and
- (b) is unmarried and not living in a relationship equivalent to marriage; and
  - (i) is under the age of 18 years at the date Travel commences; or
  - (ii) is a full-time student at an accredited institution of higher learning and is primarily dependent on the Platinum Cardholder for maintenance and support and is under the age of 25 years.

**'Excess'**: The amounts deductible for each and every claim arising from the same event under Sections 1, 2 and 3.

**'Family'**: You, Your Spouse and Dependent Children who are Travelling with You.

**'Financial Collapse'**: In respect of any service provider You are relying on for Your Planned Travel, where that service provider:

- (a) is not able to pay its debts as they fall due for payment in the ordinary course of business; or
- (b) ceases to carry on normal business operations; or
- (c) has not paid money to another service provider whose services You are relying on; or
- (d) is placed in receivership or liquidation; or
- (e) becomes subject to statutory management.

**'Hijack'**: Shall occur where threats of violence by non-governmental authorities are made with the intention of diverting any public transport from its scheduled route, or detaining persons for illegal purposes under international law, and includes the seizing of control of an aircraft, vehicle, train, vessel, or other public transportation that is licensed to carry fare-paying passengers, on which You are a passenger.

**'Illness':** An Unexpected sickness or disease which first manifests itself during Your Travel and whilst You are on Your Travel (or after Activation of Cover in the case of Your initial claim prior to Your Travel for Section 2 - 1 Postponement, Section 2 - 2 Cancellation of Travel, Section 2 - 7 Delayed Travel to a Special Event, Section 2 - 8 Missed Connection or Section 2 - 10 Tour Cancellation), but does not include any sickness or disease which is attributable to or referable to a Pre-Existing Condition.

**'Immediate Family':** Your Spouse, fiancé, fiancée, parent, brother, sister, child, grandparent, grandchild, parent-in-law, brother and sister-in-law, son and daughter-in-law.

**'Indemnity Value':** The current value of the relevant item calculated on the basis of original cost less an allowance for depreciation.

**'Injury':** Unexpected physical and bodily injury which happens as a result of external violence during Your Travel (or after Activation of Cover in the case of Your initial claim prior to Your Travel for Section 2 - 1 Postponement, Section 2 - 2 Cancellation of Travel, Section 2 - 7 Delayed Travel to a Special Event, Section 2 - 8 Missed Connection or Section 2 - 10 Tour Cancellation).

**'Kidnapping', 'Kidnapped':** The seizing and detaining or carrying away of You by force or the threat of force or by a fraudulent means for the purpose of demanding a Ransom against Your will and without Your consent.

**'Manual Work':** Any trade or work of a physical nature, or work that is not undertaken in an office.

**'Medical Expenses':** Reasonable expenses necessarily incurred by You on Your Travel in respect of:

- (a) registered (or legally qualified equivalent) medical advice;
- (b) treatment by a medical practitioner; and/or
- (c) other actual, necessary and reasonable associated expenses, excluding dental treatment (except as provided under Section 1 - 2 Emergency Dental Treatment).

**'Overseas':** Beyond the territorial limits of New Zealand.

**'Period Of Insurance':** This policy is effective from 1 June 2023 and will remain in force until ASB gives the required notice as defined in this Policy wording.

**'Permanent':** Having lasted for 12 consecutive months and at the end of that time being beyond any hope of improvement (or at an earlier time at Our discretion).

**'Planned Travel':** The part of Your Travel for which pre-booked and prepaid Scheduled Transport was arranged by You in advance in New Zealand prior to the date You started Your Travel.

**'Platinum Cards':** Credit cards issued under the brand name "ASB Visa Platinum Rewards" by ASB with ASB's standard conditions of use applying to such credit cards.

**'Platinum Card Account':** The account established by ASB in relation to the principal Platinum Cardholder(s) which records transactions arising from the use of a Platinum Card:

- (a) by that principal Platinum Cardholder(s); and
- (b) by a related Additional Platinum Cardholder(s);

and payments to the credit of that account.

**'Platinum Cardholder':** Each person who has a Platinum Card which is current and which has not been cancelled or had its operation suspended under ASB's standard conditions of use applying to Platinum Cards at the time the event or circumstance for which a claim can be made occurs or arises, at the time Travel commences, during the period of Travel, at the time a claim is made and at the time of Activation of Cover.

**'Policy':** The contract of insurance between ASB and Us entitled "ASB Visa Platinum Rewards Travel Insurance" as modified by, and subject to, any agreement relating to that Policy between ASB and Us.

**'Pre-Existing Condition':** In relation to each Relevant Person, any medical or physical conditions, symptoms or circumstances:

- (a) which You are aware of, or ought to have been aware of; or
- (b) for which advice, care, treatment, medication or medical attention has been sought, given, or recommended; or
- (c) which have been diagnosed as a medical condition, or an Illness or indicative of an Illness; or
- (d) which are of such a nature to require, or which potentially may require medical attention; or
- (e) which are of such a nature as would have caused a prudent, reasonable person to seek medical attention;

prior to each date You commence Your Travel.

**'Public Place':** Any area to which the public has access (whether authorised or not) including but not limited to hotel foyers and grounds, restaurants, public toilets, beaches, airports, railway stations, bus terminals, taxi stands and wharves.

**'Ransom':** Any monetary loss, which You incur in the provision and delivery of cash, marketable goods, services or property to secure Your release.

**'Relevant Information':** All truthful information and facts known to You or which in the circumstances ought to have been known by You, or which You should have ascertained or verified.

**'Relevant Person':**

- (a) each Platinum Cardholder, Spouse or Dependent Child; or
- (b) each person who is a member of the Immediate Family of each Platinum Cardholder, Spouse or Dependent Child; or
- (c) each person with whom You are Travelling, or whose circumstances affect Your Travel, or on whom Your Travel depends.

**'Rental Vehicle':** A standard model motor vehicle designed to carry no more than 8 passengers including the driver (including mopeds and motorcycles with a maximum of 200 cc rating and motor homes providing they are not designed to carry more than 8 passengers), rented by You from a licensed motor vehicle rental agency.

**'Scheduled Transport':** Air, rail, sea and/or coach transport operated by an established, licensed airline, passenger carrying service operator, tour operator or operated as a public transport service in each case providing regular, scheduled transport for fare paying passengers.

**'Special Event':** A wedding, funeral, conference, concert, show or sporting event.

**'Specified Items':** An item (or pair or set of items), specified by You in respect of which the sum insured is increased and agreed with Us, and in respect of which an additional premium is payable.

**'Spouse':** A person aged 75 years or under:

- (a) to whom the Platinum Cardholder is legally married; or
- (b) with whom the Platinum Cardholder lives in a relationship equivalent to marriage (whether of the same or opposite gender) and has done so for a continuous period of at least 3 months prior to the date Travel commences;

and from whom the Platinum Cardholder has not separated or the relationship terminated prior to the period of Travel.

**'Terrorism':** Any act, or preparation in respect of action, designed to influence the government or any political division in pursuit of political, religious, ideological gain and with the purpose of intimidating the public.

**'Total Disablement':** The complete Permanent inability of You to engage in

or attend to any gainful employment which You are or may through rehabilitation and re-training become reasonably qualified to perform by reason of education, training, or experience.

**'Total Loss':** With reference to hand or foot, severance or irrevocable complete and Permanent loss of power and control at or above the wrist or ankle; with reference to the eye means irrecoverable Permanent loss of the entire sight of that eye; and with reference to an ear means irrecoverable Permanent loss of the entire hearing of that ear.

**'Travel', 'Travelling':** Overseas travel for leisure or business purposes or both undertaken during the Period of Insurance by You to another country beyond the territorial limits of New Zealand, but limited for the purposes of cover provided under this Policy to a maximum duration of 90 consecutive days commencing on the date and from the time Your flight or sea passage from New Zealand directly to an Overseas destination begins and ending:

- (a) at the time and date You return to New Zealand territorial limits;
- (b) at midnight on the 90th day after, but inclusive of, the date Your departure flight or sea voyage began;
- (c) if this Policy is cancelled or terminated, the date cancellation or termination takes effect; and
- (d) on such further date (up to 90 days) as agreed with Us, provided that an additional premium has been paid;

whichever first occurs.

If You are Travelling to an international destination on a cruise that includes New Zealand waters or ports, cover will be provided subject to the terms of this Policy, while You are unable to leave the vessel. Where Your cruise departs from New Zealand Your Travel begins when You leave the first port.

**'Ultimate Net Loss Of Ransom':** The final amount of Ransom cost less any recoveries. If following Our payment to You, part or all of the Ransom is recovered You must reimburse Us the value of the amount so recovered.

**'Unexpected':** Sudden, unforeseeable and unintended, which was outside of Your control and which could not reasonably have been anticipated or avoided.

**'Unexpected Event':**

- (a) Your Unexpected death, serious Injury or serious Illness; or
- (b) the Unexpected death, serious Injury or serious Illness in New Zealand of any member of Your Immediate Family or travelling companion; or
- (c) compulsory jury service You were not aware of at the time of Activation of Cover and You have made written application to be excused or to have jury service deferred, and that application has been declined; or
- (d) unexpected attendances before any court or tribunal in circumstances where You have a binding legal obligation to attend; or
- (e) any other Unexpected cause beyond Your control.

**'We', 'Us', 'Our':** AIG Insurance New Zealand Limited, the underwriter of this Policy.

**'You', 'Your', 'Yourself':** The Platinum Cardholder, Spouse and each Dependent Child Travelling with the Platinum Cardholder.

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## General Conditions (applying to all sections)

### Terms of Cover

1. We acknowledge that the terms of this Policy are intended to provide benefits on each Relevant Person pursuant to Contract and Commercial Law Act 2017, Part 2, Subpart 1 and are enforceable by each Relevant Person.
2. Eligibility for Cover – Platinum Cardholders or the Spouse or Dependent Children of a Platinum Cardholder are eligible for cover under the Policy if:
  - (a) the Platinum Card issued to the Platinum Cardholder is current:
    - (a) at the time the event or circumstance for which a claim can be made occurs or arises;
    - (b) when Travel commences;
    - (c) whilst Travelling;
    - (d) at the time a claim is made;
    - (e) at the time of Activation of Cover; and
  - (b) any Spouse and/or any Dependent Children are Travelling with their spouse or parent Platinum Cardholder. A Spouse or Dependent Child Travelling without their Spouse or parent Platinum Cardholder will not be covered under this Policy; and
  - (c) the Platinum Cardholder is aged 75 years or under at the time of commencing their Travel and normally resides in New Zealand.

A "current" Platinum Card means that the right to use the Platinum Card has not been cancelled, withdrawn, or suspended by ASB, except where the Platinum Card is cancelled by ASB, under ASB's standard conditions of use applying to Platinum Cards and Platinum Card Accounts in the following circumstances:

    - (i) the Platinum Card has been cancelled solely because it has been lost, damaged or destroyed and ASB issues a replacement Platinum Card;
    - (ii) the period for which the Platinum Card is issued expires and a new replacement Platinum Card is re-issued by ASB and the terms on which that Platinum Card is re-issued are accepted (or deemed to have been accepted) by the person to whom the Platinum Card is re-issued.
3. Activation of Cover – You are entitled to claim under the terms of this Policy if You have prior to leaving New Zealand met the Activation of Cover requirements.
4. The Schedule of Benefits states the maximum sums insured under each of the 8 Sections of the Policy and the sub-limits applicable to each of those Sections (if any). The maximum amount We will pay for the Platinum Cardholder, accompanying Spouse and Dependent Children is limited to double the amount specified in the Schedule of Benefits for each Section under which a claim is made, unless otherwise stated.
5. Period of Cover – The cover for which You are eligible under the Policy applies only for the first 90 days of Travel starting from the date Travel commences, but applies to each occasion You Travel (up to 90 days in each case) during the Period of Insurance. Furthermore, cover for the following benefits: Section 2 - 1 Postponement, Section 2 - 2 Cancellation of Travel, Section 2 - 7 Delayed Travel to a Special Event, Section 2 - 8 Missed Connection and Section 2 - 10 Tour Cancellation starts from the date of Activation of Cover.
6. Automatic Extensions – The 90-day period for which You are eligible for cover under this Policy on each occasion You Travel during the Period of Insurance will be extended if:
  - (a) Your return to New Zealand whilst Travelling is delayed solely by reason of Illness or Injury, or Your Travel is interrupted due to an Unexpected Event and for circumstances entitling You to make a claim under this Policy; and

- (b) You have notified Us and received confirmation of extension of the cover period. The maximum period for which You are eligible for cover is 180 days from the date the Travel began, being a 90-day extension from the initial 90-day period of cover.
- 7. If the 90-day period of cover under this Policy is extended by agreement between You and Us after You start Travelling, the cover under the Policy will not apply in the extended period to:
  - (a) any medical conditions which arise that You are aware or ought reasonably to have been aware of; or
  - (b) events which occur;

giving rise to a claim during the initial 90-day period following the date Travel began. The exclusion under this clause does not apply to any extension which becomes effective under clause 6 above.

- 8. Cancellation/Changes to the Policy – ASB/We can change the insured events and exclusions of this Policy if it is reasonably necessary to protect ASB's/Our legitimate business interests. For example (but not limited to):
  - (a) if changes in the law or its interpretation occur prior to Your Travel and ASB/We reasonably believe that those changes will affect ASB's/Our tax liability, or how the Policy works, or the amount of benefit payable.
  - (b) if claims experience across all ASB Visa Platinum Rewards Travel Insurance policies become significantly adverse.

In such case ASB/We can change the provisions of the Policy or benefits in whatever way ASB/We reasonably decide is necessary to protect ASB's/Our legitimate business interests. ASB/We can also cancel this Policy. You will be given at least 30 days' written notice in advance of any change or cancellation in at least one of the following ways: by letter posted to the address of the Platinum Cardholder as recorded in ASB's records; by statements in the media; on Your monthly Platinum Card Account statement; or via electronic means such as Email or via a message in a secure online banking service provided by ASB, such as FastNet Classic. You agree that any such electronic communication is taken to be dispatched by ASB and received by You at the time it leaves ASB's information system or is uploaded to the relevant online system provided by ASB. Please ensure that You carefully read all communications You receive either from ASB or from Us concerning the Policy.

### Your Obligations

- 9. You must disclose to Us all truthful and Relevant Information material to Our decision to accept the risk of insurance or any claim, otherwise We will have no liability under this Policy. If in doubt please tell Us.
- 10. You must notify Us of any change in health or medical condition of any Relevant Person that occurs prior to Your Travel departure date. We are not obligated to pay for any losses or expenses arising from this change. This means that We are not obligated to cover any Overseas expenses for a new medical condition or a change in a Pre-Existing Condition that arises prior to Your Travel departure date except where We have agreed in writing to provide cover for the Pre-Existing Condition. The change may, however, qualify for cover under Section 2 - 1 Postponement or Section 2 - 2 Cancellation of Travel or Section 2 - 10 Tour Cancellation if You supply a medical report from Your registered medical practitioner stating You are unfit to Travel. Please call Us to discuss Your options should this happen (0800 660 141).
- 11. You must obtain and provide any and all necessary reports, including but not limited to, reports from a registered medical practitioner, police or other authority that We may request, at Your cost.

- 12. Please check before departure if You are Travelling to a destination You are unsure about, as there are some destinations where it may not be possible to organise emergency assistance such as war zones and remote areas. The Ministry of Foreign Affairs website is [www.safetravel.govt.nz](http://www.safetravel.govt.nz) and this site can help You find this information.

### When Making a Claim

- 13. You may in some instances be required to contact AIG Travel or it will jeopardise Your claim. Four key examples are if You need to curtail Your Travel, You require hospitalisation, specialist treatment, or You are seeking medical attention which may necessitate Your early return. Refer to Sections 1 and 2 for full details on when You are required to have prior approval from AIG Travel.
- 14. When reporting loss or theft to police, security, or appropriate authorities, always obtain a full written report within 24 hours of the discovery of the loss or theft.
- 15. Claims must be reported in writing to Us as soon as reasonably possible after the event giving rise to the claim.
- 16. All currency mentioned in this Policy is New Zealand dollars. All sums insured include any applicable taxes or duties. All claim settlements, except those paid directly by AIG Travel, are made in New Zealand on completion of Your Travel.
- 17. Original receipts and documents must be provided to substantiate Your claim. Photocopies will not be accepted, except for evidence to prove Activation of Cover. Full evidence (including translations) must be provided at Our request at Your own expense.
- 18. We may, at Our expense and in Your name, take any action available to obtain a claim recovery.
- 19. We may decline to pay a claim if You have not complied with the terms and conditions of the Policy. If any information is falsely given or a fraudulent claim made in any way then all cover for You under this Policy shall become void and no claims will be payable.
- 20. The law of New Zealand shall apply and the courts of New Zealand will have exclusive jurisdiction in respect of any litigation in relation to the Policy.
- 21. Additional Travelling and accommodation expenses for which You make a claim must be of the same nature and class as originally purchased, and may not be upgraded without Our prior written approval.
- 22. If You do not hold a return ticket to New Zealand at the time of suffering any Injury or Illness covered by this Policy, or at the time of the happening of any circumstances covered under this Policy, We will deduct from any claim (which includes a claim for the cost of Your evacuation to New Zealand) an amount equal to Your original carrier's published one way economy class fare for the route used for Your return.
- 23. You must do what you can to prevent any further loss or expense.
- 24. This Policy does not cover any loss, damage or liability if You are covered for that same loss, damage or liability to any extent under a policy with another insurer. We will not contribute towards any claim under any other policy with another insurer. This does not apply to Section 4 Personal Accident or Section 5 Scheduled Transport Accident.



## General Exclusions (applying to all sections)

We will not pay for any costs or losses arising directly or indirectly from:

1. Pre-Existing Conditions, unless disclosed and accepted in writing by Us and for which an additional premium has been paid.
2. Mental conditions, nervous disorders, depression, stress, or anxiety.
3. Pregnancy, except for illness or emergency medical treatment up to and including the 28th week of pregnancy and only for Unexpected medical complications.
4. Intentional self-inflicted illness or injury.
5. Suicide or attempted suicide.
6. Voluntary abortion.
7. Being under the influence of alcohol or any drug (other than a drug administered or prescribed by a legally qualified medical practitioner).
8. Chronic alcoholism.
9. Person(s) invited to Your accommodation.
10. Participating in any prostitution.
11. Hitchhiking.
12. Your criminal or illegal activities.
13. Conditions for which You are receiving or are on a waiting list to receive inpatient hospital treatment.
14. Travelling against medical advice when You are medically unfit to Travel or Travelling Overseas with the intention of obtaining medical treatment or advice during the course of Your Travel.
15. Elective or cosmetic treatment, including any complications that arise from any such treatment.
16. Continued treatment or continued medication (except for cover under Section 3 - 3 Special Medication Benefit) during Your Travel for any medical conditions which existed or occurred prior to Your Travel.
17. Any consequential loss of benefits (including but not limited to, loss arising from the use of "True Rewards dollars", "airpoints", or similar "airline frequent flyer" and loyalty programmes, or any loss of benefits as part of a prize for a promotion or an employee incentive scheme).
18. Loss of enjoyment.
19. Air travel except as a fare paying passenger on Scheduled Transport services, or sea travel except as a fare paying passenger on Scheduled Transport services or aboard charter vessels operating within coastal waters. We consider for the purpose of this clause only that a fare paying passenger includes the utilisation of Your "True Rewards dollars", "airpoints" or similar "airline frequent flyer" loyalty scheme.
20. Any activity undertaken in the capacity as an aircraft crew member. This includes but is not limited to anyone at the controls of a craft that leaves the ground.
21. Confiscation, detention, requisition or destruction by Customs or other governmental authorities.
22. Participation in the following activities:
  - professional sport;
  - competitive sport;
  - racing of any sort (other than on foot);
  - motor sports;
  - hunting of any sort;
  - pot-holing or caving;
  - snow skiing or snow boarding except at a recognised commercial field;
  - hang gliding or microlight flying or kite surfing;
  - ocean yachting;
  - parachuting (including tandem parachuting) or bungy jumping or whitewater rafting or blackwater rafting unless it is with a licensed and approved operator;
  - mountaineering or rock climbing necessitating the use of ropes or guides;
  - remote area touring except as part of a licensed organised tour;
  - underwater activities involving the use of an artificial breathing apparatus unless You hold an open water diving certificate or are diving with a qualified Instructor.
23. Riot or civil commotion unless You have already left New Zealand prior to, and were not aware of the risks of, riot or civil commotion, and You promptly take steps to avoid related risks.
24. Failure to take precautions to avoid a claim after there was a warning reported or published in the mass media or by New Zealand Ministry of Foreign Affairs not to Travel.
25. War, invasion (whether war be declared or not), civil war, or any acts of foreseeable violence or involving military, naval, or air service operations.
26. Any act of Terrorism (except for cover as provided under Section 1 - 9 Return of Mortal Remains/Funeral Expenses, Section 1 - 10 Medical/ Evacuation Expenses Due to Terrorism, and Section 2 - 11 Hijack Cash Benefit). The maximum amount We will pay for all claims under Section 1 - 9 Return of Mortal Remains/Funeral Expenses, Section 1 - 10 Medical/ Evacuation Expenses due to Terrorism and Section 2 - 11 Hijack Cash arising as a result of Terrorism is \$100,000 per person or per Family. We will not pay for any costs or losses arising directly or indirectly from an act of Terrorism where such costs or losses exceed the \$100,000 inclusive maximum per person or per Family or where the costs or losses arise as a result of Your Travelling to a country or destination where a travel advisory risk rating of 'Do not travel' was published on the New Zealand Ministry of Foreign Affairs and Trade (MFAT) website (safetravel.govt.nz) prior to the start date of Your Travel commencing.
27. Nuclear weapons materials or ionising radiation or contamination of radioactivity from any nuclear waste or from the combustion of nuclear fuel. For the purpose of this exclusion combustion shall mean any self-sustaining process of nuclear fusion or fission.
28. Intentionally and recklessly placing Yourself in circumstances, or undertaking activities which pose a risk to personal safety (except in an attempt to save a human life).
29. Manual Work or hazardous work.
30. Your failure to return to New Zealand after the date when You may, in the opinion of Our medical adviser, have safely been repatriated to New Zealand at Our expense.
31. Any claim where the directions or instructions of AIG Travel have not been observed.
32. Any claim arising from:
  - (a) travel restrictions due to government orders, warnings, advisories, regulations, directives, prohibitions, immunisation requirements, or border closures, relating to an epidemic or pandemic; or
  - (b) any preventive or preemptive action taken to prevent the spread of a potential epidemic or pandemic.
33. We will also not be liable to provide any coverage or make any payment hereunder if to do so would be in violation of any sanctions law or regulation which would expose Us, Our parent company or Our ultimate controlling entity to any penalty under any sanctions law or regulation.

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## Section 1

### Medical and Evacuation Expenses

#### 1. Medical Expenses

If whilst You are Travelling You suffer an Injury or Illness, We will reimburse You for Medical Expenses incurred outside of New Zealand. If You require hospitalisation or surgical treatment, You or someone acting on your behalf must obtain prior approval from AIG Travel. In this situation We will guarantee payment for a qualifying hospital claim. Minor medical accounts need to be settled Overseas by You and claimed upon Your return to New Zealand. The maximum amount We will pay is unlimited except to the extent that sub-limits apply as specified in the Schedule of Benefits.

#### 2. Emergency Dental Treatment

If whilst You are Travelling You suffer acute sudden pain to sound and natural teeth, We will reimburse You for actual and reasonable expenses incurred (excluding routine dental treatment, dental health maintenance or cosmetic dentistry) up to \$2,000 per person.

#### 3. Continuing Treatment in New Zealand

If both of the following apply:

- (a) We have accepted a claim for Medical Expenses Overseas; and
- (b) Our medical consultant verifies that You need continuing treatment in New Zealand;

We will reimburse You for actual and reasonable costs incurred during the first 90 days after Your return to New Zealand up to \$2,000 per person. Such costs must be irrecoverable from any other source, including Accident Compensation Act 2001 or successive legislation, statutory benefits or any other insurance.

#### 4. Overseas Hospitalisation Cash Benefit

If both of the following apply:

- (a) We have accepted a Medical Expenses claim for Overseas hospitalisation; and
- (b) You are required to remain in hospital Overseas for more than 72 hours of continuous hospitalisation;

We will pay You \$100 for each complete 24-hour period. The maximum benefit is \$5,000 per person.

#### 5. Extra Travel and Accommodation Expenses/Meal Allowance

If both of the following apply:

- (a) You suffer an Illness or Injury for which You are eligible to make a claim for Medical Expenses; and
- (b) You are required by a medical practitioner to convalesce during Your Travel;

We will reimburse You for actual and reasonable additional expenses necessarily incurred up to a maximum of \$5,000 per person or per Family for Your related travel, phone calls, accommodation and meals whilst You convalesce. You must obtain prior approval from AIG Travel.

#### 6. Medical Evacuation

If whilst You are Travelling AIG Travel authorises a medical evacuation, We will reimburse You (or directly pay) for the cost of the evacuation. In the Schedule of Benefits cover for this Policy benefit is unlimited. You must comply with the advice and directions of AIG Travel. We also have the right to evacuate You to another country. The right to evacuate rests solely with Us and is based on medical advice.

#### 7. Lapsed Flight Tickets

If Your original return ticket becomes invalid as a direct result of a claim under this section during Your Travel, We will pay for the cost (less any refunds or credits) of a scheduled, economy flight back to New Zealand. In the Schedule of Benefits cover for this Policy benefit is unlimited. You must obtain prior approval from AIG Travel.

#### 8. Accompanying Person

If all of the following apply:

- (a) You are Travelling alone; and
- (b) We have accepted a claim for Medical Expenses; and
- (c) You are hospitalised for more than 10 days;

We will pay for a scheduled return economy flight for a person nominated by You to travel from New Zealand to the place where You are receiving medical attention, plus actual and reasonable accommodation and meal expenses. The maximum amount We will pay is \$5,000 per person. You must obtain prior approval from AIG Travel.

#### 9. Return of Mortal Remains/Funeral Expenses

In the event of Your death during Your Travel, We will, subject to prior authorisation from AIG Travel pay for either:

- (a) actual and reasonable funeral expenses incurred in the area where the death occurred, including costs of cremation or embalming of Your body; or
- (b) arrange and pay for the actual and reasonable costs of returning Your body to Your home town in New Zealand, including the costs of cremation or embalming of Your body.

We will also pay for a scheduled return economy flight for an Immediate Family member to assist with either (a) or (b) above. The maximum amount We will pay is \$15,000 per person. Prior approval must be obtained from AIG Travel.

#### 10. Medical/Evacuation Expenses Due to Terrorism

If, during Your Travel, You suffer an Injury as a result of an act of Terrorism, We will reimburse You for Medical Expenses and Medical Evacuation expenses incurred, or if You call AIG Travel for authorisation and You comply with their advice and directions We will reimburse You (or directly pay) for the cost of a qualifying hospital claim or Medical Evacuation.

The maximum amount We will pay for all claims under Section 1 - 9 Return of Mortal Remains/Funeral Expenses, Section 1 - 10 Medical/ Evacuation Expenses due to Terrorism and Section 2 - 11 Hijack Cash arising as a result of Terrorism is \$100,000 per person or per Family. We will not pay for any costs or losses arising directly or indirectly from an act of Terrorism where such costs or losses exceed the \$100,000 inclusive maximum per person or per Family or where the costs or losses arise as a result of Your Travelling to a country or destination where a travel advisory risk rating of 'Do not travel' was published on the New Zealand Ministry of Foreign Affairs and Trade (MFAT) website (safetravel.govt.nz) prior to the start date of Your travel commencing.

#### Losses we do not cover under Section 1

We will not pay for any claims arising directly or indirectly from:

- (a) Private medical treatment where public funded services or care is available under any Reciprocal Health Agreement (RHA) between the Government of New Zealand and the Government of the relevant other country where treatment is received or in New Zealand for continuing treatment.
- (b) Hospital treatment undertaken without obtaining prior authorisation from AIG Travel. If it is not possible for You or someone on Your behalf to contact AIG Travel before You incur

Medical Expenses, then You or someone on Your behalf must contact AIG Travel within 48 hours of hospitalisation or as soon as reasonably possible.

- (c) Specialist treatment (including but not limited to physiotherapy and chiropractor) without a referral from a registered medical practitioner and prior authorisation from AIG Travel.
- (d) Continued treatment or continued medication (except for cover under Section 3 - 3 Special Medication Benefit) during Your Travel.
- (e) Elective check-ups, cosmetic procedures, normal wear and tear or normal maintenance of dental health.
- (f) Expenses incurred in New Zealand unless claimed under Section 1 - 3 (Continuing Treatment in New Zealand).

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## Section 2 Cancellation and Changes to Planned Travel

### 1. Postponement

If, as a result of an Unexpected Event, You have to postpone Your Planned Travel prior to departing New Zealand, We will reimburse You the actual and reasonable costs incurred by You to reschedule Your Planned Travel. In the Schedule of Benefits cover for this Policy benefit is unlimited.

### 2. Cancellation of Planned Travel

If, as a result of an Unexpected Event, You have to cancel Your Planned Travel or any part of Your Planned Travel prior to departing New Zealand, We will pay You for the value of the non-refundable deposits. This reimbursement will be less any refunds or credits You are eligible to receive. In the Schedule of Benefits cover for this Policy benefit is unlimited.

### 3. Curtailment of Travel

If, as a result of an Unexpected Event, You have to cut Your Travel short to return to New Zealand, We will pay for Your actual and reasonable costs for travel, telephone calls, accommodation and meals. This reimbursement will be less any refunds or credits You are eligible to receive. In the Schedule of Benefits cover for this Policy benefit is unlimited. You must obtain prior approval from AIG Travel.

### 4. Travel Interruptions

If, as a result of an Unexpected Event, Your Travel is interrupted for more than 36 hours, but You remain Overseas on Your Travel, We will pay for the actual and reasonable additional costs of travelling on alternative Scheduled Transport to enable You to catch up with Your Planned Travel.

We will also pay for either:

- (a) Your actual and reasonable additional costs for telephone calls, accommodation and meals; or
- (b) for the value of any unused prepaid arrangements.

This reimbursement will be less any refunds or credits You are eligible to receive. In the Schedule of Benefits cover for this Policy benefit is unlimited. You must obtain prior approval from AIG Travel.

### 5. Resumption of Travel

If, as a result of an Unexpected Event during Your Travel, You have to return to New Zealand, We will pay actual and reasonable costs up to \$5,000 per person or per Family to enable You to return Overseas to complete Your original Travel arrangements within 12 months of the

Unexpected Event provided:

- (a) You obtain prior approval from AIG Travel; and
- (b) Your original Planned Travel was at least 14 days' duration; and
- (c) You have travelled for less than 50% of the original Planned Travel; and
- (d) You have not claimed for any costs relating to the same event under any other clause in Section 2.

### 6. Travel Delays

If the Scheduled Transport on which You have arranged to travel is delayed for more than 12 hours beyond the scheduled departure time, but not exceeding 36 hours, We will reimburse You for Your actual and reasonable additional travel, telephone calls, accommodation and meals which are irrecoverable from any other source. The maximum amount We will pay is \$400 per person and \$800 per Family for each 12-hour period the delay continues. The maximum We will pay for any one continuous delay is \$1,000 per person and \$5,000 per Family.

### 7. Delayed Travel to a Special Event

If Your Planned Travel to attend a Special Event is delayed due to an Unexpected cause and the Special Event is unable to be delayed or rescheduled, We will reimburse You for the actual and reasonable additional costs of travelling on alternative Scheduled Transport to enable You to attend the Special Event as planned, less any refunds and credits which You are eligible to receive. The maximum amount We will pay is \$5,000 per person or per Family. You must obtain prior approval from AIG Travel.

### 8. Missed Connection

If, as a result of an Unexpected Event You miss Your Scheduled Transport connection, We will reimburse You for Your actual and reasonable additional travel, telephone calls, accommodation and meals which are irrecoverable from any other source pending the next available Scheduled Transport connection to allow You to continue Your Planned Travel. The maximum amount We will pay is \$10,000 per person or per Family.

### 9. False Arrest

We will pay the reasonable legal costs actually and necessarily incurred by You as a result of the false arrest or wrongful detention of You, during Travel, by any legally recognised foreign Government. The maximum amount We will pay is \$10,000 per person.

### 10. Tour Cancellation

If, as a result of an Unexpected Event, Your tour operator is unable to complete travel arrangements of any part of a tour, We will pay the reasonable additional costs incurred by You to alter Your travel arrangements so that You can continue on Your Planned Travel or We will pay for the value of the non-refundable deposits. This reimbursement will be less any refunds and credits You are eligible to receive up to a maximum of \$4,000 per person or per Family.

### 11. Hijack Cash

We will pay a cash benefit of \$1,000 for each 24-hour period You are detained as a result of the public transport in which You are travelling being Hijacked. The maximum amount payable is \$10,000 per person.

### Losses we do not cover under Section 2

We will not pay for any claims arising directly or indirectly from:

- (a) Your disinclination to Travel, Your personal wishes or the disinclination to Travel on the part of any other person upon whom Your Travel depends.

- (b) Cancellations or changes to Your Travel arrangements at the request of an employer.
- (c) Your financial circumstances or work related commitments.
- (d) The breakdown or dissolution of any personal or family relationship.
- (e) Your failure to check-in at the correct prescribed time for Scheduled Transport services You pre-arranged or were relying on, or to pre-arrange and check valid visas or passports or airline/ transport tickets or to carry Your passport with You.
- (f) Delays caused by transport providers, or for which a transport provider is responsible, where the costs are recoverable from the transport provider or any other source.
- (g) The error, default or insolvency of a travel agent, wholesaler, airline or other service provider.
- (h) The Financial Collapse of any service provider, or the refusal of any service provider to provide a service to You, which You prepaid, because of the Financial Collapse of another service provider.
- (i) Travel delays, missed connections, or Travel interruptions, curtailments or diversions resulting from the Financial Collapse of any service provider; any governmental or official authority directive; or the security requirements of any service provider.
- (j) Any curtailment expenses for Your prepaid return tickets or prepaid accommodation if We have already accepted a claim for the cost of Your additional accommodation and return ticket expenses under this section. You may claim for either the loss of Your prepaid costs or Your additional costs, but not both.

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## Section 3 Luggage, Money and Replacement Travel Documents

### 1. Lost, Stolen and Damaged Items

We will pay for the loss, damage or theft of Your luggage or personal items occurring during Your Travel resulting from an Unexpected specific incident beyond Your control. We will pay the Indemnity Value of the items or the costs of reinstatement or repair at Our option up to \$20,000 per person.

Claim Sub-Limits:

- (a) Laptop computers: \$6,000 maximum limit for each item (including accessories).
- (b) For Specified Items: A Platinum Cardholder may with Our prior agreement extend the maximum of the insurable value of the item but only up to a maximum of \$10,000 for each Specified Item (which may be one item or pair or set of items), up to a total limit of \$15,000 for all Specified Items. Receipts or a valuation report dated prior to Your departure date must be provided for all Specified Items. An additional premium is payable.
- (c) For all other items which accompany You on Your Travel: \$2,000 maximum limit for each item (or pair or set of items).

### 2. Luggage Delay

If, during Your Travel, You are deprived of Your luggage by any carrier for 12 hours or more from the time of arrival at Your Overseas destination, We will reimburse You for the actual and reasonable cost of purchasing essential items of clothing and personal items. The maximum amount we will pay is \$1,000 per person up to a maximum of \$5,000 per Family. A claim must be lodged with the carrier in the first instance and a report obtained. This is not a cash benefit. Receipts must be provided for expenses incurred.

### 3. Special Medication Benefit

If, during Your Travel, essential medication prescribed by a medical practitioner and required for Your health during Your Travel is lost, stolen, damaged or delayed, We will pay and assist in arrangements for replacement medication up to a maximum of \$500 per person.

### 4. Credit Cards and Replacement Travel Documents

If, during Your Travel, any essential credit cards or travel documents (including tickets for pre-booked Scheduled Transport and passports) which You are carrying with You during Your Travel are lost, stolen or destroyed due to an Unexpected specific incident beyond Your control, We will reimburse You for actual and reasonable costs which You necessarily incur in arranging essential replacement credit cards or travel documents, up to \$10,000 per person.

### 5. Money

If, during Your Travel, any cash, currency notes or travellers cheques are lost or stolen due to an Unexpected specific incident beyond Your control, We will reimburse You for the value of such lost or stolen money. The maximum amount We will pay is \$2,000 per person.

#### Conditions applying to Section 3

1. You must at all times exercise all reasonable care for the safety and security of Your property (including but not limited to money, credit cards and travel documents).
2. You must take all actions within Your power to recover Your property.
3. Loss, theft or damage to personal items, money, or documents while in the custody of airlines, common carriers, hotels, travel or tour operators, must be immediately reported. A claim must be lodged with them in the first instance and a report obtained. The loss of, or damage to, credit cards, travellers cheques or travel documents must be reported as soon as possible to the issuing authority, and the appropriate cancellation measures taken by You immediately.
4. All losses must be reported to the police or appropriate authorities within 24 hours of the discovery of the loss.
5. Proof of ownership is required for lost or stolen items or money.
6. Damaged articles must be retained where possible, for potential inspection by Us.

#### Losses we do not cover under Section 3

We will not pay for any claims arising directly or indirectly from:

- (a) The loss, theft or damage of cameras, video cameras, tablets, phones, jewellery, money or documents left unattended in a vehicle or in an unattended building unless in a locked safe.
- (b) The loss, theft or damage of personal items, money or documents:
  1. due to Your failure to take due care and precautions to safeguard Your property; or
  2. left unattended in a Public Place; or
  3. left in a vehicle overnight; or
  4. from an unlocked premises or an unlocked vehicle.
- (c) Personal effects, money or documents merely mislaid or forgotten, including left in hotel or other accommodation rooms.
- (d) The loss, theft or damage of jewellery, money, or documents not carried by You or on Your person when using transport providers.
- (e) The loss, theft or damage of unaccompanied luggage, personal items, money or documents sent by postal or courier service.

- (f) Sporting equipment or bicycles damaged whilst in use.
- (g) The loss, theft or damage of software or programmed data, electrical or mechanical breakdown of any item.
- (h) The loss, theft or damage of household effects, breakage of glass, fragile or brittle items, depreciation, moth, vermin, any process of cleaning, dyeing, repairing, restoring, wear and tear, leakage, gradual deterioration, atmospheric, climatic conditions, or action of light.
- (i) The loss, theft or damage of bonds, coupons, stamps, negotiable instruments, deeds, manuscripts, securities of any kind and bullion.
- (j) Devaluation of currency or shortages due to errors or omission during monetary transactions.
- (k) The loss, theft or damage of any goods which are intended for sale or trade or as trade samples.
- (l) The loss, theft or damage of any business property.

## Section 4 Personal Accident

### 1. Accidental Death and Personal Injury

We will pay the percentage of compensation up to a maximum of \$50,000 per person as set out in the Schedule of Benefits, or the dollar amount of compensation specified in the Table of Events per person if during Your Travel You suffer an Injury which results within 12 calendar months in any of Events 2 - 17 described in the Table of Events and for Event 1 if during Your Travel You suffer an Injury which results in Death within 90 days of the Injury.

### 2. Exposure

If, as the result of an Injury, You are exposed to the elements and as the result of that exposure, an Event described in the Table of Events occurs within 12 months after the related Injury, We will pay the relevant percentage of compensation specified in the Table of Events up to a maximum of \$50,000 per person as set out in the Schedule of Benefits.

### 3. Legal Expenses Relating to Injury or Death

We will pay reasonable legal expenses incurred in seeking compensation or damages following an Injury or an Injury which directly results in Your death during Your Travel, provided that all expenses are incurred with Our written consent and We have control over the selection and appointment of Your legal representatives and the conduct of the proceedings. If You make a claim to Us under this clause, We have the first right to reimbursement of amounts incurred or paid by Us against moneys paid or payable to You. The maximum amount payable is \$3,000 per person.

### 4. Loss of Income

If You suffer an Injury during Your Travel and within 90 days of suffering the Injury You lose all Your income because You cannot do Your normal work when You return to New Zealand, We will pay up to \$1,200 per week for the loss of Your usual income while You cannot work up to a maximum of \$14,400 per person or per Family.

#### Additional exclusions applying to Section 4-4: loss of income (in addition to other policy exclusions)

Cover does not apply:

- (a) For the first 30 days after You planned to resume Your job.
- (b) For any further benefit after We have paid You for 3 months.

- (c) For any Injury which is covered by the Accident Compensation Act 2001 or successive legislation, statutory benefits or any other insurance.
- (d) For any inability to work as a result of Illness.

#### Conditions applying to Section 4

1. Benefits will not be payable for more than one of the Events 1 - 15 in the Table of Events in respect of the same Injury.
2. After the occurrence of any of the Events 2 to 6, all cover with respect to that Traveller under this Section shall cease and You may not make any other claims.
3. Benefits shall not be payable at all unless You shall as soon as practically possible after the happening of any Injury giving rise to a claim under this Section, obtain and follow proper medical advice from a legally qualified medical practitioner.
4. Benefits payable to Travellers under 18 years of age for Event 1 (Death) will be 10% of the sum insured stated in the Schedule of Benefits, or \$5,000, whichever is the lesser, unless otherwise specified.
5. Aggregate Limit of Liability – Our total liability for all claims in respect of any one accident, or series of accidents, or directly arising out of air travel in aircraft whose flights are not conducted in accordance with fixed schedules to and from fixed terminals over specific air routes, shall not exceed \$1,000,000.
6. All benefits are payable to You or Your estate.

#### Losses we do not cover under Section 4

Cover does not apply:

- (a) If death occurs after the 90th day from the date on which the Injury first occurred.
- (b) For any type of Illness or disease, even if contracted directly or indirectly as a consequence of an Injury.

## Section 4: Personal Accident Table of Events

The Events Injury Resulting In	The Compensation (Each Traveller)
	<small>The following percentage of the sum insured (maximum limit) specified in the Schedule of Benefits.</small>
1. Death	100%
2. Permanent Total Disablement	100%
3. Permanent and incurable paralysis of all limbs	100%
4. Permanent Total Loss of use of	
(a) more than one limb	100%
(b) one limb	50%
5. Permanent Total Loss of sight of	
(a) both eyes	100%
(b) one eye	50%

The Events Injury resulting in	The Compensation (Each Traveller)
	The following percentage of the sum insured (maximum limit) specified in the Schedule of Benefits.
6. Permanent Total Loss of hearing of (a) both ears (b) one ear	75% 15%
7. Third degree burns and/or resultant disfigurement which cover more than 40% of the entire external body	50%
8. Permanent Total Loss of use of four fingers and thumb of either hand	70%
9. Permanent Total Loss of use of four fingers of either hand	40%
10. Permanent Total Loss of use of the thumb of either hand (a) both joints (b) one joint	30% 15%
11. Permanent Total Loss of use of fingers of either hand (a) three joints (b) two joints (c) one joint	10% 7% 5%
12. Permanent Total Loss of use of toes of either foot (a) all – one foot (b) great – both joints (c) great – one joint (d) other than great – each toe	15% 5% 3% 1%
13. Fractured leg or kneecap with established non-union	10%
14. Shortening of leg by at least 5cm	7%
15. Permanent Partial Disablement not otherwise provided for under Events 6 to 14	Such percentage of the sum insured as We at Our absolute discretion determine being in Our opinion not inconsistent with the Compensation provided under Events 6 - 14

The Events Injury resulting in	The Compensation (Each Traveller)
	The following percentage of the sum insured (maximum limit) specified in the Schedule of Benefits.
16. Broken Bone Benefits Injury Resulting in Fracture / Break of: (a) Neck or spine (full break) (b) Hip, pelvis (c) Skull, shoulder blade (d) Collar bone, upper leg (e) Upper arm, kneecap, forearm, elbow (f) Lower leg, jaw, wrist, cheek, (g) Ankle, hand, foot, ribs (h) Finger, thumb, toe Maximum Compensation any one accident	The Compensation (one or more bones) \$1,000 \$500 \$300 \$300 \$300 \$100 \$100 \$50 \$1,500
17. Loss of Income Benefit: weekly benefit for 3 months maximum, up to	\$1,200 per week

## Section 5 Scheduled Transport Accident

- To activate cover under this Section of the Policy:
  - The Scheduled Transport must be part of your Travel arrangements;
  - The Platinum Cardholder must have paid for the full value of the Scheduled Transport ticket for themselves and/or any accompanying Spouse and/or Dependent Children with their Platinum Card.
- If You die or suffer Permanent incurable paralysis as a result of an Injury caused by an accident whilst You are Travelling on or in (including boarding or alighting) the Scheduled Transport We will pay:
  - \$1,000,000 on Your accidental death or Permanent incurable paralysis if You are the Platinum Cardholder;
  - \$1,000,000 on Your accidental death or Permanent incurable paralysis if You are an accompanying Spouse;
  - \$50,000 on Your accidental death if You are an accompanying Dependent Child.
- Disappearance:

If Your body is not found within 12 calendar months after an accident involving the Scheduled Transport in which You were Travelling, death will be presumed in the absence of any evidence to the contrary. The maximum amount We will pay is \$50,000 per person.

### Conditions applying to Section 5

- After the occurrence of one of the events specified in subsection 1. (a) - (c), all cover for You under this Section and Section 4 shall cease and You may not make any other claims.
- Benefits shall not be payable at all unless You shall as soon as practically possible after the happening of any Injury giving rise to a claim under this Section, obtain and follow proper medical advice from a legally qualified medical practitioner.

3. All benefits are payable to You or Your estate.
4. The maximum payable under Section 5, shall be \$10,000,000 per event. This means that claims relating to a single event will be proportionally assessed by Us for all customers who are in possession of an ASB Platinum Card and are eligible for cover under this insurance policy. This means You may receive lower amounts than specified in Section 5 - 2 and Section 5 - 3.

#### **Losses we do not cover under Section 5**

Cover does not apply:

- (a) If death occurs after the 90th day from the date on which the Injury first occurred.
- (b) If death or Permanent incurable paralysis was caused by any illness, disease, suicide or self-inflicted injury.
- (c) For more than one claim per person, if You hold duplicate or multiple cards, from any one accident.
- (d) If you have not met activation requirements for this Section.

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## **Section 6**

### **Personal Liability**

We will pay for all damages, compensation, and legal expenses for which You become legally liable during Your Travel as a result of Your negligence causing:

1. Bodily Injury (including death) of another person.
2. Loss of or damage to property.

The maximum amount We will pay under this Section 6 is limited to \$2,500,000 per person as specified in the Schedule of Benefits.

#### **Conditions applying to Section 6**

1. You must not admit fault or liability to any other person without Our prior written consent.
2. Legal liability must be established in a New Zealand court or in the court of the country in which the event occurred.

#### **Losses we do not cover under Section 6**

We will not pay for any claims arising directly or indirectly from:

- (a) Your ownership, possession or use of motorised vehicles, aircraft or watercraft.
- (b) Your ownership or occupation of land or buildings other than as a temporary residence.
- (c) The influence of intoxicating liquor or drugs (unless administered under the orders of a hospital or qualified practitioner).
- (d) Your use of firearms.
- (e) Your occupation, business or profession.
- (f) Employer liability or contractual liability to any member of Your Immediate Family.
- (g) Legal costs resulting from any criminal proceedings.
- (h) Wilful, malicious or unlawful acts by You or any member of Your Immediate Family.
- (i) Bodily Injury to any member of Your Immediate Family ordinarily residing with You.
- (j) Animals belonging to You or in Your care, custody or control or any member of Your Immediate Family.

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## **Section 7**

### **Kidnap and Ransom**

If, during Your Travel, You are Kidnapped, We will pay:

1. The Ultimate Net Loss of Ransom paid by You following Your Kidnapping during the period of Travel.
2. The reasonable expenses, actually and necessarily incurred following receipt of a Ransom demand after Your Kidnapping during Your Travel, for:
  - (a) Fees and expenses of any independent security consultants retained by You as the result of such a demand provided We have given Our consent to the appointment.
  - (b) Interest paid on monies borrowed from a financial institution for the purpose of paying Ransom. The amount We will pay will be for a term not exceeding 30 days prior to the payment of the Ransom until the first business day after You receive settlement from Us, on a principal sum not exceeding \$250,000, and for a rate of interest not exceeding 2% above the maximum overdraft interest rate charged by ASB.
  - (c) Any other expenses which are directly and necessarily incurred for the purpose of investigating, negotiating, or paying a Ransom demand or costs in procuring Your release, but excluding any expenses, fees or damages incurred as a result of any proceeding brought against You arising out of the Kidnapping or the way it was handled, and expenses, losses or damages caused by interruption to any business.

The maximum amount We will pay under this Section 7 is limited to \$250,000 per person as specified in the Schedule of Benefits.

#### **Conditions applying to Section 7**

1. You must take all reasonable precautions to keep this insurance cover confidential.
2. We will not act as an intermediary or negotiator for You, nor will We offer direct advice to You on dealing with the kidnapper(s).
3. If any other person receives advice that You have or may have been Kidnapped, they should make every reasonable effort to:
  - (a) determine whether You have been Kidnapped;
  - (b) notify the appropriate law enforcement agency and comply with their recommendations and instructions;
  - (c) give Us immediate notification of the Kidnapping or suspicion of it;
  - (d) record the serial numbers or other identifying characteristics of any currency or goods delivered to secure the release of the Kidnapped person.
4. If investigation establishes collusion or fraud by You or any other person, You must reimburse Us for any payment We have made under this Section.

#### **Losses we do not cover under Section 7**

Cover does not apply:

1. If You have:
  - (a) had kidnap and ransom insurance declined, cancelled or issued with special conditions in the past; or
  - (b) suffered a Kidnapping or attempted Kidnapping in the past; or
  - (c) had an extortion demand made against You in the past.
2. For Kidnapping occurring in Mexico or in any other country located in Central and South America.

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## Section 8

### Rental Vehicle Excess Cover

If, during Your Travel, You hire a Rental Vehicle which is stolen or damaged, We will reimburse You for any excess or deductible allowance made by the Rental Vehicle company up to the maximum limit of \$3,000 per person or per Family.

#### Losses we do not cover under Section 8

Cover does not apply:

- (a) If You are in breach of any local driving laws or rules.
- (b) If You have not hired the Rental Vehicle from a licensed Rental Vehicle agency.
- (c) If You have violated the terms of the Rental Vehicle agreement.
- (d) If You are under the influence of alcohol and/or drugs (unless administered under the orders of a qualified medical practitioner who has cleared You to drive).
- (e) If the loss or damage occurs whilst driving the Rental Vehicle other than on a formed or paved roadway or carpark.

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## Section 9

### Administration and Claims Enquiries

AIG

Visit [www.asbtravel.co.nz](http://www.asbtravel.co.nz) for information about the policy, for information about claims procedures or to download a claim form. You can also call us on 0800 660 141 for general policy enquiries.

Your claim form will allow your electronic submission to us.

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## AIG Travel

### Emergency and Medical Assistance

In the event of an emergency overseas, place a call to AIG Travel at any time from any place in the world.

1. Call New Zealand on +64 (4) 916 6312. We can be contacted from anywhere in the world, 24 hours a day, 7 days a week.

The number, 64, is the country code and the number in brackets is the area code. Calls will be reimbursed.

AIG Travel is a team of highly skilled doctors and medical professionals who are available by telephone at any time of day or night for advice and assistance in the event of a medical emergency and associated problems for travellers outside of New Zealand.

AIG Travel provides the following services:

- (a) Access to a registered medical practitioner for emergency assistance and advice.
- (b) Emergency transportation to the nearest suitable hospital.
- (c) Emergency evacuation back to New Zealand, if necessary.
- (d) Your close relatives in New Zealand will be advised of Your medical condition and be kept informed of the situation.
- (e) Payment guarantees to hospitals and insurance verification.
- (f) Second opinions on surgery.
- (g) Case management if hospitalised and cost containment and control.
- (h) Urgent message service and emergency travel planning.

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## Making a complaint

If you have feedback about the service you have received from AIG, or want to make a complaint, then you can contact us at <https://www.aig.co.nz/contact/complaints-handling> and use the online form to submit your feedback or complaint or alternatively email us at [customerfeedbacknz@aig.com](mailto:customerfeedbacknz@aig.com)

We are also a member of an independent dispute resolution scheme operated by Financial Services Complaints Limited (FSCL) and approved by the Ministry of Consumer Affairs.

If we cannot resolve your complaint and it reaches a deadlock, then your complaint will be referred to FSCL. There is no cost to you to use the services of FSCL.

FSCL's contact details are:

email: [info@fscl.org.nz](mailto:info@fscl.org.nz)

Phone: 0800 347 257

Web address: [www.fscl.org.nz](http://www.fscl.org.nz)

Full details of how to access the FSCL scheme can be obtained on their website [www.fscl.org.nz](http://www.fscl.org.nz). There is no cost to You to use the services of FSCL.

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## Questions and Answers

The following are the answers to some common questions you may have in relation to ASB Visa Platinum Rewards Travel Insurance. They are not part of the Policy and are intended as a guide only. Please refer to the Policy wording for full details.

### What if I use an "airline points" scheme to pay for my return travel tickets?

If you obtain Your overseas return travel tickets using Your "True Rewards dollars", "airpoints" or another "airline frequent flyer" loyalty scheme then this will also serve as activation. You will need to provide proof of using Your "airline points" if you make a claim.

### What happens if my travel agent doesn't accept credit cards?

You can pay for 50% of Your return travel tickets with an electronic transaction from your ASB account or alternatively you can take a cash advance from Your Platinum Card account on the same day. You may incur interest charges. To find out further details please contact ASB Cards on 0800 255 382.

If you claim on the Policy You will need to provide proof of the transaction – e.g. the travel agent states in writing that the Platinum Card is not an acceptable means of payment, or that an additional charge would be incurred in order to use the Platinum Card, and You also need to provide receipts from Your travel agent and a copy of the appropriate ASB account statement.

### What if my company pays for all my travel expenses. Will I be covered under this policy?

No. A Business trip paid for by Your employer or business does not meet the activation requirements therefore it is not covered.

### Can I extend my cover past the 90 days?

Extensions to the 90-day period of cover can be arranged for up to an additional 90 days with Us by visiting [www.asbtravel.co.nz](http://www.asbtravel.co.nz) prior to your departure from New Zealand and using our quick online application process. Alternatively, if an extension is required after your departure from New Zealand this can be arranged by contacting Us before the 90th day after the date Your Travel commenced. Extensions of cover are subject to the payment of an additional premium.



### **If I am Travelling for more than 90 days, do I have any cover at all?**

Yes, if You meet Activation of Cover criteria and other terms and conditions set out in this Policy wording, You will be covered for 90 days from when You commence Your Travel.

### **Is a Pre-existing Medical Condition covered?**

No, there is not automatic cover for Pre-existing Conditions. Depending on the nature of Your condition You may be able to arrange cover for unexpected medical expenses related to Your condition by visiting [www.asbtravel.co.nz](http://www.asbtravel.co.nz) and using our quick online application process. If cover is accepted, an additional premium will be charged.

### **Are my Spouse/partner and Dependent Children covered?**

Yes, as long they are travelling with the Platinum Cardholder and at least 50% of everyone's return travel tickets have been purchased using Your Platinum Card (or using another method of 'Activation of Cover'). Refer to definitions of Spouse and Dependent Children on pages 8 and 10.

### **Will I need to prove I paid 50% of the return travel tickets with my ASB Platinum Card or an ASB account if I make a claim?**

You will need to provide Your Platinum Card account statement or bank account statement which shows the payment and travel agent's receipt showing the full costs of Your Overseas return Travel tickets. If You have paid by an electronic transaction from Your ASB account You will need to provide evidence that Your Platinum Card was not an acceptable means of payment (e.g. the travel agent states in writing that the Platinum Card is not an acceptable means of payment, or that an additional charge would be incurred in order to use the Platinum Card).

### **Who do I call if I need assistance?**

For all enquiries in New Zealand, call Us on 0800 660 141. If you need medical assistance while overseas call on +64 (4) 916 6312.

## Part 2

# ASB Worldwide Emergency Assistance Services

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### **Emergency Assistance Services**

Global Customer Assistance Services are available to ASB Visa Platinum Rewards cardholders while overseas or at least 200km from home, to his or her Spouse, and to Dependent Children under 22 years old (under 26 if full-time students) while travelling with the cardholder.

### **Visa Helpline**

For 24 hour, 7 day a week service, simply phone any of these toll-free numbers:

In Australia:	1 800 450 346
In Mainland USA:	1 866 765 9644
In the UK:	0 800 169 5189

Or, from anywhere else in the world call collect on +1 303 967 1090.

Other toll-free numbers are available on the Visa website [www.visa-asia.com](http://www.visa-asia.com)

**NOTE: Whilst every effort is made to provide the ideal emergency service, Visa and its third-party suppliers are not responsible for any shortcomings in services provided.**

### **Lost/Stolen Card Reporting**

Enables the cardholder to report the theft or loss of his/her Visa card. The account number, if known, can be blocked immediately preventing or reducing further losses on the card. A notification will be sent to ASB for further action.

### **Emergency Card Replacement**

Enables the cardholder to get a temporary replacement card to cover his/her travelling needs.

Alternatively cardholders can call the ASB Contact Centre on 0800 803 804 or if overseas by calling 64 (9) 306 3000 (collect) to report the theft or loss of their Visa card and to arrange a card replacement.

### **Emergency Cash Disbursement**

Advances cash to a cardholder to cover his/her travelling needs.

### **Travel Assistance**

This covers general travel assistance like pre-departure travel information, details of consulates and embassies, visa and inoculation requirements and location of the nearest ATMs.

### **Lost Luggage Assistance**

When the cardholder's luggage is lost while travelling, tracking advice and/or shipment of replacement items can be arranged.

### **Emergency Ticket Replacement Assistance**

This service assists the cardholder to book emergency tickets as well as arrange replacement tickets for all common carriers. The service monitors the delivery of such tickets to the cardholder or a ticket sales location for pick-up.

### **Emergency Medical Assistance**

A referral service which provides the cardholder with contact details of physicians, hospitals, clinics, dentists and dental clinics.

### **Emergency Legal Assistance**

A referral service which provides the cardholder with the contact numbers of legal service providers and the arrangement of bail bonds.

### **Prescription Assistance**

A service which assists in the delivery of prescription medication during an emergency.

### **Emergency Message Service**

While travelling, cardholders may record and receive emergency messages through a toll-free telephone message service, available 24 hours a day, 7 days a week.

### **Valuable Document Delivery Assistance**

A service which assists in the delivery of critical lost/forgotten documents.

### **Emergency Translation Service**

Cardholders can receive foreign language translation assistance (major languages) over the phone and help getting in touch with local interpreters if necessary. Interpreters' charges are, however, the cardholder's responsibility.

### **Disclaimer**

The communications and arrangements for services of the emergency assistance programme are provided by third-party service providers and are paid for by Visa International.

The cardholder is responsible for the cost of any and all medical, legal or other services used. Assistance is provided on a best-effort basis, and may not be available due to problems of time, distance or location.

The medical and/or legal professionals suggested and/or designated by Visa International's third-party service provider are not employees of Visa International's third-party service provider or employees or contractors of Visa International, and therefore, they are not responsible for the availability, use, act, omissions or results of any medical, legal or transportation service.

**NOTE: The Worldwide Emergency Assistance Service benefits in this brochure only apply to ASB Platinum Cardholders.**