

# Qantas Travel Insurance

## Supplementary Product Disclosure Statement

This Supplementary Product Disclosure Statement (“SPDS”), supplements the Product Disclosure Statements of the following Qantas Travel Insurance products prepared on 1 June 2023 (“PDS”):

- International Comprehensive Plan
- Annual Multi Trip Plan

The SPDS is to be read together with the PDS’ and the Supplementary Product Disclosure Statement dated 17 July 2023 and in conjunction with the policy benefits, before deciding whether to acquire this product. The information in the document is current as at the date of this SPDS. Should you require it, we will provide you with a paper version of this SPDS free of charge upon receipt of such request.

This SPDS is dated 25 October 2023. This SPDS will apply to a PDS issued after 9 November 2023.

## Who you’re dealing with

### The insurer

Qantas Travel Insurance is underwritten and issued by AIG Australia Limited ABN 93 004 727 753, AFSL 381 686, level 19, 2 Park Street, Sydney NSW 2000 (“AIG”). In this SPDS, whenever we use the words ‘we’, ‘us’ or ‘our’, it will always mean AIG Australia Limited.

We provide this product pursuant to an Australian Financial Services Licence granted to us by the Australian Securities and Investments Commission. We are responsible for preparing this SPDS.

### The distributor

This policy is distributed and promoted by Qantas Airways Limited ABN 16 009 661 901 (“Qantas”).

Qantas has been appointed as an Authorised Representative of us (AR 261 363) and may distribute travel insurance policies and provide you with general advice about the product, but Qantas acts on our behalf and not yours.

## International Comprehensive Plan Product Disclosure Statement

The International Comprehensive Plan Product Disclosure Statement is amended as follows:

1. On page 18, under the heading ‘Automatically covered conditions’, the word “over” is deleted from the sentence ‘These include over 40 common conditions suffered by Australians’.
2. On page 18, under the heading ‘Automatically covered conditions’, in the list of Specified medical conditions, the words “Asthma providing you’ve not had any attacks requiring hospitalisation or medical treatment other than regular inhalers in the last 12 months” is deleted.

## Annual Multi Trip Plan Product Disclosure Statement

The Annual Multi Trip Plan Product Disclosure Statement is amended as follows:

1. On page 19, under the heading ‘Automatically covered conditions’, the word “over” is deleted from the sentence ‘These include over 40 common conditions suffered by Australians’.
2. On page 19, under the heading ‘Automatically covered conditions’, in the list of Specified medical conditions, the words “Asthma providing you’ve not had any attacks requiring hospitalisation or medical treatment other than regular inhalers in the last 12 months” is deleted.

All other terms and conditions of the PDS’ remain the same.

## Contact details

### Customer Service

Phone: 1800 954 270 (within Australia) or +61 3 9522 4840 (from overseas)

Online: Manage your policy online at [gantasinsurance.com/mytravelpolicy](https://gantasinsurance.com/mytravelpolicy)

Email: [gantascustomerservice@aig.com](mailto:gantascustomerservice@aig.com)

### Claims

Phone: 1800 954 017 (within Australia) or +61 3 9522 4839 (from overseas)

Online: Make a claim online at [gantasinsurance.com/travelclaim](https://gantasinsurance.com/travelclaim)

Email: [gantasinsuranceclaims@aig.com](mailto:gantasinsuranceclaims@aig.com)

### Emergency Assistance

For emergency assistance while travelling anywhere in the world, 24/7:

Phone: 1800 954 016 (within Australia) or +61 3 9522 4838 (from overseas)

Email: [gantasinsuranceassistance@aig.com](mailto:gantasinsuranceassistance@aig.com)