

## Important Information Regarding:

### OTL Regional Express

Issued: 1<sup>st</sup> August 2012

Applies for Options policies only issued prior to the 31<sup>st</sup> of July 2012

### Applies to Options Policies

International Passenger Protection London has withdrawn cover for this airline with immediate effect. The following information was reported on the 27<sup>th</sup> of July 2012.

<http://www.flightglobal.com/news/articles/clarifies-olt-regional-express-files-for-bankruptcy-374849/>

*Polish airline OLT Regional Express has filed for bankruptcy after ceasing flights today, though freight charter operator OLT Express Poland continues to operate normally.*

Please note that there is no cover for insolvency events under the Essentials, Business or Corporate policies.

### **FOR OPTIONS POLICIES ISSUED ON OR AFTER 31<sup>st</sup> 2012**

Please note that under exclusion 21, page 21 under We Will Not Pay For of our Options Policies states:

*We Will Not Pay For:*

21. claims under Section 3 and 8 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.

### **FOR OPTIONS POLICIES ISSUED BEFORE 31<sup>st</sup> of July 2012**

### **ADDITIONAL ACCOMMODATION AND TRANSPORT EXPENSES UNDER THE TRAVEL SERVICES PROVIDER INSOLVENCY SECTION FOR POLICY HOLDERS THAT HAVE ALREADY COMMENCED THEIR JOURNEY**

There is provision to claim reasonable Additional Accommodation (up until your original return date) or reasonable additional Transport Expenses you incur to rejoin your original itinerary if you were booked on an OTL Regional Express flight that has been cancelled due to their bankruptcy.

Please note that there is no cover for accommodation expenses that are incurred after the date you originally planned to return to New Zealand.

Cover is limited to the same or similar standard of accommodation or transport that you had originally booked, and we will not pay more for re-arranging any part of your journey than the non refundable costs for cancelling that part of your journey.

## **AMENDMENT OR CANCELLATION COSTS UNDER THE TRAVEL SERVICES PROVIDER INSOLVENCY SECTION FOR POLICY HOLDERS THAT HAVE NOT YET COMMENCED THEIR JOURNEY**

There is provision to claim for Amendment or Cancellation costs for the part of your journey that has been directly affected due to the bankruptcy of OTL Regional Express.

The policy will provide coverage for amendment costs where the cost of altering/deferring is less than the cost of cancellation charges for the part of your trip which has been affected. If the cost of altering/deferring is not less than the non-refundable value of the part of your trip which has been affected, then the policy will provide coverage for this non-refundable unused portion.

No cover will be provided for the utilised portion of your travel and accommodation expenses.

Any tickets issued should be attempted for a refund through the BSP.

### **Annual Multi-Trip Policies**

The above advice also applies to Annual Multi-Trip policies, however please note there is an additional requirement that your original travel arrangements must have been booked prior to the 31<sup>st</sup> Of July 2012.

### **Customers stuck overseas who cannot return home**

For customers who hold a Travelsure Options policy issued prior to the 31<sup>th</sup> of July 2012 and cannot return home on their original return date due to the bankruptcy of OTL Regional Express, their policy will automatically extend free of charge to allow them to return by the quickest and most direct route.

As this extension is automatic, customers and agents do not need to do anything.

### **IMPORTANT - GENERAL ADVICE**

This information must be read in conjunction with the Travelsure Policy Wording as certain restrictions and exclusions apply.

These exclusions and restrictions are detailed in the Travelsure Wording and in particular we draw your attention to "The Benefits" and "General Exclusions" sections of the wording.

**This advice will be updated as new information comes to hand.**

**Should you have any further enquiries please contact our Customer Service Team on 0800 500 225**