



Important note for travellers to Bali

On 23 September 2017, the Singapore Ministry of Foreign Affairs issued a [travel advisory](#) which indicated that with the increased possibility of the eruption of Mount Agung, Singaporeans should defer non-essential travel to the affected areas at this juncture.

With the advisory in mind, we would like to inform travellers to Bali that disruptions arising out of any volcanic activity in Mount Agung, including but not limited to the airspace closures in Bali, may not be covered unless your travel insurance policy was issued or travel insurance arrangements confirmed prior to 22 September 2017. Travellers who purchased or confirmed travel insurance cover on or after 23 September 2017 may not be covered as the event would not be considered 'unforeseeable', as the disruptions have been widely reported in the media from this date.

Hence, we would like to advise our travel insurance policyholders who purchased or confirmed their travel arrangements prior to 22 September to check their respective policies for the wording relating to eligibility, cover entitlement and the type of expenses that can be claimed. As always, we will assess any claims for cover for trip cancellation and additional expenses incurred based on the individual circumstances, as well the terms and conditions of the policy.

If you need any further assistance, please contact our Travel Claims hotline at 6224 3698.