

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 (“the PDS”):

- International Comprehensive Plan
- Australian Comprehensive Plan
- Annual Multi Trip Plan

The SPDS is to be read together with the PDS’ and in conjunction with the policy benefits, before deciding whether to acquire this product. This SPDS is dated 17 July 2023. 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.

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 2, the ‘Table of contents’ is amended by the deletion of the words ‘How we cover specified items’.
2. On page 3, the ‘Table of contents’ is amended by the deletion of the words ‘Section 14 – Specified items optional cover’.
3. On page 6, under the heading ‘Purchasing this Product’, reference to ‘Section 14 – Specified items optional cover’ is deleted.
4. On page 8, in the ‘Table of benefits’, the row referencing ‘Section 14 – Specified items optional cover’ is deleted.
5. On page 10, under the heading ‘Buying Optional Cover’, the paragraph titled ‘Specified items optional cover’ is deleted.
6. On page 12, under the heading ‘Excess’, the reference to ‘Section 14 – Specified items optional cover’ is deleted.
7. On page 20, the paragraphs under and including the heading ‘How we cover specified items’ are deleted.
8. On page 49, the paragraphs under and including the heading ‘Section 14 – Specified items options cover’ are deleted.

Australian Comprehensive Plan Product Disclosure Statement

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

1. On page 2, the ‘Table of contents’ is amended by the deletion of the words ‘How we cover specified items’.
2. On page 3, the ‘Table of contents’ is amended by the deletion of the words ‘Section 10 – Specified items optional cover’.
3. On page 6, under the heading ‘Purchasing this Product’, reference to the words ‘and Section 10 – Specified items optional cover’ is deleted.
4. On page 7, in the table of benefits, the row referencing ‘Section 10 – Specified items optional cover’ is deleted.
5. On page 10, under the heading ‘Buying Optional Cover’ the paragraph titled ‘Specified items optional cover’ is deleted.

6. On page 16, the paragraphs under and including the heading 'How we cover specified items' are deleted.
7. On page 36, the paragraphs under and including the heading 'Section 10 – Specified items options cover' are deleted.

Annual Multi Trip Plan Product Disclosure Statement

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

1. On page 2, the 'Table of contents' is amended by the deletion of the words 'How we cover specified items'.
2. On page 3, the 'Table of contents' is amended by the deletion of the words 'Section 14 – Specified items optional cover'.
3. On page 6, under the heading 'Purchasing this Product', reference to 'Section 14 – Specified items optional cover' is deleted.
4. On page 8, in the table of benefits, the row referencing 'Section 14 – Specified items optional cover' is deleted.
5. On page 11, under the heading 'Buying Optional Cover' the paragraph titled 'Specified items optional cover' is deleted.
6. On page 13, under the heading 'Excess', the reference to 'Section 14 – Specified items optional cover' is deleted.
7. On page 22, the paragraphs under and including the heading 'How we cover specified items' are deleted.
8. On page 52, the paragraphs under and including the heading 'Section 14 – Specified items options cover' are 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 qantasinsurance.com/mytravelpolicy

Email: qantascustomerservice@aig.com

Claims

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

Online: Make a claim online at qantasinsurance.com/travelclaim

Email: qantasinsuranceclaims@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: qantasinsuranceassistance@aig.com