

Strategic Airlines Pty Ltd (trading as Air Australia)

Issued: 28th November 2011

Applies to all Travelsure Options Policies issued on or after the 28th November 2011

After a review of Strategic Airlines our re-insurer has withdrawn cover for the airline. This means there will be no Travel Services Provider Insolvency cover for Strategic Airlines for policies issued on or after 28th November 2011.

Q: Why has insolvency cover been withdrawn for Strategic Airlines (trading as Air Australia)?

Our re-insurer has withdrawn insolvency cover for this airline. This means we cannot offer insolvency cover for Strategic Airlines (trading as Air Australia) for policies issued on or after the 28th November 2011.

Q: I purchased a policy prior to the 28/11/2011, am I still covered?

Strategic Airlines is still operating all regular services and as such there is no need to cancel or amend existing bookings. Of course any claims would be subject to our usual claims assessment process. We will not consider any claims whilst the airline continues to operate normally.

Should the situation change in the future we will post updated advice on our website.

Q: I purchased a policy after the 28/11/2011. Am I covered if I have a Strategic Airlines booking?

No. Our re-insurer has withdrawn cover for the airline which means we are no longer able to offer cover for Strategic Airlines for policies issued on or after the 28th November 2011.

This advice will be updated if new information comes to hand.

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