

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS INSURANCE SECTOR

Auto & General Insurance Company

AGI02QW:

Can you please provide information about inclusion in insurance products in the following circumstances **following a policy holder's departure**:

(a) The impact on accessing health insurance (i.e. costs for testing and hospital stays) for a policy holder that books international travel to a destination that already has a Smart Traveller advisory issued against it due to the outbreak of COVID-19.

(b) The impact on accessing travel insurance (i.e. costs incurred for self-quarantine) for a policy holder that books international travel to a destination that already has a Smart Traveller advisory issued against it due to the outbreak of COVID-19.

(c) The impact on accessing travel insurance (i.e. costs for rescheduling flights) for a policy holder that books international travel to a destination that already has a Smart Traveller advisory issued against it due to the outbreak of COVID-19.

(d) The impact on accessing health insurance (i.e. costs for testing and hospital stays) for a policy holder that books international travel to a destination that did not have a Smart Traveller advisory issued against it due to the outbreak of COVID-19 at the time of booking, but has subsequently done so.

(e) The impact on accessing travel insurance (i.e. costs incurred for self-quarantine) for a policy holder that books international travel to a destination that did not have a Smart Traveller advisory issued against it due to the outbreak of COVID-19 at the time of booking, but has subsequently done so.

(f) The impact on accessing travel insurance (i.e. costs for rescheduling flights) for a policy holder that books international travel to a destination that did not have a Smart Traveller advisory issued against it due to the outbreak of COVID-19 at the time of booking, but has subsequently done so.

(g) The impact on accessing health insurance (i.e. costs for testing and hospital stays) for a policy holder that books international travel to a destination that did not have a Smart Traveller advisory issued against it due to the outbreak of COVID-19 at the time of booking, and may do so in the future.

(h) The impact on accessing travel insurance (i.e. costs incurred for self-quarantine) for a policy holder that books international travel to a destination that did not have a Smart Traveller advisory issued against it due to the outbreak of COVID-19 at the time of booking, and may do so in the future.

(i) The impact on accessing travel insurance (i.e. costs for rescheduling flights) for a policy holder that books international travel to a destination that did not have a Smart Traveller advisory issued against it due to the outbreak of COVID-19 at the time of booking, and may do so in the future.

Answer:

All of the parts of question AGI02QW are premised on the events happening “following a policy holder’s departure”. There are two ways to interpret that premise, so for completeness we respond below to both:

1. If the intention of the questions relate to scenarios, all of which happen where the *purchase* of the travel insurance policy occurs following the policy holder’s departure, then our response to all AGI02QW questions, is that AGIC only offers travel insurance for sale to customers who have not yet departed for their travels (ie. an AGIC travel insurance policy cannot be purchased following a policy holder’s departure).
2. If the intention of the questions relate to scenarios, all of which happen where the purchase of the travel insurance policy occurs *prior* to the policy holder’s departure, but then subsequent events referred to occur following a policy holder’s departure, then our responses to all AGI02QW questions is the same as provided to the same corresponding questions in AGI01QW. That is because the scope of the cover provided under AGIC’s travel insurance policy does not increase or diminish based on whether or not the policy holder has already departed.