



Important Information Regarding:

Aerosur Airlines

Issued: 16th May 2012

Applies to Travelsure Options Product.

The following news report was supplied by www.flightglobal.com on 02/04/2012:

"Bolivia's largest airline, Aerosur, has suspended all domestic and international flight operations from 31 March, leaving thousands of passengers stranded.

While the airline has made no official announcement, its website remains inaccessible and its Bolivian call centre unreachable. An employee at Aerosur's Madrid office confirms that the airline is "not operating" and "is not paying employees and providers", which forced the airline to cancel its 31 March evening departure to Santa Cruz and ground its aircraft in Madrid.

Bolivia's Minister of Public Works, Vladimir Sanchez, confirmed on Bolivian TV that the airline had ceased operations".

International Passenger Protection London has subsequently withdrawn cover for this airline with immediate effect.

Please note that there is no cover for insolvency events (including provisional liquidation) under the Travelsure Essentials, Business or Corporate policies.

There is no cover under the Insolvency benefit for any policy purchased on or after 16th May 2012 for Aerosur Airlines.

Please also note that exclusion 2 under Section 1 – Travel Services Provider Insolvency, of our Options policy states:

We Will Not Pay For:

2. *Insolvency of a Travel Services Provider if at the Relevant Time, the Travel Services Provider was Insolvent or a reasonable person would have reason to expect the Travel Services Provider might become Insolvent.*

"Relevant Time" in respect of:

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

As there is now reason to expect that the airline may become insolvent, there is no cover under the Insolvency benefit.

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