



bankwest

# Credit Card Insurance.

**Product Disclosure Statement (PDS) and Information Booklet.**

**Effective 24 August 2022.**

## **1. Overseas Travel Insurance**

- a. Included – Complimentary Overseas Travel Insurance
- b. Optional – Upgraded Benefits

## **2. Other Insurances**

Included – For purchases made on or after 24 August 2022

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# Welcome

Make sure you read this booklet carefully before you make a decision about the types of credit card insurance explained in it. It'll help you decide whether the insurance meets your needs and can even be used to compare with other options you may be considering.

Any recommendation or opinion in this booklet is of general nature only (we can't take into account your objectives, financial situation or needs).

This booklet contains important information about the insurer, Zurich Australian Insurance Limited (ZAIL), ABN 13 000 296 640, AFS Licence Number 232507 (referred to as “**we**”, “**our**” and “**us**” in relation to the insurance), its agent Cover-More Insurance Services Pty Ltd ABN 95 003 114 145, AFSL 241713 (Cover-More) as well as Bankwest and other relevant persons.

Bankwest is a division of Commonwealth Bank of Australia ABN 48 123 123 124 AFSL/Australian credit licence 234945 and its successors and assigns. Bankwest is not the insurer of the insurance referred to in this booklet. It and any of its related corporations do not guarantee, and are not liable to pay, any of the benefits under these covers.

# About the credit card insurance

This booklet includes every detail of the credit card insurance available to **cardholders**, so **you** know exactly what's covered, what's not covered and what **you** need to do to get the insurance.

The credit card insurance consists of the following:

**1. Overseas Travel Insurance** which is in two parts:

- **A. Complimentary Overseas Travel Insurance** which has cover for overseas medical and dental expenses, accidental death, personal liability and baggage and personal goods.
- **B. Upgraded Benefits** which has cover available for additional expenses, cancellation costs, baggage and travel delay, a longer **period of insurance**, specified **existing medical conditions** and rental car insurance excess if **you** apply for the cover and pay the **premium**.

**2. Other Insurances**

- A range of protections included for purchases made using **your eligible credit card**.

The cover available to **you** depends upon the type of Bankwest credit card **you** have.

**Please note there is limited cover for COVID-19.**

# 1. Overseas Travel Insurance

For information and an overview please see pages 10-13.

## A. Included – Complimentary Overseas Travel Insurance

These benefits are provided to **cardholders** at no charge unless otherwise shown.

Eligible credit cards	Gold Mastercard	Platinum Mastercard	World Mastercard
Overseas Emergency Medical and Hospital Expenses*	✓	✓	✓
Personal Liability	✓	✓	✓
Accidental Death	✓	✓	✓
Baggage and Personal Goods	✓	✓	✓
Additional Expenses*	Must apply for and pay a premium for Upgraded Benefits		✓
Cancellation Costs*			✓

\*Persons (**cardholder** or **spouse**) 80 years of age or over at the **relevant time** are not eligible for medical or health related cover related to their health under these benefits.

## B. Optional – Upgraded Benefits

**Cardholders** under 80 years of age at the **relevant time** can apply for **Upgraded Benefits** to get the cover shown in the table under Other Upgrades below and Further Covers on page 7. A **premium** applies for these benefits.

### Other Upgrades

Eligible credit cards	Gold and Platinum Mastercard	World Mastercard
Additional Period of Cover	✓	✓
Existing Medical Conditions Cover	✓	✓

Please keep in mind that the benefits and limits available depend on the type of credit card you have.

Persons (**cardholder** or **spouse**) 80 years of age or over at the **relevant time**, if **you** like, can call Cover-More on 1300 468 340 to enquire about other travel insurance options that may be available to **you**.

## Further Covers

Eligible credit cards	Gold and Platinum Mastercard	World Mastercard
Additional expenses	✓	Included in Complimentary Overseas Travel Insurance*
Cancellation Costs	✓	
Special Event	✓	✓
Rental Vehicle Insurance Excess	✓	✓
Kidnap and Ransom	✓	✓
Hijack and Detention	✓	✓
Baggage Delay Expenses	✓	✓
Travel Documents, Traveller's Cheques, Credit Cards and Cash	✓	✓
Travel Delay Expenses	✓	✓
Domestic Pets Boarding	✓	✓
Overseas Funeral or Cremation, or Body Repatriation	✓	✓
Travel Services Provider Insolvency	✓	✓
Resumption of Journey	✓	✓
Loss of Income	✓	✓

\*Persons (**cardholder** or **spouse**) 80 years of age or over at the **relevant time** are not eligible for medical or health related cover related to their health under these benefits.

## 2. Other Insurances

Other Insurances are included on these eligible credit cards.

Eligible credit cards	Visa Gold Card	Breeze^ Mastercard	Gold Mastercard	Platinum Mastercard	World Mastercard
Interstate Flight Inconvenience	x	x	✓	✓	✓
Transit Accident	x	x	✓	✓	✓
Price Guarantee	x	✓	✓	✓	✓
Purchase Security	✓	✓	✓	✓	✓
Extended Warranty	✓	✓	✓	✓	✓

^A current and valid non-Gold card and non-Platinum Bankwest Breeze Mastercard credit card opened by Bankwest before 3 March 2012

For an overview please see Other Insurances information, pages 20-23.

Things you need to understand

- The **Included Cover** (Complimentary Overseas Travel Insurance and Other Insurances) is available to **cardholders**, who meet the specified eligibility criteria for these covers, under a **Group Policy** entered into by **us** with Bankwest, not with **you**. See pages 101-102 for details of this arrangement.
- Persons 80 years of age or over at the **relevant time** are not eligible for medical or health related cover under any part of Benefit 1: Overseas Emergency Medical and Hospital Expenses.
- Persons (**cardholder** or **spouse**) 80 years of age or over at the **relevant time** on a World Mastercard are not eligible for cover under any part of Benefit 5. Additional Expenses or Benefit 6: Cancellation Costs for claims due to their health.
- The **Upgraded Benefits** are not available to persons (**cardholder** or **spouse**) 80 years of age or over at the **relevant time**.

- The **Upgraded Benefits** are a contract of insurance between **us** and **you**. A **premium** applies. In order to obtain the extra benefits, **cardholders** need to apply for **Upgraded Benefits** for each **journey** before commencing the **journey**. **You** can obtain the **Upgraded Benefits** on the Bankwest website or App or by calling 1300 468 340. A **premium** applies. **We** will then issue a **Certificate Of Insurance** to **you**. **We** cannot issue **Upgraded Benefits** after **you** have left **Australia**.
- If **you** extend **your journey** (see page 11) so that it is longer than the maximum duration shown on page 10 applying to the **eligible credit card**, any additional period is covered by a contract of insurance between **us** and **you**. A **premium** applies. **We** will issue a **Certificate Of Insurance** to **you**.
- If **you** apply for cover for **your existing medical condition** and **we** approve cover and **you** pay **us** the required **premium**, this additional cover is a contract of insurance between **us** and **you**. See pages 45-50. **We** will issue a **Certificate Of Insurance** to **you**.
- Terms, conditions, limits and sub-limits apply – that’s why it is important **you** read this booklet carefully.
- Exclusions apply to restrict, limit and/or exclude cover. Read the General exclusions on pages 53-58 and the exclusions under each benefit section carefully to see what **we** don’t cover.
- Cover is only provided during the **period of cover** – which differs for each type of **eligible card**.
- **You** might notice some words in bold – these have special meanings. See pages 31-39 for more info.

For example **you, your** or **yourself** means any of the following if they are eligible for the cover:

- The cardholder
- The **cardholder’s family**.

# Overseas Travel Insurance overview

## Am I eligible for Complimentary Overseas Travel Insurance ?

### Cardholders

If **you** have a Bankwest Gold Mastercard, Bankwest Platinum Mastercard or Bankwest World Mastercard, **you're** eligible for **Complimentary Overseas Travel Insurance** when **you**:

- a. travel to an **overseas** destination from **Australia**, and
- b. hold an **eligible credit card** at the time of loss that has been activated and is not cancelled or suspended.

### Spouse and/or accompanied child/children

If **you** meet all of the above criteria, then **your spouse** and/or **accompanied child/children** are automatically eligible for **Complimentary Overseas Travel Insurance** as long as each of them travels with **you** on the same itinerary for the entire **journey**.

### Persons 80 years of age or over

Persons (**cardholder** or **spouse**) 80 years of age or over at the **relevant time** are not eligible for medical cover or claims related to their health under any part of Benefit 1: Overseas Emergency Medical and Hospital Expenses, Benefit 5. Additional Expenses or Benefit 6: Cancellation Costs.

## How long can I be insured for?

**Complimentary Overseas Travel Insurance** covers a maximum duration per **journey** of up to:

- 31 consecutive days for Bankwest Gold Mastercard **cardholders**
- 31 consecutive days for Bankwest Platinum Mastercard **cardholders**, or
- six consecutive months for Bankwest World Mastercard **cardholders**.

## Extending the period of cover

If a **cardholder** is travelling for longer than the maximum duration per **journey** applying to the **eligible credit card** shown on page 10, the **cardholder** can apply to extend the period they are covered for.

This additional cover is a contract of insurance between **us** and **you**. If accepted and the **cardholder** pays **us** any **premium** that applies, **we** will issue a **Certificate Of Insurance** to **you**. The **cardholder's Certificate of Insurance** will show the extended period.

The maximum **period of cover** (from the commencement of **your journey**, inclusive of the complimentary duration) cannot exceed:

- three consecutive months for Bankwest Gold Mastercard **cardholders**
- three consecutive months for Bankwest Platinum Mastercard **cardholders**, or
- 12 consecutive months for Bankwest World Mastercard **cardholders**.

What that means is:

- if **you** have a Gold or Platinum Mastercard, **you** can extend **your** cover for the relevant **journey** by up to two months.
- If **you** have a World Mastercard, **you** can extend **your** cover for the relevant **journey** by up to six months.

The maximum **period of cover** can only be extended in the following ways:

Prior to leaving Australia

- **You** can apply to extend the **period of cover** through the Bankwest website or App or by calling 1300 468 340 and pay the required **premium** before commencing the **journey**.

If you are overseas

- **You** can contact **us** prior to the expiry of the maximum duration shown under How long can I be insured for? page 10 and pay the required **premium** for the extended period.

Please call 1300 468 340 (within Australia) or +61 2 8907 5061 (from overseas).

## Who do I tell that I'm travelling?

**You** don't have to tell Bankwest or **us** that **you** will be travelling as **you're** automatically eligible for Complimentary Overseas Travel Insurance, provided **you're** a cardholder and meet the eligibility, definitions, terms and conditions, exclusions and claims procedures contained in this booklet.

However, if **you** want to:

- apply for **Upgraded Benefits**, please see the following on page 12
- apply for cover for **your existing medical conditions**, please see pages 45-50
- travel for longer than the complimentary maximum duration applying to the **eligible credit card**, please see Extending the period of cover page 11.

## How do I get the Upgraded Benefits?

### Cardholders

If **you** have a Bankwest Gold Mastercard, Bankwest Platinum Mastercard or Bankwest World Mastercard, **you're** eligible for optional **Upgraded Benefits** when **you**:

- a. travel to an **overseas** destination from **Australia**
- b. hold an **eligible credit card** at the time of loss that has been activated and is not cancelled or suspended
- c. apply for **Upgraded Benefits** before commencing the **journey** (see this page for details of how to obtain **Upgraded Benefits**) or during the **journey** if **you** are applying for an additional **period of cover**, and
- d. pay the required **premium** to **us**.

### Spouse and/or accompanied child/children

If **you** meet all of the above criteria, then **your spouse** and/or **accompanied child/children** are automatically eligible for the optional **Upgraded Benefits** as long as:

- a. each of them travels with the **you** on the same itinerary for the entire **journey**
- b. each of them has been named on the **Certificate of Insurance** (see this page for details of how to obtain **Upgraded Benefits**), and
- c. the required **premium** has been paid to **us** for them.

Persons 80 years of age or over

Persons (**cardholder** or **spouse**) 80 years of age or over at the **relevant time** cannot apply for **Upgraded Benefits**.

## How to obtain Upgraded Benefits

**If you want to obtain Upgraded Benefits you need to tell us that you will be travelling by:**

- applying through the Bankwest website or App, or
- by calling 1300 468 340

before commencing the **journey** or during the **journey** if **you** are applying for an additional **period of cover**.

The **Upgraded Benefits** are a contract of insurance between **us** and **you**. A **premium** applies. **We** will issue a **Certificate Of Insurance** to **you**.

## Complimentary Overseas Travel Insurance

This benefits table shows a summary of the benefits and limits available. These benefits are a limited level of travel insurance automatically provided to **cardholders** (for example, there is no cover for travel delay expenses, delayed luggage or **existing medical conditions**).

Benefits Table	Excess
Summary of the benefits and limits	applies
<b>1 1.1 Overseas Emergency Medical and Hospital Expenses~</b> – pages 60-62	\$250
1.2 Hospital Incidentals~ – page 60	\$Nil
1.3 Assault Requiring Hospitalisation – page 60	\$Nil
1.4 Emergency Dental Expenses~ – page 60	\$Nil
<b>2 Personal Liability</b> – pages 62-63	\$Nil
<b>3 Accidental Death</b> – page 64	\$Nil
<b>4 Baggage and Personal Goods (Accidental damage, theft and permanent loss)#</b> – pages 64-68	\$250
<b>5 Additional Expenses</b> – pages 70-71	\$250
<b>6 Cancellation Costs</b> – pages 71-74	\$250

Maximum consecutive duration per **journey** (from the time of commencing of the **journey**)

~Medical and dental cover and assistance will not exceed 12 months from onset of the illness or injury.

\*Persons (**cardholder** or **spouse**) 80 years of age or over at the **relevant time** are not eligible for medical cover or claims related to their health under these benefits.

There is no cost for this cover and no requirement to spend a certain amount on prepaid travel costs by charging those costs to **your eligible credit card account**.

Cover applies for the maximum consecutive duration shown, for an **overseas journey** commencing from the departure date shown on the **cardholder's** return **overseas** travel ticket.

Limits are the combined maximum limit for a **cardholder** and their family per **journey** unless specified otherwise.

Gold Mastercard	Platinum Mastercard	World Mastercard
\$Unlimited*	\$Unlimited*	\$Unlimited*
\$15,000* (\$100 per 24 hours)	\$15,000* (\$100 per 24 hours)	\$15,000* (\$100 per 24 hours)
\$500*	\$500*	\$500*
\$2,000* per person	\$2,000* per person	\$2,000* per person
\$2,500,000	\$2,500,000	\$2,500,000
\$20,000 <b>cardholder</b> \$20,000 <b>spouse</b>	\$25,000 <b>cardholder</b> \$25,000 <b>spouse</b>	\$25,000 <b>cardholder</b> \$25,000 <b>spouse</b>
\$10,000 <b>cardholder</b> only	\$20,000 <b>cardholder</b> only	\$20,000 <b>cardholder</b> only
\$15,000 <b>cardholder</b> with <b>family</b>	\$30,000 <b>cardholder</b> with <b>family</b>	\$30,000 <b>cardholder</b> with <b>family</b>
\$Nil See pages 16-19 for Upgraded Benefit details.		\$Unlimited*
		\$15,000* <b>cardholder</b> only \$20,000* <b>cardholder</b> with <b>family</b>
31 days	31 days	Six months

#Limits apply for any one item, set or pair of items including attached and unattached accessories: up to \$3,500 for cameras, video cameras, computers and mobile or smart phones and up to \$2,000 for other items.



## Upgraded Benefits

This benefits table shows a summary of the benefits and limits available. It's important to note that conditions, exclusions, limits and sub-limits apply.

If you're 80 years of age or over at the **relevant time**, you cannot apply for **Upgraded Benefits**.

These benefits are optional and available to **cardholders** only when they apply for **Upgraded Benefits** with us for each **journey**. A **premium** is payable by you to us.

### Other Upgrades

#### Benefits Table Summary of the benefits and limits

**Additional Period of Cover** – page 83

You can extend your cover by:

**Existing Medical Conditions Cover** – pages 84-85

(Cover for your Existing Medical Conditions, as agreed)

### Further Covers

Benefits Table Summary of the benefits and limits		Excess applies
5	<b>Additional Expenses<sup>A</sup></b> – pages 70-71	\$250
6	<b>Cancellation Costs<sup>A</sup></b> – pages 71-74	\$250
7	<b>Special Event</b> – page 74	\$250
8	<b>Rental Vehicle Insurance Excess</b> – pages 75-76	\$250
9	<b>Kidnap and Ransom</b> – page 76	\$Nil
10	<b>Hijack and Detention</b> – page 77	\$Nil

<sup>A</sup>Included in Complimentary Overseas Travel Insurance at no additional charge for World Mastercard **cardholders**.

**Cardholders** cannot apply for **Upgraded Benefits** after commencing the **journey** other than cover for an additional period of time.

To buy the **Upgraded Benefits**, go to [bankwest.poweredbycovermore.com](http://bankwest.poweredbycovermore.com).

You can also get there through the Bankwest website and App or, call Cover-More on 1300 468 340.

Limits are the combined maximum limit for a **cardholder** and their **family** per **journey** unless specified otherwise.

Gold Mastercard	Platinum Mastercard	World Mastercard
up to two months	up to two months	up to six months
Subject to application	Subject to application	Subject to application
Gold Mastercard	Platinum Mastercard	World Mastercard
\$Unlimited	\$Unlimited	Included in Complimentary Overseas Travel Insurance*
\$15,000 <b>cardholder</b> only \$20,000 <b>cardholder</b> with <b>family</b>	\$15,000 <b>cardholder</b> only \$20,000 <b>cardholder</b> with <b>family</b>	Included in Complimentary Overseas Travel Insurance*
\$3,000	\$3,000	\$3,000
\$3,000	\$3,000	\$3,000
\$250,000	\$250,000	\$250,000
\$20,000 (up to \$100 per person per 24 hours)	\$20,000 (up to \$100 per person per 24 hours)	\$20,000 (up to \$100 per person per 24 hours)

\*Persons (**cardholder** or **spouse**) 80 years of age or over at the **relevant time** are not eligible for medical cover or claims related to their health under these benefits.

Continued pages 18-19 ...

<b>Benefits Table</b>		<b>Excess</b>
<b>Summary of the benefits and limits</b>		<b>applies</b>
<b>11</b>	<b>Baggage Delay Expenses</b> – pages 77-77	\$Nil
<b>12</b>	<b>Travel Documents, Travellers Cheques, Credit Cards and Cash</b> – pages 78-78	\$Nil
<b>13</b>	<b>Travel Delay Expenses</b> – page 78	\$Nil
<b>14</b>	<b>Domestic Pets Boarding</b> – pages 79-79	\$Nil
<b>15</b>	<b>Overseas Funeral or Cremation, or Body Repatriation</b> – page 79	\$Nil
<b>16</b>	<b>Travel Services Provider Insolvency</b> – pages 80-82	\$250
<b>17</b>	<b>Resumption of Journey</b> – page 82	\$250
<b>18</b>	<b>Loss of Income</b> – pages 82-83	\$Nil

<b>Gold, Platinum and World Mastercard</b>
\$600 <b>cardholder</b> only \$1,200 (up to \$600 per person) <b>cardholder with family</b>
\$600 <b>cardholder</b> only \$1,100 (up to \$600 per person) <b>cardholder with family</b>
\$475 <b>cardholder</b> only \$1,100 <b>cardholder with family</b>
\$1,000 (\$50 per 24 hours)
\$15,000 <b>cardholder</b> only \$30,000 <b>cardholder with family</b>
\$5,000 <b>cardholder</b> only \$10,000 <b>cardholder with family</b>
\$5,750 <b>cardholder</b> only \$15,000 <b>cardholder with family</b>
\$12,000 (Up to \$1,000 per week) <b>cardholder</b> only \$12,000 (Up to \$1,000 per week) <b>spouse</b>

## Other Insurances

This benefits table shows a summary of the benefits and limits available. It's important to note that conditions, exclusions, limits and sub-limits apply.

These covers are provided for the specified type of **cardholder** at no additional cost for:

- Purchase Security Insurance and Extended Warranty Insurance: Cover if **personal goods** are charged to the **cardholder's eligible credit card account**.

Other Insurances Summary of the benefits and limits All ages		Excess applies
<b>Interstate Flight Inconvenience</b> – pages 87-90		
1.	Flight delay (4 hours or more) - Meals and refreshments	\$Nil
	12 hour baggage delay - Essential clothing and toiletries	\$Nil
2.	Loss of, or damage to, <b>personal goods</b>	\$250
3.	Funeral expenses as a result of accidental death	\$Nil
4.	Cancellation of domestic travel arrangements	\$250
<b>Transit Accident (International trips only)</b> – pages 90-92		
	Injury benefits Cover for <b>spouse</b> and/or <b>accompanied child</b> only applies if travelling with the <b>cardholder</b> and their entire trip was also paid for using the <b>cardholder's eligible credit card account</b>	\$Nil
	Aggregate limit for one <b>accident</b>	

- Interstate Flight Inconvenience Insurance: Cover if the **cardholder** charges the entire cost of their return **interstate flight** to their **eligible credit card account**.
- Transit Accident Insurance: the entire payment for the trip was charged to the **cardholder's eligible credit card account**.

Limits are the combined maximum limit for a **cardholder** and their **family per journey** unless specified otherwise.

World, Platinum and Gold Mastercard	Breeze* Mastercard
\$100 per person up to \$500 total	
\$100 per person up to \$250 total	
Up to \$1,000 per item Up to a maximum of \$3,000 total per trip	<b>x</b>
\$10,000 per person Up to a maximum of \$20,000 total per trip	
Gold Mastercard \$2,000 total per trip Platinum Mastercard or World Mastercard \$3,000 total per trip	
From \$250,000 up to \$500,000 per person depending on the extent of the injury	<b>x</b>
\$2,500,000	

\*A current and valid non-Gold card and non-Platinum Bankwest Breeze Mastercard credit card opened by Bankwest before 3 March 2012

Continued pages 22-23 ...

<b>Other Insurances</b>	<b>Excess applies</b>
<b>Price Guarantee</b> – page 93	\$Nil
<b>Purchase Security</b> – pages 94-95	\$250
Jewellery, watches and fine arts	
Overall limit in a 12 month period	
<b>Extended Warranty</b> – pages 95-97	\$250

<b>World, Platinum and Gold Mastercard</b>	<b>Breeze Mastercard*</b>	<b>Visa Gold Card</b>
Up to \$1,000 if difference is >\$75	Up to \$1,000 if difference is >\$75	<b>X</b>
Actual amount charged to card. Market value if purchased through points.	Actual amount charged to card. Market value if purchased through points.	Actual amount charged to card. Market value if purchased through points.
\$3,000	\$3,000	\$3,000
\$125,000	\$125,000	\$125,000
Actual amount charged to card. Market value if purchased through points. \$30,000 Overall limit in a 12 month period	Actual amount charged to card. Market value if purchased through points. \$30,000 Overall limit in a 12 month period	Actual amount charged to card. Market value if purchased through points. \$30,000 Overall limit in a 12 month period

\*A current and valid non-Gold card and non-Platinum Bankwest Breeze Mastercard credit card opened by Bankwest before 3 March 2012

# Emergency Assistance and Claims

## 24 hour emergency assistance

**You** can contact **our** emergency assistance team 24 hours a day, 365 days a year while **you're** travelling **overseas**.

The team of doctors, nurses, case managers and travel agents will help **you** by:

- accessing a **medical practitioner** for emergency medical treatment
- passing on messages which need to be passed on to **your** family or employer in the case of an emergency
- providing written guarantees for payment of the usual and customary costs of emergency hospitalisation
- arranging **your** medical transfer or evacuation if **you** must be transported to the nearest hospital for emergency medical treatment or be brought back to **Australia** with appropriate medical supervision
- returning **your accompanied children** to **Australia** if they're left without supervision following **your** hospitalisation or evacuation
- contacting the issuer of **your** passports, travel documents or credit cards if they're lost and **you** need assistance, and
- changing travel plans if **your** travel consultant isn't available to assist with rescheduling in an emergency.

Certain services are subject to **your** claim being approved.

When and what number should you call?

**You**, or someone on **your** behalf, should phone **our** emergency assistance team as soon as possible if **you** require hospitalisation, if **your** medical expenses will exceed \$2,000 or if **you** want to return early.

When **you** call, please have the following information at hand:

- **Documents to show you are eligible for these insurances.** Please see 1. Documents to take with **you** (or have access to) when **you** are travelling overseas page 40.
- A phone number to call **you** back on.

Please call Australia DIRECT and TOLL FREE from:

**USA** 1833 567 5339    **UK** 0800 234 1925

**Canada** 1833 567 5339    **NZ** 0800 735 915

Charges apply if **you're** calling from a pay phone or mobile phone.

From all other countries or if **you** experience difficulties with the numbers above:

**Call direct:** +61 2 8907 5615

**Fax:** +61 2 9055 3303

## How to make a claim

### 1. Overseas Travel Insurance

Visit the **Cover-More claim portal** at [claims.covermore.com.au/bw](http://claims.covermore.com.au/bw)

**You can also visit the Bankwest website and App.**

**Follow the prompts online to complete your claim and the checklist to gather the supporting documents you need to submit with it.**

### Submit the claim online

Upload **your** scanned supporting documents when submitting the claim online, or

If **you** can't upload documents, still submit the claim online, but post the documents to us. **We**'ll give **you** a claim number to note on the original supporting documents. Post them to:

Bankwest Card Insurances

C/o Cover-More

PO Box 2027

North Sydney NSW 2059, Australia

**We** need original documents, so please hold on to **your** documents as **we** may request them. If **you're** posting them, keep a copy.

## 2. Other Insurances

Visit [claims.covermore.com.au/bw](https://claims.covermore.com.au/bw)

**Complete a claim form and email or post it to us. Follow the checklist to gather the supporting documents you need to submit with it.**

**Email your claim form and scanned supporting documents to [bankwestclaims@covermore.com.au](mailto:bankwestclaims@covermore.com.au), or**

If **you** can't scan documents, post the documents to us. Post them to:

Bankwest Card Insurances  
C/o Cover-More  
PO Box 2027  
North Sydney NSW 2059, Australia

**We** need original documents, so please hold on to **your** documents as **we** may request them. If **you're** posting them, keep a copy.

**You** can also call Cover-More on 1300 468 340 (within Australia) or +61 2 8907 5061 (from overseas) for help.

## Helpful Tips

### Safety of your belongings

- Don't check in **your valuables** – keep them with **you** as they're not covered by **us** when checked-in with the **transport provider** (unless security regulations meant **you** were forced to check them in).
- **valuables** means articles made of, or containing, gold, precious metals or stones, semi-precious stones or silver; binoculars; furs; jewellery; precious metals; precious or semi-precious stones; photographic, audio, video, tablet computer, computer and electrical equipment of any kind (including but not limited to devices such as drones, computer games, portable navigation equipment or media); mobile phones; smart phones; telescopes and watches.
- Do not leave **valuables** in any motor vehicle at any time as they are not covered.
- Items left **unattended** in any motor vehicle (for example, a car, campervan or motorhome) or towed land vehicle during daylight hours are not covered, unless they are stored in the **concealed storage compartment** of the locked motor vehicle or towed land vehicle and forced entry was gained: a maximum limit of \$3,000 in total applies.
- Don't leave items **unattended** in ANY motor vehicle or towed land vehicle overnight, as they're not covered.
- Don't leave **your** belongings **unattended** in a **public place**. **Unattended** belongings are not covered by **us**.
- Remember to check for **your** items. **We** don't cover items left behind in any accommodation after **you've** checked out, left behind in any aircraft, ship, train, tram, taxi or bus, or left behind, forgotten, misplaced or walked away from in a **public place**.

**Check that the amount you want to claim is higher than any excess applicable to your claim.**

- Report any loss or theft to the police within 7 days of when **you** first become aware of the incident, as a police report is required so **we** can validate that the incident occurred. Also, **your** belongings may have been handed in and may be recovered or the police may have a chance to follow up an alleged crime.
- Additionally, **we** require the relevant report from the related party. For example, an Airline Property Irregularity Report (PIR) is also required if **your** items were lost or stolen when travelling with an airline.
- If **you** are unable to provide **us** with a copy of the relevant report, **you** must provide **us** with a reasonable explanation and details of the time and place **you** made the report, including their contact details.

### Cruising in Australian waters

Cover is included under Complimentary Overseas Travel Insurance Benefit 1: Overseas Emergency Medical and Hospital Expenses if **you're** travelling on a **domestic cruise in Australian waters** and are eligible for **Complimentary Overseas Travel Insurance**.

**Please note:** There is no cover for claims arising from, or related to, COVID-19 whilst travelling on a cruise.

### Reciprocal Healthcare Agreement

The Australian Government and the governments of certain countries have an agreement where Australian residents are provided with subsidised essential medical treatment (which, in turn, minimises **your** claim with **us**). The agreement is known as a Reciprocal Healthcare Agreement (RHA). Please visit [humanservices.gov.au/medicare](http://humanservices.gov.au/medicare) or [dfat.gov.au](http://dfat.gov.au) for details of RHAs with **Australia**.

# Important Information

## Who issues and insures these products?

### Cover-More

These products are issued by Cover-More on behalf of the insurer. Cover-More administers the products (including customer service, medical assessments and claims management) and arranges the issue of the insurance to:

- › Bankwest who then provides the **cardholder** with the **Included Cover** under the **Group Policy**, and
- › **you** directly for **Upgraded Benefits**, including an extended **period of cover**, and **existing medical condition** cover.

### Zurich Australian Insurance Limited

ZAIL is the insurer and is part of the Zurich Insurance Group, a leading multi-line insurer that serves its customers in global and local markets. Zurich provides a wide range of general insurance and life insurance products and services in more than 210 countries and territories. Zurich's customers include individuals, small businesses, and mid-sized and large companies, including multinational corporations.

### Zurich Australian Insurance Limited

PO Box 677, North Sydney NSW 2059

## Duty to take reasonable care not to make a misrepresentation

This is a consumer insurance contract under the Insurance Contracts Act 1984 (Cth) (Act).

Under the Act, **you** have a duty to take reasonable care not to make a misrepresentation to Us.

This duty applies whenever **you** enter into, renew, extend or vary this contract of insurance. In all cases, **we** will ask **you** questions that are relevant to Our decision to insure **you** and on what terms.

It is important that **you** understand **you** are answering Our questions in this way for yourself and anyone else that **you** want to be covered by the contract.

When **you** answer the questions **you** must give a true and accurate account of matters. **Your** response should tell Us everything that **you** know about the question because **your** response is relevant to whether **we** offer **you** insurance and the terms **we** offer **you**.

A misrepresentation made fraudulently is made in breach of the duty to take reasonable care not to make a misrepresentation.

Circumstances relevant to **your** duty

Whether or not **you** took reasonable care not to make a misrepresentation will be determined with regard to all the relevant circumstances.

If **we** know, or ought to know about **your** particular characteristics or circumstances, **we** will consider these to determine if **you** took reasonable care not to make a misrepresentation to Us.

**We** may consider the following matters to determine if **you** took reasonable care not to make a misrepresentation to Us:

- the type of consumer insurance contract in question, and its target market
- explanatory material or publicity produced or authorised by Us
- how clear, and how specific, the questions **we** asked were
- how clearly **we** communicated to **you** the importance of answering those questions and the possible consequences of failing to do so
- whether or not an agent/insurance broker was acting for **you**, or
- whether the contract was a new contract or was being renewed, extended, varied or reinstated.

**You** are not to be taken to have made a misrepresentation merely because **you**:

- failed to answer a question, or
- gave an obviously incomplete or irrelevant answer to a question.

Consequences if **you** fail to take reasonable care and do make a misrepresentation

If **you** do not take reasonable care when answering Our questions and the result is **you** do make a misrepresentation to Us, **we** may cancel **your** contract or reduce the amount **we** will pay **you** if **you** make a claim, or both.

If **your** failure to take reasonable care not to make a misrepresentation to Us is fraudulent, **we** may refuse to pay a claim and treat the contract as if it never existed.

## Words with special meaning

In this booklet words in bold have the meanings shown below. The use of the singular shall also include the use of the plural and vice versa.

**you, your** or **yourself** means any of the following if they are eligible for the cover:

- › The **cardholder**
- › The **cardholder's family**.

**we, our** or **us** means Zurich Australian Insurance Limited ABN 13 000 296 640, AFS Licence Number 232507.

**accident** (in regard to Transit Accident) means any sudden and unexpected physical force, which occurs on a **trip** and causes an **injury** that is described in the Transit Accident cover's Schedule of Benefits.

**accompanied child/children** means at the time eligibility for cover is satisfied:

- all unmarried **children**, up to and including 18 years of age, who the **cardholder** has sole custody of and who live with the **cardholder**
- all unmarried **children**, up to and including 18 years of age, of whom the **cardholder** has shared custody
- all unmarried **children**, from 19 years of age up to and including 21 years of age, who are full-time students attending an accredited institution of higher learning in **Australia** and who the **cardholder** has/had sole or shared custody, and who are dependent upon the **cardholder** for their maintenance and financial support, or
- all unmarried persons who are physically or mentally incapable of self-support who the **cardholder** has custody of and who live with the **cardholder**.

However, **accompanied child/children** never means an infant born on the **journey**.

**act of terrorism** means any act by a person, alone or with an organisation or foreign government, who:

- a. uses or threatens force or violence
- b. aims to create public fear, or
- c. aims to resist or influence a government, or has ideological, religious, ethnic or similar aims.

**additional** means the cost of accommodation or transport (and meals where mentioned) **you** actually use less the cost of the accommodation or transport (and meals where mentioned) **you** expected to use had the **journey** proceeded as planned.



**Australia** means the area enclosed by the territorial waters of the Commonwealth of Australia (including Norfolk Island) where Medicare benefits are payable. Australian has a corresponding meaning.

**cardholder** means a person residing in **Australia** to whom Bankwest has issued an **eligible credit card**. This includes additional cardholders. Persons residing in **Australia**, unless otherwise approved by **us** in writing as a **cardholder**, must have:

- an Australian Medicare card
- an Australian issued Temporary Work (skilled) Visa (subclass 457), or
- an Australian Visa that:
  - authorises them to live and work in Australia, and
  - requires them to maintain a minimum level of health insurance coverage as required by the Department of Home Affairs.

If a **cardholder's family** is travelling together, only one person can claim the benefits payable to the **cardholder**. The others can only claim as a **spouse** or **accompanied child**.

**carrier** means an aircraft, vehicle, train, tram, vessel or other scheduled transport, operated under a licence, for the purpose of transporting passengers. However, it does not mean a taxi, limousine or similar service.

**Certificate of Insurance** means the document **we** provide to a **cardholder** when they have paid the required **premium** and have been issued with, as applicable, the Further Covers, an extended duration or **existing medical condition** cover and sets out details of the cover provided.

**Complimentary Overseas Travel Insurance** means the cover described in Complimentary Overseas Travel Insurance.

**computer system** means any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility, owned or operated by the coach, airline, shipping line, cruise line or railway company that **you** were due to travel on.

**concealed storage compartment** means a boot, glove box, enclosed centre console, or concealed cargo area of a motor vehicle.

**cyber act** means an unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any computer system.

**cyber incident** means any:

- a. cyber act or error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any computer system, or
- b. cyber act including any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any computer system.

**disabling injury, sickness or disease** means a disabling injury, sickness or disease, which first shows itself during the **period of cover** provided for **your journey** and required immediate treatment by a qualified **medical practitioner**.

**domestic cruise** means a voyage on a foreign-registered cruise ship from a port in **Australia** to another port or ports in **Australia** without any stopover at a port outside of **Australia**.

**eligible credit card** means, unless otherwise specified, one of the following:

- a current and valid Bankwest Gold Mastercard credit card issued by Bankwest
- a current and valid Bankwest Platinum Mastercard credit card issued by Bankwest
- a current and valid Bankwest World Mastercard credit card issued by Bankwest
- a current and valid non-Gold card and non-Platinum Bankwest Breeze Mastercard credit card opened by Bankwest before 3 March 2012

An **eligible credit card** that is not activated or that is currently cancelled or suspended is not current and valid.

**eligible credit card account** means, unless otherwise specified, a current, valid and activated **eligible credit card** with a credit facility provided by Bankwest to which purchases made by cardholders are charged. An **eligible credit card account** that is not activated or that is currently cancelled or suspended is not current and valid.

**epidemic** means a fast-spreading contagious disease or illness in an area as documented by a recognised public health authority.

**existing medical condition** means a disease, illness, medical or dental condition or physical defect that, at the **relevant time**, meets any of the following:

- a. Has required an emergency department visit, hospitalisation or day surgery procedure within the last 12 months.
- b. Requires:
  - i. prescription medication from a qualified medical practitioner
  - ii. regular review or check-ups
  - iii. ongoing medication for treatment or risk factor control, or
  - iv. consultation with a specialist.
- c. Has:
  - i. been medically documented involving the brain, circulatory system, heart, kidneys, liver, respiratory system or cancer, or
  - ii. required surgery involving the abdomen, back, brain, joints or spine that required at least an overnight stay in hospital.
- d. Is:
  - i. chronic or ongoing (whether chronic or otherwise) and medically documented
  - ii. under investigation
  - iii. pending diagnosis or awaiting a specialist opinion, or
  - iv. pending test results.
- e. Is:
  - i. pregnancy, or
  - ii. connected with **your** current pregnancy or the conception was medically assisted e.g. using assisted fertility treatment including hormone therapies or IVF.

The above definition applies to **you, your travel companion, a relative** or any other person.

**family** means a **cardholder** and their **spouse** and/or **accompanied children**.

**Group Policy** means the insurance policy issued by **us** to Bankwest in relation to Complimentary Overseas Travel Insurance and Other Insurances.

**home** means the place where **you** normally live in **Australia**.

**Included Cover** means the cover described in Complimentary Overseas Travel Insurance and Other Insurances.

**injury or injured** means bodily injury caused solely and directly by violent, accidental, visible and external means, which happens at a definite time and place during the **period of cover** provided for **your journey** (or on the **trip** in respect of Transit Accident) and does not result from any illness, sickness or disease.

**interstate flight(s)** means travel on a registered and scheduled commercial passenger airline (but not charter trips) from any **Australian** state or territory, to another **Australian** state or territory.

**insolvency or insolvent** means bankruptcy, provisional liquidation, liquidation, insolvency, appointment of a receiver or administrator, entry into a scheme of arrangement, statutory protection, presentation of a petition for the compulsory winding up of, stopping the payment of debts or the happening of anything of a similar nature under the laws of any jurisdiction.

**legal costs** means fees, costs and expenses (including any applicable taxes and charges) in connection with a legal action. It also means any costs, which **you** are ordered to pay by a court or arbitrator (other than any fine or penalty, or aggravated, punitive, exemplary or liquidated damages) or any other costs **we** agree to pay.

**journey** means the following:

The journey starts when **you** leave **your home** or **your** place of business to travel directly to the **Australian** air or sea terminal that is the departure point for **your** journey.

The journey ends when the first of the following occurs:

- For **Complimentary Overseas Travel Insurance**, 31 days after the date of departure shown on a Gold Mastercard or a Platinum Mastercard **cardholder's** return **overseas** travel ticket, (or six months for World Mastercard **cardholders**). If **you** applied for an extended **period of cover**, see **Upgraded Benefits**
- For **Upgraded Benefits**, the travel end date shown on the **Certificate of Insurance** subject to a maximum duration limit of three months for Gold Mastercard or a Platinum Mastercard **cardholders** and 12 months for World Mastercard **cardholders**, from the date of departure shown on the **cardholder's** return **overseas** travel ticket
- When **you** return to **your home**.

**medical practitioner** means a doctor, psychiatrist, clinical psychologist or a dentist, who is not **you, your travel companion** or a **relative**, or an employee of **you, your travel companion** or a **relative**, registered with and accredited by the Australian Health Practitioner Regulation Agency (AHPRA). Or, if **you** are **overseas**, an equivalent regulatory body in the country in which they are currently practising and qualified to give the diagnosis being provided.

**natural disaster** means a major adverse event resulting from natural processes of the Earth; examples are bushfire, hurricane, tornado, volcanic eruption, earthquake, tsunami, falling object from space (including a meteorite), and in general any extraordinary atmospheric, meteorological, seismic, or geological phenomenon. It does not mean **epidemic** or **pandemic**.

**on-piste** means areas that are groomed terrain, marked slopes, and open trails maintained, monitored and patrolled by the ski resort.

**Other Insurances** means the cover described in Other Insurances.

**overseas** means outside Australia and its territories.

**pandemic** means an **epidemic** that is expected to affect an unusually large number of people or involves an extensive geographic area.

**period of cover** means the time when **you** are covered.

a. It starts:

i. for **Complimentary Overseas Travel Insurance**

- on a Gold Mastercard or Platinum Mastercard, at the commencement of the **journey**
- on a World Mastercard, as follows
  - Benefit 6: Cancellation Costs – from the time **you** pay the first prepaid travel cost for the **journey** that is the subject of this insurance
  - For the other benefits – at the commencement of the **journey**, and

ii. for **Upgraded Benefits**, as follows

- Benefit 6: Cancellation Costs – from the time of issue of the **Certificate of Insurance**.
- Additional Period of Cover – at the end of the period of complimentary cover.
- For the other benefits – at the travel start date on the **Certificate of Insurance**.

b. It ends at the earliest of the following times:

- i. At the end of the **journey**
- ii. the travel end date on **your Certificate of Insurance**
- iii. When **we** determine that **you** should return to Australia for treatment.

**personal goods** means new personal property acquired for personal, domestic or household use taken with **you** on **your journey** for personal use (including valuables except to the extent where valuables are otherwise specified as being excluded). Items not considered personal goods are:

- items with an original purchase price over \$10,000
- items acquired for the purpose of re-supply/re-sale
- items acquired to undergo transformation in a business
- items purchased in a business name
- business owned or business related items
- computer software, or information stored on any electronic device or other media, including digital photos, downloaded files, electronic applications, programmed data or non-tangible items
- bullion, cash, collections such as stamps, coins and cards, lottery tickets or other gambling-related items, negotiable instruments, securities, manuscripts or books of account, trading cards, tickets of any description, petrol coupons or travellers cheques
- consumable or perishable items (including but not limited to drugs, food, fuel or oil), animals or plant material
- airplanes, automobiles, boats, motorboats or any other motorised vehicles and their integral parts and installed accessories
- second-hand items, including antiques
- items of contraband
- real estate and movable fixtures or fittings (including but not limited to dishwashers and fixed air conditioners) that form, or are intended to form, part of any home, office or real estate
- for Purchase Security pages 94-95, items purchased by instalment (e.g. mobile phones) prior to the final payment being made, and
- furniture, furnishings or household appliances (unless covered under Extended Warranty pages 95-97).

**premium** means the amount payable by **you** to **us** in relation to **Upgraded Benefits**, including for extending **your period of cover** and for **existing medical condition** cover.

**professional** means undertaking any activity for which financial payment is received from another person or party.

**public place** means any place the public has access to, including but not limited to airports, bus terminals, buses, cruise ships, planes, stations, taxis, trains, wharves and beaches, galleries, hostels, hotels, hotel foyers and grounds, museums, private car parks, public toilets, shops, streets, restaurants and general access areas.

**relative** means a person who is the **cardholder's spouse**; parent, parent-in-law, stepparent, guardian; grandparent; child, foster child, grandchild; brother, brother-in-law, half-brother, stepbrother, sister, sister-in-law, half-sister, stepsister; daughter, daughter-in-law, stepdaughter, son, son-in-law, stepson; fiancé, fiancée; uncle, aunt; or niece, nephew.

**relevant time** means:

- a. on a Gold or Platinum Mastercard:
  - i. the time **you** commence the **journey** that is the subject of this insurance
  - ii. where **you** have a **Certificate of Insurance**, the time of issue of the **Certificate of Insurance**
- b. on a World Mastercard the time **you** pay the first prepaid travel cost for the journey that is the subject of this insurance.

**rental vehicle** means a campervan/motorhome that does not exceed 6 tonnes, SUV, sedan, station wagon, hatchback, people mover, coupe, convertible, four-wheel drive or mini bus rented from a licensed motor vehicle rental company or agency.

**spouse** means the partner of the **cardholder** who travels on the **journey** with the **cardholder** and who is permanently living with the **cardholder** at the time the **journey** starts (or the **trip** in respect of Transit Accident) or the time the interstate travel starts.

**terminal illness** means a medical condition for which a terminal prognosis has been given by a qualified **medical practitioner** and is likely to result in death.

**transport provider** means a properly licensed coach operator, airline, cruise line, shipping line or railway company.

**travel companion** means:

- › in regard to **Complimentary Overseas Travel Insurance**, and **Upgraded Benefits**, a person whom, before the **journey** began, arranged to accompany **you** on **your journey** for at least 50% of the time of **your journey**, and
- › in regard to Interstate Flight Inconvenience, a person who is accompanying **you** for at least 50% of the time of **your** interstate travel.

**travel services provider** means a scheduled services airline, hotel, accommodation provider, car rental agency, coach, bus, shipping line or railway company, all of which are licensed.

**trip** (this definition only applies to Transit Accident) means an international passage taken by the **cardholder** (and their **family** who are accompanying the **cardholder** who is also on the **trip**), as a paying passenger (not as a pilot, driver or crew member etc.). This can be in a licensed plane, tourist bus, train, ferry or other conveyance, authorised pursuant to any statute, regulation, by-law or the equivalent thereof, for the transportation of passengers for hire, provided that the cost of the passage was charged to the **cardholder's eligible credit card account** before the passage commenced.

**unattended** means not on **your** person or within **your** sight and reach.

**Upgraded Benefits** means the insurance policy described in Upgraded Benefits and **your Certificate of Insurance**.

**valuables** means articles made of, or containing, gold, precious metals or stones, semi-precious stones or silver; binoculars; furs; jewellery; precious metals; precious or semi-precious stones; photographic, audio, video, tablet computer, computer and electrical equipment of any kind (including but not limited to devices such as drones, computer games, portable navigation equipment or media); mobile phones; smart phones; telescopes and watches.

## Policy conditions

### 1. Documents to take with you (or have access to) when you are travelling overseas

When **you** travel **overseas**, take the following with **you** (or make sure **you** can access them electronically or online):

- This booklet as it contains important phone numbers and details of the insurance provided
- Copies of **your eligible credit card account** statement

If **you** want to make a claim under Benefit 1: Overseas Emergency Medical and Hospital Expenses while **overseas**, Bankwest or its agents will first need to confirm to **us** or **our** agents that **you** are eligible for the cover. Without this information, **your** claim may be delayed and it may not be possible for **us** or **our** agents to give approval for **overseas** medical attention.

Where, at **our** discretion, **we** honour a claim on the basis that **you** will, at a later date, provide proof to substantiate the claim and **you** are later unable to do so, **you** will be liable for any loss **we** have incurred on **your** behalf.

### 2. Automatic extension of insurance

**You** are only covered for incidents that occur in the **period of cover**.

If **you** find that **your** return to **Australia** has been delayed because of one or more of the following reasons, and **you** return **home** as soon as possible, **your period of cover** may be automatically extended for up to four weeks or until **you** return to **your home** (whichever is the earliest) at no extra cost:

- **Your** scheduled transport back to **Australia** is delayed for reasons beyond **your** control
- The delay is due to an event for which **you** can claim.

If, for any other reason, other than as stated above, **your overseas** travel is for a period longer than the **period of cover**, **you** will not be covered after the end of that **period of cover** unless the **cardholder** has successfully applied for and paid the **premium** for an extended **period of cover**. See Extending the period of cover page 11.

### 3. Excess – what you contribute to your claim

The excess is the first amount of a claim that **we** will not pay for. It is deducted from **your** claim if it is approved by **us**. The excess applies per event i.e. If **you** fall over and need medical treatment, and smashed **your** smart phone in the fall, the excess will be deducted once.

The excess amount and benefits that the excess applies to are shown in the benefits tables, pages 14-19.

Claim example: If **you** were under 80 years of age at the **relevant time** and made a claim for \$2,500 under Benefit 1: Overseas Emergency Medical and Hospital Expenses, **you** already paid the expenses and **we** approve **your** claim, **we** would deduct the \$250 excess from the claim before **we** paid **you**. If, via **our** emergency assistance team, **we** approved a claim directly with an **overseas** medical provider, **we** may ask **you** to pay the \$250 excess directly to the provider at the time or request **you** to pay it to **us** before **we** can finalise **your** claim with the provider. In any event, the total claim **we** pay is \$2,250.

In some circumstances, prior to **your** entry into the policy or when **you** apply for cover for **your existing medical conditions**, whichever occurs later, **we** may impose an extra or increased excess for claims arising from **existing medical conditions**. **We** will inform **you** in writing if this applies: These will be set out in **your Certificate of Insurance** or in a letter from **our** medical assessment team.

### 4. Claims

- **You** must meet the eligibility criteria and have an **eligible credit card** at the time of the loss.
- **You** must report the theft, wilful damage or accidental loss of **your** property/**personal goods/valuables** to the police, the **transport provider** or accommodation provider as relevant within 7 days of **you** first becoming aware of the loss or theft. **You** should obtain a report confirming the incident to submit to **us** with **your** claim.
- **You** must take all reasonable steps to prevent or minimise a claim. This includes taking adequate and reasonable precautions to protect **your** property/**personal goods**.
- **You** must not make any offer, promise of payment, or admit any liability without **our** written consent.
- **You** must advise **us** of any claim, or occurrence that may give rise to a claim, as soon as possible and within 60 days of returning **home** whichever is the latest.
- For Price Guarantee claims, **you** must make a claim with **us** within 30 days of the purchase of the **personal goods**.
- If there is a delay in claim notification, or **you** do not provide sufficient detail for **us** to consider **your** claim, **we** can reduce any claim payable by the amount of prejudice **we** have suffered because of the delay.

- **You** must, at **your** own expense, supply any documents in support of **your** claim that **we** may request. This can include proof of **your** residential status and age, proof **you** are eligible for insurance cover (e.g. **your eligible credit card account** statement and credit card receipt to confirm **your** eligibility for the insurance), an original police report, a Property Irregularity Report (PIR), travel documents, receipts, valuations, a repair quote, a death certificate and/or medical certificate. If required **we** may ask **you** to translate into English any documents to enable **us** to assess **your** claim.
- For claims relating to a mobile phone or device with phone capabilities **you** must supply **us** with the IMEI (International Mobile Equipment Identity). **You** must also block the IMEI number (by Australian telecommunication providers) of the stolen or lost mobile phone or device.
- **You** must co-operate fully in the assessment or investigation of **your** claim.
- Please take this booklet and any letter, confirming approval and payment to cover **existing medical conditions**, **you** have when **you** travel (or make sure **you** can access them electronically or online).
- When making a claim, **you** have a responsibility to assist **us** and to act in an honest and truthful manner. If **you**, or anyone acting on **your** behalf, use fraudulent, false or exaggerated means to make a claim under this policy, **we** may not pay the claim in whole or in part. **We** may inform Bankwest of the situation and **you** may no longer be eligible for any (or all) of the covers in this booklet. **We** may also report **you** to the appropriate authorities and **you** may be prosecuted.
- If **we** agreed to pay a claim under this cover **we** will base any claim payment on the Goods and Services Tax (GST) inclusive costs (up to the relevant limits of liability). If **you** are entitled to claim an input tax credit in respect of a cost for which a claim is made, or would be entitled to an input tax credit if **you** were to incur the relevant cost (i.e. in replacing a lost or stolen item), the amount **we** would otherwise pay will be reduced by the amount of that input tax credit.
- If **you** are entitled to claim an input tax credit in respect of **your** premium, **you** must inform **us** of the amount of that input tax credit (as a percentage) at the time **you** first make a claim. If **you** fail to do so, **you** may have a liability for GST if **we** pay **you** an amount in respect of any of the covers provided.

## 5. Claims are payable in Australian dollars

All claims and amounts payable are paid in Australian dollars at the rate of exchange applicable at the time the expenses were incurred. **We** will pay **you**, unless **you** tell **us** to pay someone else, by direct credit to an Australian bank account **you** nominate. In the case of **your** death **we** will pay **your** estate.

## 6. If you can claim from anyone else, we will only make up the difference

In the case that policy condition 8. Other insurance pages 43-44 does not apply, if **you** can make a claim against someone in relation to a loss or expense in respect of any of the covers provided and they do not pay **you** the full amount of **your** claim, **we** will make up the difference. **You** must claim from them first.

## 7. You must help us to make any recoveries

**We** have the right to recover, from any other party in **your** name, money payable under the policy or to choose to defend any action brought against **you**. **You** must provide reasonable assistance to **us**.

**We** will apply any money **we** recover from someone else under a right of subrogation in the following order:

1. To **us**, **our** costs (administration and legal) arising from the recovery
2. To **us**, an amount equal to the amount that **we** paid to **you** in respect of any of the covers provided
3. To **you**, **your** uninsured loss (less **your** excess)
4. To **you**, **your** excess.

Once **we** pay **your** total loss, **we** will keep all money left over.

If **we** have paid **your** total loss and **you** receive a payment from someone else for that loss or damage, **you** must pay **us** the amount of that payment up to the amount of the claim **we** paid **you**.

If **we** pay **you** for lost or damaged property and **you** later recover the property or it is replaced by a third party, **you** must pay **us** the amount of the claim **we** paid **you**.

## 8. Other insurance

If **you** are insured, or entitled to receive a benefit or make a claim, under any other insurance policy in respect of the same loss as **your** claim under **our** covers, then:

- **you** must give **us** full details of the other insurance policy,

- to the extent permitted by law, **we** will not be liable to provide indemnity until the indemnity amount under any other policy is exhausted, or
- **we** may seek, from the other insurer, contribution for any amounts **we** have paid.

## 9. Subrogation

**We** may, at **our** discretion, undertake in **your** name and on **your** behalf, control and settlement of proceedings for **our** own benefit to recover compensation or secure indemnity from any party in respect of any of the covers provided.

**You** must assist **us** and give **us** permission to do everything required to recover compensation or secure indemnity from other parties, to which **we** may become entitled or subrogated, upon **us** accepting **your** claim in respect of any of the covers provided. This is regardless of whether **we** have yet paid **your** claim, whether or not the amount **we** pay **you** is less than full compensation for **your** loss or whether **your** claim is paid under a non-indemnity or an indemnity clause.

## 10. Policy interpretation

All insurance covers will be interpreted in accordance with the law of New South Wales, Australia.

## 11. Emergency assistance

Where **your** claim is excluded or falls outside the coverage provided, the giving of emergency assistance will not in itself be an admission of liability.

Medical standards, sanitary conditions, reliability of telephone systems and facilities for urgent medical evacuations differ from country to country. Responsibility for any loss, medical complication or death resulting from any factor reasonably beyond **our** control cannot be accepted by **our** emergency assistance, Bankwest, Cover-More or **us**.

## 12. Sanctions

Notwithstanding any other terms, **we** shall not be deemed to provide cover or make any payments or provide any service or benefit to any person or other party to the extent that such cover, payment, service, benefit and/or any business or activity of the person would violate any applicable trade or economic sanctions law or regulation.

## 13. Existing medical conditions

Cover is not provided for **existing medical conditions** unless **we** automatically include cover for that condition or **you** apply for and obtain **existing medical condition** cover for that condition.

However, if **you** are 79 years of age or less at the **relevant time**, cover for some **existing medical conditions** may be automatically included, as described on pages 46-48; or where **you** have applied to cover **your existing medical conditions**, the application has been approved by **us** and **you** have paid **us** the required premium.

If **you** apply for cover for **your existing medical condition** (on **Complimentary Overseas Travel Insurance** or **Upgraded Benefits**), and **we** approve cover and **you** pay **us** the required **premium**, this additional cover is a contract of insurance between **us** and **you**. **We** will issue a **Certificate Of Insurance** to **you**.

If **you** have an **existing medical condition** that is not covered, **we** will not pay any claims which in any way relate to, or are exacerbated by, that condition. This means that **you** will have to pay for any **overseas** medical emergency and any associated costs, which can be prohibitive in some countries.

**You** cannot apply to cover the **existing medical conditions** of any **relative** (other than the **cardholder's spouse** if they are under 80 years of age at the **relevant time** and the **cardholder's accompanied children**), a **travel companion** or any other person.

#### 14. Existing medical conditions we automatically include

We automatically include cover for an **existing medical condition** shown in the tables following, provided:

- **you** are 79 years of age or less at the **relevant time**
- in the 12 months prior to the **relevant time**, **you** have not been hospitalised (including day surgery or emergency department attendance) for that condition
- prior to the **relevant time**, **you** have not had surgery involving any joints, the back, spine, brain or abdomen requiring at least an overnight stay in hospital for that condition, and
- **your** condition meets any criteria shown for that condition.

##### Conditions

Acne	Eczema
ADHD (Attention Deficit Hyperactivity Disorder)	Gastric Reflux (GORD)
Bunions	Glaucoma
Carpal Tunnel Syndrome	Gout
Cataracts	Hay Fever
Cleft Palate	Hormone Replacement Therapy
Cochlear Implant	Hypothyroidism including Hashimoto's Disease
Coeliac Disease	Lipoma
Congenital Adrenal Hyperplasia	Macular Degeneration
Congenital Blindness	Meniere's Disease
Congenital Deafness	Rhinitis
Conjunctivitis	Rosacea
Dengue Fever	Sinusitis
Dry Eye Syndrome	Tinnitus
Dupuytren's Contracture	

Condition	Criteria
Anxiety	<p>Provided:</p> <ul style="list-style-type: none"> <li>- <b>you</b> have not been diagnosed with Depression in the last 3 years</li> <li>- in the last 12 months, <b>your</b> prescribed medication hasn't changed</li> <li>- <b>you</b> are not currently waiting to see a mental health clinician (e.g. psychologist or psychiatrist), and</li> <li>- <b>you</b> have not previously been required to cancel or curtail <b>your</b> travel plans due to <b>your</b> Anxiety.</li> </ul>
Asthma	<p>Provided <b>you</b>:</p> <ul style="list-style-type: none"> <li>- are under 60 years of age</li> <li>- have not smoked for at least the last 18 months</li> <li>- do not need prescribed oxygen outside of a hospital, and</li> <li>- have no other lung condition or disease.</li> </ul>
*Diabetes (type 1 or type 2) or glucose intolerance	<p>Provided:</p> <ul style="list-style-type: none"> <li>- <b>you</b> are under 50 years of age</li> <li>- first diagnosed more than six months ago</li> <li>- no complications in last 12 months</li> <li>- no kidney, eye or neuropathy complications, and</li> <li>- no cardiovascular disease.</li> </ul>
Depression	<p>Provided:</p> <ul style="list-style-type: none"> <li>- <b>you</b> have not been hospitalised for this condition in the last 2 years.</li> <li>- in the last 12 months, <b>your</b> prescribed medication hasn't changed.</li> <li>- <b>you</b> are not currently waiting to see a mental health clinician (e.g. psychologist or psychiatrist).</li> <li>- <b>you</b> have not previously been required to cancel or curtail <b>your</b> travel plans due to <b>your</b> Depression.</li> </ul>



Condition	Criteria
Ear Grommets	Provided no current infection
Hiatus Hernia	Provided no surgery is planned
*Hypercholesterolaemia (High Cholesterol)	Provided no cardiovascular disease and/or no diabetes
*Hyperlipidaemia (High Blood Lipids)	Provided no cardiovascular disease and/or no diabetes
*Hypertension (High Blood Pressure)	Provided no cardiovascular disease and/or no diabetes
Pregnancy	<p>If it is a single, uncomplicated pregnancy – cover up to the 24th week i.e. up to 23 weeks, 6 days provided:</p> <ul style="list-style-type: none"> <li>– the conception was not medically assisted e.g. using assisted fertility treatment including hormone therapies or in vitro fertilisation (IVF).</li> </ul>

\*These conditions are risk factors for cardiovascular disease. If **you** have a history of cardiovascular disease, and it is an **existing medical condition**, cover for these conditions are also excluded.

#### 15. If your existing medical condition is not automatically included

If **your existing medical condition** is not automatically included (see policy condition 14. Existing medical conditions we automatically include on pages 46-48) **we** will not provide any cover for any claims which in any way relate to, or are exacerbated by, that condition.

#### 16. How do I apply for cover for my existing medical condition?

If **you** have an **existing medical condition** that:

- is not automatically included (see policy condition 14. Existing medical conditions we automatically include on pages 46-48), or
- does not meet the criteria for **existing medical conditions we** automatically include

**you** can apply for cover by completing a health assessment before **you** start the **journey**. Go to the Bankwest website or App to find out how to complete an assessment online.

If **your** assessment is approved, to obtain the cover, **you** must pay a **premium** to **us** before **you** start the **journey**. **You** can pay the **premium** required for the cover online too. Please call Cover-More on 1300 468 340 if **you** need any help.

This cover is not part of the **Group Policy**. It is a contract of insurance between **us** and **you**. **We** will issue a **Certificate Of Insurance** to **you**.

Cover for **existing medical conditions** must be obtained before **you** commence **your journey**.

- **You** need sufficient knowledge about each existing medical condition to be able to complete a full declaration so **we** can assess the risk.
- For example, **we** need to know the name of the medical condition **you** take medication for, rather than the name of the medication. Check with **your** doctor first if unsure.
- Check all **existing medical conditions** have been disclosed to **us** at the **relevant time** or, at the latest, before **you** commence the **journey**.
- **We** will provide **you** with **your** assessment outcome and number.
- If **we** can approve **your** health assessment, **you** must pay **us** the required **premium** to cover **your existing medical conditions** before **you** commence the **journey**.

Note the **existing medical conditions we** automatically include are still available to **you** even if **you** don't pay the relevant **premium** for cover of any approved **existing medical condition** or **we** have not agreed to provide **you** with cover for any other **existing medical condition**.

### 17. Medical conditions that are undiagnosed or awaiting specialist opinion

We are unable to offer cover for medical conditions **you** were aware of, or a person in **your** circumstances reasonably should have been aware of, or arising from signs or symptoms\* that **you** were aware of or a person in **your** circumstances reasonably should have been aware of, at or before the **relevant time**, and for which at that time:

- **you** had not yet sought a medical opinion regarding the cause
- **you** were currently under investigation to define a diagnosis, or
- **you** were awaiting specialist opinion.

**You** will still be eligible for the other benefits provided by the Overseas Travel Insurance, and **you** may apply for cover for other **existing medical conditions**. However, there will be no cover for claims which in any way relate to, or are exacerbated by, any of the above.

\*Examples of signs or symptoms include, but are not limited to, chest pain, shortness of breath, pain or discomfort in any part of **your** body, persistent cough or unexplained bleeding.

### 18. Medical, dental and hospital cover in Australia

We will not pay any benefit or provide cover if the provision of a payment, benefit or cover would result in **us** contravening the Health Insurance Act 1973 (Cth), the Private Health Insurance Act 2007 (Cth) or the National Health Act 1953 (Cth) or any applicable legislation (whether in **Australia** or not).

For the purposes of this cover:

- travel from Tasmania or mainland **Australia** to Norfolk Island, Christmas Island, Lord Howe Island or Cocos Island is considered **overseas** travel. It will be covered under Overseas Travel Insurance however, there is no cover for medical transfers/evacuations, or medical and hospital expenses, and
- travel from Norfolk Island, Christmas Island, Lord Howe Island or Cocos Island to Tasmania or mainland **Australia** is considered **overseas** travel and will be covered under Overseas Travel Insurance however, there is no cover for medical transfers/evacuations, or medical and hospital expenses.

### 19. Automatically included activities

- Flying Fox
- Horse Riding
- Jet Boating
- Jet Skiing
- Kayaking
- Snorkelling
- Riding a hired motorcycle or motorscooter up to and including 250cc\*
- Underwater activities using artificial breathing equipment\*
- Snow skiing/boarding **on-piste**

**Your** participation in any of the activities listed above is subject to the terms of cover. There is no cover for these activities if racing, or participating in a **professional** capacity. There is no personal liability cover for use or ownership of waterborne craft or mechanically-propelled vehicles.

\*Conditions apply to these underwater activities and to riding a motorcycle/motorscooter. See exclusion 30 and 34 on page 58.

### 20. About your premium - Upgraded Benefits, extending the period of cover and existing medical condition cover

**You** will be told the **premium** when **you** apply for **Upgraded Benefits** including if **you** apply to extend the **period of cover** or for **existing medical condition** cover. We calculate **your premium** by taking into account many factors, including **your** destination(s), length of journey, the number of persons and their ages to be covered under the policy. The amount of any excess and cover for approved **existing medical conditions** is also included in this calculation, as are any relevant government charges, taxes or levies (such as stamp duty or GST). These amounts are included in the total amount payable by **you** as shown on **your Certificate of Insurance**.

These covers are then not part of the **Group Policy**. They are a contract of insurance between **us** and **you**. We will issue a **Certificate Of Insurance** to **you**.

## 21. Cooling-off period - Upgraded Benefits, existing medical condition cover and extending the period of cover

Even after **you** have obtained **your Certificate of Insurance** confirming **your Upgraded Benefits**, including **your** extended **period of cover** or **existing medical condition** cover, **you** have cooling-off rights.

If **you** decide that **you** do not want the above, **you** may cancel it within 21 days after **you** are issued **your Certificate of Insurance**. **You** will be given a full refund of the **premium you** paid, provided **you** have not started **your journey** or **you** do not want to make a claim or exercise any right under **your** cover.

After the cooling-off period ends, **you** still have the right to cancel it. However, **we** may deduct some costs from any refund, as set out under Cancelling your cover page 102.

## General exclusions

**With any insurance, some situations aren't covered. These exclusions apply to all covers described in this booklet. They are listed in no particular order.**

Common exclusions

**We** will not pay for:

1. claims for costs or expenses incurred outside the **period of cover**. This exclusion does not apply to Benefit 2: Personal Liability, Benefit 17: Resumption of Journey, Benefit 12. Travel Documents, Travellers Cheques, Credit Cards and Cash, Benefit 4: Baggage and Personal Goods and Benefit 8: Rental Vehicle Insurance Excess.
2. any other loss, damage or additional expenses following on from the event for which **you** are claiming that is not covered under this insurance. Examples of such loss, damage or additional expense would be the cost of replacing locks after losing keys, costs incurred in preparing a claim or loss of enjoyment
3. claims arising from loss, theft or damage to property, or death, illness or bodily injury if **you** fail to take reasonable care or put **yourself** in a situation where a reasonable person could foresee that loss, theft or damage to property, or a death, illness or bodily **injury** might happen, except in an attempt to protect the safety of a person or to protect property
4. claims involving air travel other than as a passenger on a fully licensed passenger-carrying aircraft operated by an airline or an air charter company
5. claims arising as a result of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power
6. claims which in any way relate to ionising radiation or radioactive contamination caused by nuclear fuel or waste, or the radioactive, toxic explosive or other dangerous properties of any explosive nuclear equipment.
7. claims arising from biological and/or chemical materials, substances, compounds or the like used directly for the purpose to harm or to destroy human life and/or create public fear
8. loss or damage caused by detention, confiscation or destruction by customs or other officials or authorities, or any person or organisation

9. claims arising from any unlawful act committed by **you**
10. claims arising from, or prohibited under, any government intervention, prohibition, sanction, regulation or restriction or court order, or
11. claims which in any way relate to circumstances **you** knew of, or a person in **your** circumstances would have reasonably known or foreseen, at the **relevant time**, that could lead to the **journey** being delayed or cancelled.

### Medical and health

We will not pay for:

12. claims which in any way relate to, or are exacerbated by, any physiological or psychological signs or symptoms that **you** were aware of or a person in **your** circumstances reasonably should have been aware of at or before the **relevant time**, if **you**:
  - a. had not yet sought a medical opinion regarding the cause,
  - b. were currently under investigation to obtain a diagnosis, or
  - c. were awaiting specialist opinion.
13. claims arising from travel booked or undertaken by **you**:
  - a. even though **you** knew, or a reasonable person in **your** circumstances would know, **you** were unfit to travel, whether or not **you** had sought medical advice
  - b. against the advice of a **medical practitioner**, or
  - c. to seek medical or dental advice, treatment or review
14. claims which in any way relate to, or are exacerbated by, any **existing medical condition you** have except:
  - a. if **your** condition satisfies the provisions set out in the section headed 14. Existing medical conditions we automatically include pages 46-48
  - b. from the time the **premium** has been received by **us** in respect of the **existing medical conditions** for which cover was separately applied for and which were accepted by **us**
15. claims which in any way relate to, or are exacerbated by, any **existing medical condition a relative, your travel companion** or any other person has

16. claims arising from **you** having elective medical or dental treatment or surgery, a cosmetic procedure or body modification (e.g. tattoos and piercings) during the **journey**, such as any complication, even if **your existing medical condition** has been approved by **us**, or
17. any benefit, or provide cover, if the provision of a payment, benefit or cover would result in **us** contravening the Health Insurance Act, the Private Health Insurance Act or the National Health Act or any applicable legislation (whether in **Australia** or not) or where **we** do not have the necessary licenses or authority to provide such cover.

### Pregnancy and childbirth

We will not pay for:

18. claims arising from pregnancy of **you** or any other person if **you** were aware of the pregnancy at the **relevant time** and:
  - a. where complications of this pregnancy had occurred prior to this time
  - b. it was a multiple pregnancy e.g. twins or triplets, or
  - c. where the conception was medically assisted e.g. using assisted fertility treatment including hormone therapies or IVF.

This exclusion will be waived to the extent that cover is provided if **you** applied for, and **we** accepted, cover and **you** paid the extra premium for **your** pregnancy. The cover then provided is in respect of **your** pregnancy (only) for unexpected serious medical complications arising before the start of the 24th week of pregnancy.
19. claims arising from:
  - a. pregnancy of **you** or any other person after the start of the 24th week of pregnancy, or
  - b. pregnancy of **you** or any other person where the problem arising is not an unexpected serious medical complication, or
20. claims arising from childbirth or the health of a newborn child. This exclusion applies irrespective of the stage of pregnancy at which the child is born.

### Your conduct

We will not pay for:

21. claims which in any way relate to **your** wilful or self-inflicted injury or illness, suicide or attempted suicide

22. claims which in any way relate to **your**:
    - a. chronic use of alcohol
    - b. substance abuse, drug abuse (whether over the counter, prescription or otherwise), or
    - c. ingestion of any non-prescription drug or substance (e.g. marijuana, ecstasy, heroin).
  23. claims involving, arising from or related to **your** impairment due to **you** drinking too much alcohol:
    - a. which is evidenced by the results of a blood test which show that **your** blood alcohol concentration level is 0.19% or above. (The level of alcohol in **your** blood is called blood alcohol concentration (BAC). As a point of reference, a BAC of 0.19% is almost four times the legal driving BAC limit range in Australia which is currently 0.05%), or
    - b. taking into account the following, where available:
      - i. the report of a medical practitioner or forensic expert
      - ii. the witness report of a third party
      - iii. **your** own admission, or
      - iv. the description of events **you** described to **us** or the treating medical professional (e.g. paramedic, nurse, doctor) as documented in their records
  24. claims involving, or arising from, any event that is intentionally caused by **you** or by a person acting with **your** consent, or
  25. claims involving, or arising from, the conduct of someone who enters **your** accommodation with **your** consent, or whose accommodation **you** choose to enter.
- a. an advice or warning has been released by the Australian Department of Foreign Affairs and Trade or any other government or official body
  - b. the advice or warning risk rating is 'Reconsider **your** need to travel' or 'Do not travel' (or words to that effect) or the advice or warnings recommend against all non-essential travel to or in that location or advise against specific transport arrangements or participation in specific events or activities
  - c. the mass media has indicated the existence or potential existence, of circumstances (including circumstances referred to above) that may affect **your** travel, and
  - d. **you** did not take appropriate action to avoid or minimise any potential claim under these covers (including delay of travel to the country or part of the country referred to in the relevant advice(s), warning(s) and/or mass media statement(s)).  
Circumstances, in this case include, but are not limited to, strike, riot, weather event, civil protest or contagious disease (including an **epidemic** or **pandemic**), or
28. claims caused by, or claims arising from, an **epidemic, pandemic** or outbreak of a contagious disease or any derivative or mutation of such viruses. Refer to who.int and smartraveller.gov.au for further information on epidemics and pandemics.  
This exclusion will be waived:
    - a) to the extent that cover is provided under Benefit 1.1 Overseas Emergency Medical and Hospital Expenses if **you** test positive to COVID-19; and
    - b) if **your** destination was not subject to "Do not travel" advice (due to COVID-19) on the smartraveller.gov.au website at the time you entered. This exclusion (point 28.b) will not apply if your trip destination is Australia or New Zealand; and
    - c) **you** were not travelling on a multi-night cruise at the time of testing positive to COVID-19.

## Legal

**We** will not pay for:

26. any expenses recoverable by compensation under any workers compensation or transport accident laws, or by any government-sponsored fund, plan or medical benefit scheme, or any other similar type of legislation required to be effected by, or under, a law.

## World events

**We** will not pay for:

27. any event that is caused by, or arises from, travel to countries or parts of a country for which:

## Activities, adventure and snow

**We** will not pay for:

29. claims involving **you** travelling (during the **journey**) in International Waters (meaning waters outside the

jurisdiction territory of any country) in a private sailing vessel or a privately registered vessel

30. claims involving participation by **you** or **your travel companion** in hunting or using hunting equipment or projectiles (e.g. shooting and archery), racing (other than on foot), mountaineering (involving the use of climbing equipment, ropes or guides), outdoor rock climbing (involving the use of climbing equipment, ropes or guides), trekking that reaches an altitude of more than 4,000 metres above sea level, sports activities in a **professional** capacity, white water rafting if Level 4 (Class IV) or above, parachuting, skydiving, hang gliding, paragliding, BASE jumping, wingsuiting, potholing, canyoning, caving, fire walking, motocross, freestyle BMX riding, running with the bulls, rodeo riding, polo playing, tobogganing, scuba diving or underwater activities that involve using artificial breathing equipment scuba diving unless **you** hold an Open Water Diving Certificate, or are diving with a qualified and registered diving instructor
31. claims involving participation by **you** or **your travel companion** in any activity that uses an air-supported device except for parasailing and hot air ballooning
32. claims involving participation by **you** (during the **journey**) in off-piste snow skiing or snowboarding or heli-skiing/ snowboarding, or
33. claims involving **you** not wearing the appropriate protective clothing and head protection for the sport or activity **you** are participating in.

#### **Motorcycle/Motorscooter**

**We** will not pay for:

34. claims involving **you** riding a motorcycle or motorscooter (during the **journey**) unless:
  - > it involves a hired motorcycle with an engine capacity of 250cc or less
  - > while in control of a motorcycle or motorscooter **you** hold a valid Australian motorcycle rider's licence or Australian motor vehicle driver's licence
  - > while **you** are a passenger the driver holds a valid licence for riding that vehicle
  - > **you** are wearing a helmet
  - > **you** are not participating in a **professional** capacity
  - > **you** are not racing, and
  - > **you** are not participating in motocross.

## Complimentary Overseas Travel Insurance

This insurance cover is subject to the conditions, exclusions, limits, sub-limits and terms following and must be read in conjunction with Important Information pages 29-58.

**You** must also check General exclusions, pages 53-58, for other reasons why **we** will not pay.

The benefit limits include **family** when travelling with the **cardholder** unless specified otherwise.

# The benefits

## Benefit 1: Overseas Emergency Medical and Hospital Expenses

**Benefit 1 is only available if you are under 80 years of age at the relevant time.**

### 1.1 Overseas Emergency Medical and Hospital Expenses

If during the **period of cover** you suffer a **disabling injury, sickness or disease** we will pay the usual and customary costs of medical treatment and ambulance transportation and emergency dental treatment (required due to an **injury**) provided outside **Australia** by, or on the advice of, a **medical practitioner**.

However, if **we** determine, on medical advice, that **you** should return **home** for treatment and **you** do not agree to do so, **we** will restrict cover to no more than an amount that **we** reasonably consider to be equivalent to **your** medical expenses and/or related costs incurred **overseas** to the date **we** advise **you** to return to **Australia**, plus the amount it would cost **us** to return **you** to **Australia**. **You** will then be responsible for any further costs relating to, or arising out of, the event **you** have claimed for.

### 1.2 Hospital Incidentals

If **you** are hospitalised for more than 24 continuous hours while **you** are **overseas** and **your** claim is approved, **we** will also reimburse incidental expenses **you** pay for, such as TV rental, newspapers and/or hospital phone calls.

### 1.3 Assault Requiring Hospitalisation

If, during the **period of cover**, **you** suffer an **injury while** being assaulted and require hospitalisation because of the **injury**, **we** will compensate **you**, provided the claim is supported by a medical certificate given by a qualified **medical practitioner** and **you** provide **us** with a police report of the assault.

### 1.4 Emergency dental expenses

**We** will pay up to \$2,000 for the cost of emergency dental treatment incurred, which the treating dentist certifies in writing is for the relief of sudden and acute pain.

This limit does not apply to dental costs arising from an **injury** that is covered under Overseas Emergency Medical and Hospital Expenses.

Please note:

Cover applies for a maximum of 12 months from the date of onset of suffering the **disabling injury, sickness or disease**.

If any costs or expenses are incurred without **our** approval and before contacting **us**, **we** will only cover any such costs or expenses or for any evacuation/repatriation or airfares if **we** would have approved them up to an amount **we** would have otherwise incurred, had contact been made and approval provided.

Overseas emergency medical and dental expenses and hospital incidentals cover may end less than 12 months from the date of suffering the **disabling injury, sickness or disease** as **we** do not provide cover if these expenses are incurred outside the **period of cover**. In certain circumstances The **period of cover** will automatically extend for a period of time – see Policy condition 2. Automatic extension of insurance page 40 for more information.

The maximum benefit limit for this section is:

#### Gold, Platinum and World Mastercard

Overseas emergency medical and hospital expenses	\$Unlimited
Hospital incidentals	\$15,000 (\$100 per 24 hours)
Assault requiring hospitalisation	\$500
Emergency dental expenses	\$2,000 per person

#### We will not pay for:

1. expenses incurred by a person 80 years of age or over at the **relevant time**
2. medical treatment, dental treatment or ambulance transportation, provided in **Australia**.

This exclusion does not apply to medical treatment provided while on a ship (including cruise ship, passenger ship or passenger ferry) even if that ship is within **Australian** territorial waters. However, this additional benefit does not apply to any medical treatment provided on **Australian** inland waterways or **while** the ship is tied up in an **Australian** port

3. expenses arising from any disease that is transmitted when giving or taking a drug, unless the giving or taking of the drug is supervised by a **medical practitioner** and the disease is not excluded anywhere else in this cover
4. dental expenses involving the use of precious metals, teeth whitening or involving cosmetic dentistry; or preventative or routine dental treatment
5. damage to dentures, dental prostheses, bridges or crowns
6. continuation or follow-up treatment (including medication and ongoing immunisations) **you** were on prior to the start of the **journey**
7. medical treatment, dental treatment or ambulance transportation, which is provided in **your** country of residence
8. claims where **you** have received medical care under a Reciprocal Healthcare Agreement
9. expenses if, despite the advice given following **your** call to **our** 24 hour emergency assistance provider, **you** received private hospital or medical treatment where public funded services or care is available in **Australia** or under any Reciprocal Healthcare Agreement between the Australian Government and the government of any other country
10. expenses incurred after two weeks' treatment by a dentist, chiropractor or physiotherapist, unless approved by **us**
11. any claim if **you** decline to promptly follow the medical advice **we** have obtained, and **we** will not be responsible for subsequent medical, hospital or evacuation expenses, or
12. any expenses for medical evacuation unless it has been first approved by **our** emergency assistance team. If **your** claim is coverable, **we** or **our** emergency assistance team will not unreasonably withhold or delay **our** acceptance.

## Benefit 2: Personal Liability

**We will provide cover if, as a result of an accident (an unexpected event caused by something external and visible or a series of accidents arising out of the one event) that happens during the period of cover, you become legally liable to pay compensation in respect to damage caused to someone else's property or the injury or death of someone else. Cover is for:**

1. the compensation (including **legal costs**) awarded against **you**, and

2. any reasonable **legal costs** incurred by **you** for settling or defending a claim made against **you**, providing **you** have **our** approval, in writing, before incurring these costs.

**You** must tell **us**, as soon as **you** or **your** personal representatives are aware, or a reasonable person in **your** circumstances should have been aware, of a possible prosecution, inquest, fatal **injury**, accident or incident that might lead to a claim against **you**.

**You** must not pay, or promise to pay, settle with, admit or deny liability to anyone who makes a claim against **you** without **our** written consent.

The maximum benefit limit for this section is:

### **Gold, Platinum and World Mastercard**

\$2,500,000

#### **We will not pay for liability arising:**

1. where **you** become liable to pay somebody who is a member of **your** family or travelling party, **your travel companion** or employed by **you** or deemed to be employed by **you**
2. from loss of, or damage to, property belonging to, or in the care, custody or control of **you**, **your travel companion**, a **relative** or an employee of any of **you**
3. from the conduct by **you** of any profession, trade or business
4. out of the use, or ownership by **you**, of any aircraft, drone, firearm, weapon, waterborne craft or mechanically-propelled vehicle
5. out of occupation or ownership of any land, buildings or immobile property (unless the building is a residence and **you** occupy it as a tenant or lessee, or in some other temporary way)
6. out of any wilful or malicious act
7. out of the transmission of an illness, sickness or disease
8. from punitive, exemplary or aggravated damages or any fine or penalty
9. out of **your** liability under a contract or agreement, unless **you** would be liable if that contract or agreement did not exist
10. out of assault and/or battery committed by **you** or at **your** direction, or
11. out of any act intended to cause bodily **injury**, property damage or liability done by **you** or any person acting with **your** knowledge, connivance or consent.



### Benefit 3: Accidental Death

If, during the **period of cover**, **you** suffer an **injury** resulting in **your** death **we** will pay **your** estate the amount shown in the table below provided **your** death occurs within one year of the **injury**.

This benefit is also available if, during **your** **journey**, something **you** are travelling on or in disappears, sinks or crashes and **you** are presumed dead and **your** body is not found within 12 months, and the Transit Accident in the Other Insurances section does not provide 'loss of life' benefits for **your** death.

The maximum benefit limit for this section is:

Gold Mastercard		Platinum and World Mastercard	
cardholder only	spouse	cardholder only	spouse
\$20,000	\$20,000	\$25,000	\$25,000

### Benefit 4: Baggage and Personal Goods

#### Accidental damage, theft and permanent loss

If, during the **period of cover**, **your** **personal goods** are lost, stolen or damaged, after deducting depreciation as shown in the depreciation table, **we** will repair the item if it is practical and economic to do so. If it is not practical and economic to repair the item and depreciation is not applicable, **we** will replace the item or provide **you** with a replacement voucher if the item is available from **our** usual suppliers. If the above do not apply, **we** will pay **you** the monetary value of the item.

If **your** prescription medication is lost, stolen or damaged during the **period of cover** **we** will also pay up to \$500 for medical expenses incurred overseas to replace that prescription medication.

If **your** claim for loss or theft can be approved but **your** items are found in the meantime and can be posted to **you**, **we** will instead pay up to \$500 for postage costs so **you** can get **your** items back.

It is **your** responsibility to provide **us** with evidence to support **your** claim for an item. This is 'proof of ownership'.

- **We** will accept the original or a copy of a purchase receipt, invoice and/or bank statement showing the purchase, the date of the purchase and the amount paid
- **We** may consider valuation certificates (issued prior to the **relevant time**), ATM receipts and warranty cards with accompanying bank statement of purchases
- **We** will not accept photographs, packaging or instruction manuals as proof of ownership.

#### Single item sub-limit

**Our** payment will not exceed the original purchase price of an item with a limit for any one item, set or pair of items including attached and unattached accessories for **personal goods** of up to \$3,500 per item for cameras, video cameras, laptop and tablet computers, mobile and smart phones and up to \$2,000 for other items.

Here are some examples of items considered as one item for the purpose of this insurance (an item limit will apply):

- Camera, lenses, tripods and camera accessories (attached or not)
- Smart phone and cover/case
- Matched or unmatched set of golf clubs, golf bag and buggy
- Necklace and pendant
- Charm bracelet and charms.

Reasonable depreciation takes into account the amount paid originally for the item, its age, wear and tear, and advances in technology.

Where the item is part of a pair or set, **you** will receive no more than the value of the particular part or parts lost, stolen or damaged, regardless of any special value that the item may have by way of being part of such pair or set.

When taking into consideration the age of an item **we** will deduct the following amounts from the replacement cost:

Age of item and depreciation that applies	Items		
	Jewellery (not watches or costume jewellery)	Communication devices, all computers, electrical devices, electronics equipment, phones, all, photographic equipment, smart watches, tablet computers	Any other items
New-24 months	0%	0%	0%
25-36 months	0%	60%	36%
More than 36 months	0%	60%	60%

The maximum benefit limit for this section is:

Gold Mastercard		Platinum and World Mastercard	
cardholder only	cardholder with family	cardholder only	cardholder with family
\$10,000	\$15,000	\$20,000	\$30,000

**We will not pay for:**

1. **personal goods** left:

- a. behind in any cruise cabin, hostel, hotel or motel room or peer to peer service type accommodation (including but not limited to Airbnb) after **you** have checked out
- b. **unattended** in a **public place**
- c. behind in/on any aircraft, bus, car, cruise ship, peer to peer service type transport vehicle (including but not limited to Uber), rental car, ship, taxi, train, tram or any other vehicle or vessel
- d. behind, forgotten, misplaced or walked away from in a **public place**
- e. **unattended** in any motor vehicle overnight even if they were in a **concealed storage compartment**
- f. **unattended** in any motor vehicle other than overnight, unless they were stored in a **concealed storage compartment** of a locked motor vehicle and forced entry was gained: cover is limited to a maximum of \$3,000 in total for all stolen items

- g. under the supervision of somebody who is not **you** or **your travel companion**, or
  - h. with a person who steals or deliberately damages them
2. loss or theft that is not reported to the:
- a. police or security personnel
  - b. responsible **transport provider** (if **your** items are lost or stolen while travelling with a **transport provider**), or
  - c. accommodation provider.

All cases of loss or theft must be reported as soon as possible and within 7 days. A copy of the relevant report must be submitted for any claim involving loss or theft. If **you** are unable to provide **us** with a copy of the relevant report, **you** must provide **us** with a reasonable explanation and details of the time and place **you** made the report, including their contact details

3. damage, loss or theft of **valuables** placed in the care of a **transport provider**, including any loss from the point of check in until collection by **you** from the baggage carousel or collection area at the end of **your** flight, **journey** or voyage
4. **valuables** left **unattended** in a motor vehicle at any time, even if stored in a **concealed storage compartment**
5. a mobile phone or device with phone capabilities if **you** are unable to supply the IMEI (International Mobile Equipment Identity)
6. cash, bank notes, currency notes, cheques, petrol coupons or negotiable instruments
7. watercraft of any type (other than surfboards)
8. sporting equipment (including bicycles) damaged, lost or stolen while in use
9. items that are being sent to **you**, unaccompanied by **you** or under a freight contract. This exclusion for unaccompanied items will be waived if **your** claim for lost stolen items can be approved but **your** items are found in the meantime and can be posted to **you**
10. an electrical or mechanical fault or breakdown
11. loss of, or damage to, brittle or fragile items (except photographic or video equipment), unless the loss or damage is caused by thieves, burglars, fire, or a collision involving the means of transport in which **you** are travelling

12. damage caused by atmospheric or climatic conditions; wear and tear; vermin; or any process of cleaning or alteration
13. consequential damage caused while an item is being serviced, repaired or restored, unless **we** have authorised the work
14. loss of, or damage to, items that are commercial samples, works of art and antiques, or items **you** take to sell while **overseas**
15. deterioration, normal wear and tear, or damage arising from inherent defects in the **personal goods**, or
16. any defective item or any defect in an item.

## Upgraded Benefits

With the exception of Benefit 5. Additional Expenses and Benefit 6: Cancellation Costs which are included at no additional charge for World Mastercard **cardholders**, to get these optional benefits **you** need to have applied for **Upgraded Benefits** on the Bankwest website or App or over the phone and paid the required **premium**.

**You** cannot obtain **Upgraded Benefits** after commencing the **journey** other than cover for an additional period of time.

Persons (**cardholder** or **spouse**) 80 years of age or over at the **relevant time** cannot obtain **Upgraded Benefits**.

This insurance cover is subject to the conditions, exclusions, limits, sub-limits and terms following and must be read in conjunction with Important Information pages 29-58.

**You** must also check General exclusions, pages 53-58, for other reasons why **we** will not pay.

The benefit limits include **family** when travelling with the **cardholder** unless specified otherwise.

**Please note:**

**Benefit 5. Additional Expenses**

**Benefit 6: Cancellation Costs**

**Existing Medical Conditions Cover**

**If you are 80 years of age or over at the relevant time and your claim is caused by your death, injury, sickness or disease, you are not covered under these sections.**

## Further Covers

### Benefit 5: Additional Expenses

For medical related claims, cover is subject to the written advice of the **overseas treating medical practitioner** and acceptance by **our** 24 hour emergency assistance team. If **your** claim is coverable, **we** or **our** emergency assistance team will not unreasonably withhold or delay **our** acceptance.

Cover in any event ceases when **you** are able to continue **your journey**, travel **home**, or on the completion of the **period of cover**, whichever is the earlier.

**We** will reimburse **your** reasonable **additional** accommodation (room rate only) expenses and **additional** transport expenses, at the same accommodation standard or fare class as originally booked, if a disruption to **your journey** arises from any of the following reasons:

1. **You** or **your travel companion** cannot travel because of a **disabling injury, sickness or disease** in the **period of cover** and the treating **medical practitioner** certifies in writing that **you** or **your travel companion** are unfit to travel
2. **You** shorten **your journey** and return to **Australia** on the written advice of a qualified **medical practitioner**.
3. **You** are required to return early to **Australia** because **your travel companion** or a **relative** of either of **you** dies unexpectedly or suffers a **disabling injury, sickness or disease**, which means hospitalisation is required, provided the claim was not in any way related to, or exacerbated by, an **existing medical condition**

4. **Your** scheduled or connecting transport is cancelled, delayed, rescheduled or diverted because of a strike, riot, hijack, civil protest, weather, mechanical breakdown, **natural disaster** or a collision affecting **your** mode of transport
5. **You** lose **your** passport, travel documents or **transaction cards** (except involving government confiscation or articles sent through the mail) or they are stolen
6. **Your home** is rendered uninhabitable by fire, explosion, earthquake or flood.

In any event, **you** must take advantage of any pre-arranged return travel to **Australia**.

If **you** did not have a return ticket booked to **Australia** before the event that gave rise to the claim, **we** will reduce the amount of **your** claim by the price of the fare to **Australia** from the place **you** planned to return to **Australia** from. The fare will be at the same fare class as the one in which **you** left **Australia**.

The maximum benefit limit for this section is:

**Gold, Platinum and World Mastercard**

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\$Unlimited

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**We will not pay for:**

1. **your** expenses if **you** are 80 years of age or over at the **relevant time** and **your** claim is caused by **your** death, injury, sickness or disease, or
2. claims if **you** have a Gold or Platinum Mastercard and **you** have not obtained **Upgraded Benefits** and paid the required **premium**.

### Benefit 6: Cancellation Costs

If, due to circumstances outside **your** control and unforeseeable at the **relevant time**:

1. **you** have to rearrange **your journey**, **we** will pay the reasonable cost of doing so (**we** will not pay more for the cost of rearranging **your journey** than the non-refundable costs that would have been incurred had the **journey** been cancelled. The cover is limited to the same or similar standard of transport and accommodation as was originally booked), or

2. **you** have to cancel **your journey** (where **you** cannot rearrange it prior to leaving **home**) **we** will pay **you**:
  - a. the value of the unused portion of **your** prepaid travel or accommodation arrangements that are non-refundable and not recoverable in any other way including the travel agent's commission (if **you** used a travel agent: the travel agent's commission is limited to the lesser of \$1,000 or the amount of commission the agent had earned on the prepaid refundable amount of the cancelled travel arrangements)
  - b. the value of frequent flyer or similar flight reward points, air miles, redeemable vouchers or similar schemes lost by **you** following cancellation of the services paid for with those points, if **you** cannot recover **your** loss in any other way.

The amount **we** will pay is calculated as follows:

- i. For frequent flyer or similar flight reward points, loyalty card points, air miles:
  - The cost of an equivalent booking, based on the same advance booking period as **your** original booking. **We** will deduct any payment **you** made towards the booking and multiply it by the total number of points or air miles lost, divided by the total number of points or air miles used to make the booking
- ii. For vouchers, the face value of the voucher up to the current market value of an equivalent booking.

The proportion of any trip costs for a travelling companion not insured on this policy is not claimable. This applies even if the trip was paid for by someone insured on this policy.

The maximum benefit limit for this section is:

**Gold, Platinum and World Mastercard**

cardholder only	cardholder with family
\$15,000	\$20,000

**We will not pay for:**

1. **your** costs/fees, or **your** unused arrangements, if **you** are 80 years of age or over at the **relevant time** and **your** claim is caused by **your** death, injury, sickness or disease, or
2. claims if **you** have a Gold or Platinum Mastercard and **you** have not obtained **Upgraded Benefits** and paid the required **premium**.

**We will not pay for claims caused by:**

3. or arising from the death, injury, sickness or disease of any person, including a **relative** or **travel companion**
4. or arising from the death injury, sickness or disease of a **relative, your travel companion** or any other person in any way related to, or exacerbated by, an **existing medical condition**
5. the disinclination of **you** or **your travel companion** to proceed with the **journey** or deciding to change travel plans, or the breakdown or dissolution of any personal or family relationship
6. any costs or expenses prior to **you** or **your travel companion** being certified by a qualified **medical practitioner** as unfit to travel
7. any contractual or business obligation or **your** financial situation. This exclusion does not apply to claims where **you** or **your travel companion** are involuntarily made redundant from permanent full-time employment in **Australia** and where **you** would not have been aware before, or at the **relevant time**, that the redundancy was to occur
8. cancellations, delays, rescheduling or diversions to **your** scheduled or connecting transport, unless it is due to a strike, riot, hijack, civil protest, weather, mechanical breakdown, **natural disaster** or a collision affecting **your** mode of transport
9. failure by **you** or another person to obtain the relevant visa, passport or travel documents
10. errors or omissions by **you** or another person in a booking arrangement
11. the standards and expectations of **your** prepaid travel arrangements being below or not meeting the standard expected
12. the failure of any travel agent, tour operator, accommodation provider, airline or other **carrier**, car rental agency or any other travel or tourism services provider to provide services or accommodation due to their **insolvency** or the **insolvency** of any other person, company or organisation they deal with
13. the failure of **your** travel agent, any tour operator, transport or accommodation supplier or provider, person or agency to pass on monies to operators or to deliver promised services

14. a request by **your** or **your travel companion's** employer, **your** or **your travel companion's** leave application being denied, or **your** or **your travel companion's** leave being revoked. This exclusion does not apply if **your** or **your travel companion** are a full-time member of the Australian Defence Force or of federal, state or territory emergency services (e.g. police, fire, ambulance, paramedic) and **you** or **your travel companion's** leave is revoked
15. a lack in the number of persons required to commence any tour, conference, accommodation or travel arrangements or due to the negligence of a wholesaler or operator. This exclusion does not apply to prepaid travel arrangements bought separately to reach the departure point for the tour or for other travel arrangements

However, if a tour or river cruise, that is prepaid and overnight, is cancelled due to a lack of numbers **we** will pay in respect of **your** other prepaid arrangements the lesser of:

- a. necessary amendment costs; or
- b. the non-refundable unused portion of costs if **you** cancel the trip.

In any case the most **we** will pay is \$800 under this section of the policy.

16. **you** operating a **rental vehicle** in violation of the rental agreement
17. **you** or **your travel companion** having to sit exams in regard to studies either of **you** are undertaking unless the scheduling was unforeseen
18. the cancellation or postponement of a wedding, funeral, prepaid conference, prepaid sporting event or prepaid concert/cultural event, prepaid tour/cruise or prepaid accommodation. This exclusion does not apply if the event has been cancelled or postponed due to reasons unforeseen and outside **your** control and **you** had planned to attend the event before **you** left **Australia**, or
19. an **act of terrorism**.

#### **Benefit 7: Special Event**

If, due to an unforeseeable circumstance outside **your** control, **your journey** would otherwise be cancelled, delayed, shortened or diverted resulting in **you** being unable to arrive in time to attend a wedding, funeral, prepaid conference, sporting event or prepaid travel/tour arrangements, **we** will pay the reasonable **additional** travel expenses to arrive at **your** destination on time.

The maximum benefit limit for this section is:

#### **Gold, Platinum and World Mastercard**

\$3,000

#### **We will not pay for claims:**

1. caused by the financial collapse or **insolvency** of any travel agent, tour wholesaler, tour operator or booking agent, or
2. if **you** have not obtained **Upgraded Benefits** and paid the required **premium**.

#### **Benefit 8: Rental Vehicle Insurance Excess**

This cover applies if **you**:

- hire a **rental vehicle**
- are the nominated driver on the **rental vehicle** agreement, and
- have purchased motor vehicle insurance or a damage waiver from the rental company or agency **you** rented the **rental vehicle** from.

If the **rental vehicle** is damaged or stolen while in **your** control during **your period of cover**, **we** will pay the lower of the **rental vehicle** insurance excess or the liability fee **you** are required to pay under a damage waiver or the repair costs to the **rental vehicle** that **you** become liable to pay.

This benefit does not cover items such as, but not limited to, tyres and/or windscreens if they are not covered by the motor vehicle insurance or damage waiver purchased from the rental company or agency.

**You** must provide **us** with a copy of **your rental vehicle** agreement, an incident report that was completed, the repair account, an itemised list of the value of the damage and written notice from the rental company or agency advising that **you** are liable to pay the excess or liability fee.

If **your** treating **medical practitioner** certifies in writing that **you** are unfit to return **your rental vehicle** to the nearest depot during **your journey**, then **we** will pay up to \$500 for the cost of returning **your rental vehicle**.

The maximum benefit limit for this section is:

#### **Gold, Platinum and World Mastercard**

\$3,000

#### **We will not pay for:**

1. any damage or theft, arising from the operation of a **rental vehicle** in violation of the terms of the rental agreement

2. **you** using the **rental vehicle** without a licence valid for the purpose that **you** were using it
3. any damage sustained to a **rental vehicle** while it is being driven on an unsealed surface
4. administration costs or loss of use penalties, or
5. claims if **you** have not obtained **Upgraded Benefits** and paid the required **premium**.

#### **Benefit 9: Kidnap and Ransom**

**We** will reimburse **you** for extortion/ransom monies paid to **your** abductors, which results in **your** release, if **you** are illegally abducted **overseas** on the **journey** and forcibly held hostage for the purpose of demanding extortion/ransom monies.

**We** will only pay if **you** make every effort to:

- minimise **your** loss
- not disclose the existence of this insurance
- immediately inform the appropriate law authorities and conform with their recommendations and instructions
- immediately advise **us** of the situation
- keep identifying details of the money (e.g. serial numbers) or other property handed over to secure **your** release, and
- provide **us** with a police report of the event.

The maximum benefit limit for this section is:

<b>Gold, Platinum and World Mastercard</b>
\$250,000

#### **We will not pay for:**

1. any claim if **you** have previously:
  - i. been illegally abducted and/or forcibly held hostage for the purpose of demanding extortion/ransom monies, or
  - ii. had an extortion demand made against **you** or any member of **your** family living either in Australia or **overseas**
2. kidnapping that occurs in the countries or territorial waters of Mexico, the Philippines, Somalia or in any country (or its territorial waters) located in Central America or South America, or
3. claims if **you** have not obtained **Upgraded Benefits** and paid the required **premium**.

#### **Benefit 10: Hijack and Detention**

If the plane, bus, train, ferry or taxi **you** are travelling in during the **journey** is seized by force or threat of force by unauthorised persons and **you** are detained **overseas** for more than 12 continuous hours by those persons or persons connected with them using violence or the threat of violence, **we** will compensate **you** for each continuous 24 hours **you** are forcibly detained.

The maximum benefit limit for this section is:

<b>Gold, Platinum and World Mastercard</b>
\$20,000 (up to \$100 per person per 24 hours)

#### **We will not pay for:**

1. claims if **you** have not obtained **Upgraded Benefits** and paid the required **premium**.

#### **Benefit 11. Baggage Delay Expenses**

If any of **your personal goods** are delayed, misdirected or misplaced by the **carrier** during **your journey** for more than 12 hours **we** will reimburse **you** up to a maximum amount of \$600, per person, for underwear, socks, toiletries, non-prescription medication and change of shoes and clothing (and a bag) **you** bought after a 12 hour delay and before **your personal goods** were returned to **you**.

The original receipts for the items and confirmation of the length of delay from the **carrier** must be produced in support of **your** claim.

This section does not apply on the leg of the **journey** that returns **you home**.

The maximum benefit limit for this section is:

<b>Gold, Platinum and World Mastercard</b>	
<b>cardholder only</b>	<b>cardholder with family</b>
\$600	\$1,200 (up to \$600 per person)

#### **We will not pay for:**

1. expenses **you** incur if **you** are entitled to compensation from the **carrier** **you** were travelling on for the relevant amount claimed. However, if **you** are not reimbursed the full amount, **we** will pay the difference between the amount of **your** expenses and what **you** were reimbursed, up to the limit of **your** cover, or
2. claims if **you** have not obtained **Upgraded Benefits** and paid the required **premium**.

## Benefit 12: Travel Documents, Travellers Cheques, Credit Cards and Cash

- a. We will pay **you** for the cost of replacing travel documents and credit cards lost or stolen during the **period of cover**. We will also pay for **your** legal liability arising from their illegal use. **You** must, however, comply with all the conditions of the issue of the document prior to, and after, the loss or theft.
- b. We will reimburse **you** for cash, bank notes, currency notes, postal or money orders stolen from **your** person or from a locked safe or safety deposit box during the **period of cover**.

The maximum benefit limit for this section is:

Gold, Platinum and World Mastercard	
cardholder	cardholder with family
\$600	\$1,100 (up to \$600 per person)

### We will not pay for:

1. loss or theft that is not reported to the:
  - a. police or security personnel, or
  - b. issuing bank.

All cases of loss or theft must be reported as soon as possible and within 7 days. A copy of the relevant report must be submitted for any claim involving loss or theft. If **you** are unable to provide **us** with a copy of the relevant report, **you** must provide **us** with a reasonable explanation and details of the time and place **you** made the report, including their contact details
2. any amounts covered by any guarantee given by the bank or issuing company to **you** as the holder of the transaction cards or travellers cheques
3. **your** failure to comply with the recommended security guidelines for the use of bank or currency notes, cheques, credit card, postal or money orders or petrol coupons
4. cash, bank notes, currency notes, postal or money orders not on **your** person or in a locked safe or safety deposit box at the time they were stolen, or
5. claims if **you** have not obtained **Upgraded Benefits** and paid the required **premium**.

## Benefit 13: Travel Delay Expenses

If the departure of any scheduled transport in which **you** have arranged to travel is delayed for at least six hours due to any unforeseeable cause outside **your** control (including a **cyber incident**), **we** will reimburse up to \$475 for a **cardholder** only, or \$1,100 for a **cardholder** with their **family**, for **your** reasonable **additional** meal and accommodation costs.

This benefit is only payable when **you** supply receipts for the expenses incurred and confirmation from the **carrier** confirming the period of delay.

The maximum benefit limit for this section is:

Gold, Platinum and World Mastercard	
cardholder only	cardholder with family
\$475	\$1,100

### We will not pay for:

1. claims caused by the **insolvency** of any travel agent, tour wholesaler, tour operator or booking agent, or
2. claims if **you** have not obtained **Upgraded Benefits** and paid the required **premium**.

## Benefit 14: Domestic Pets Boarding

If **your** return to **Australia** is delayed because of events covered under this policy, or **your** scheduled transport back to Australia is delayed for reasons beyond **your** control (including a **cyber incident**), the **period of cover** will automatically be extended for a period of **four** weeks.

During this period **we** will pay any additional boarding fees for **your** domestic cats and dogs, provided **you** provide evidence of the additional fees **you** incurred.

The maximum benefit limit for this section is:

Gold, Platinum and World Mastercard	
cardholder only	cardholder with family
\$1,000 (\$50 per 24 hours)	\$1,000 (\$50 per 24 hours)

### We will not pay for:

1. claims if **you** have not obtained **Upgraded Benefits** and paid the required **premium**.



### Benefit 15: Overseas Funeral or Cremation, or Body Repatriation

If **you** die as a result of a **disabling injury, sickness or disease** during **your journey**, **we** will pay:

1. the reasonable costs incurred **overseas**, charged by a funeral director for arranging **your** funeral service and a cemetery for **your** burial, or a crematorium for **your** cremation incurred **overseas**, or
2. the cost of bringing **your** remains to **Australia**, including from the inbound port or airport to **your home** or nominated funeral home.

The maximum benefit limit for this section is:

Gold, Platinum and World Mastercard	
cardholder only	cardholder with family
\$15,000	\$30,000

#### We will not pay for:

1. the cost of memorialisation
2. funeral or cremation expenses incurred **overseas** or bringing **your** remains back to **Australia**, unless it has been first approved by **our** emergency assistance team, or
3. claims if **you** have not obtained **Upgraded Benefits** and paid the required **premium**.

### Benefit 16: Travel Services Provider Insolvency

If, due to the **insolvency** of a **travel services provider**:

1. **you** have to rearrange **your journey**, **we** will pay the reasonable cost of doing so (**we** will not pay more for the cost of rearranging **your journey** than the non-refundable costs, which would have been incurred had the **journey** been cancelled. The cover is limited to the same or similar standard of transport and accommodation as was originally booked)
2. **you** have to cancel **your journey** (where **you** cannot rearrange it prior to leaving **home**) **we** will pay **you**:
  - a. the value of the unused portion of **your** prepaid travel or accommodation arrangements that are non-refundable and not recoverable in any other way including the travel agent's commission (if **you** used a travel agent: the travel agent's commission is limited to the lesser of \$1,000 or the amount of commission the agent had earned on the prepaid refundable amount of the cancelled travel arrangements), and

- b. the value of frequent flyer or similar flight reward points, air miles, redeemable vouchers or similar schemes lost by **you** following cancellation of the services paid for with those points if **you** cannot recover **your** loss in any other way. The amount **we** will pay is calculated as follows:
  - i. For frequent flyer or similar flight reward points, loyalty card points, air miles:
    - The cost of an equivalent booking, based on the same advance booking period as **your** original booking. **We** will deduct any payment **you** made towards the booking and multiply it by the total number of points or air miles lost, divided by the total number of points or air miles used to make the booking
  - ii. For vouchers, the face value of the voucher up to the current market value of an equivalent booking, or
3. **you** have to incur **additional** expenses in returning **home**, **we** will pay **your** reasonable **additional** accommodation (room rate only) and **additional** transport expenses, at the same fare class and accommodation standard as originally booked.

**You** must recover the maximum amount available from any statutory fund, compensation scheme or any other source. For example, if **you** paid for **your** airline ticket with a credit card and the transaction meets the card issuer's terms and conditions regarding non-provision of services, **you** need to claim the cost of the airline ticket through the credit card issuer first.

The maximum benefit limit for this section is:

Gold, Platinum and World Mastercard	
cardholder only	cardholder with family
\$5,000	\$10,000

#### We will not pay for claims caused by:

1. the **insolvency** of a **travel services provider** if the booking was not made before the start of **your journey** while **you** are still in **Australia**
2. the **insolvency** of any travel agent, tour wholesaler, tour operator or booking agent
3. **insolvency** of a **travel services provider** if, at the time **relevant time**, the **travel services provider** was **insolvent** or a reasonable person would have reason to expect the **travel services provider** might become **insolvent**

4. accommodation expenses incurred after the date **you** originally planned to return to **Australia**, or
5. claims if **you** have not obtained **Upgraded Benefits** and paid the required **premium**.

#### **Benefit 17: Resumption of Journey**

Following a valid claim under this policy **We** will pay the economy class transport costs **you** incur to return **overseas** if **you** are required to return **home** because, during **your journey**, **your relative** died unexpectedly, provided:

1. it is possible for **your journey** to be resumed
2. **you** resume **your journey** within 30 days of **your** return to **Australia**
3. there are at least 14 days or 25% of the time of **your journey** remaining (whichever is the greater), and
4. the death occurred after **your** travel was booked.

Sub-condition

6. If **you** are required to return **home** during **your journey**, because **your relative** died unexpectedly as the result of an **existing medical condition** (not a **terminal illness**), and the points above are met, **we** will pay for the economy class transport costs **you** incur to return **overseas** provided:
  - a. **you** were unaware of the likelihood of such hospitalisation or death.

The maximum benefit limit for this section is:

<b>Gold, Platinum and World Mastercard</b>	
<b>cardholder only</b>	<b>cardholder with family</b>
\$5,750	\$15,000

**We will not pay for:**

1. claims if **you** were aware of any reason, before **your period of cover** commenced, that **your journey** may be cancelled, delayed or disrupted, or
2. claims if **you** have not obtained **Upgraded Benefits** and paid the required **premium**.

#### **Benefit 18: Loss of Income**

If, during **your journey**, **you** suffer an **injury** requiring medical treatment **overseas** and:

- a. **you** become disabled within 30 days because of the **injury**
- b. the disablement continues for more than 30 consecutive days from the date of **your** return to **Australia**, and

- c. **you** lose all **your** income because **you** are unable to return to **your** usual place of employment in **Australia** as a result, **we** will pay **you** up to \$1,000 per week for **your** weekly net of income tax wage for a maximum period of three months, starting from the 31st day after **your** return to **Australia**.

**You** must be under the regular care of, and acting in accordance with the instructions or advice of, a qualified **medical practitioner** who certifies in writing that the disablement prevents **you** from gainful employment.

The maximum benefit limit for this section is:

<b>Gold, Platinum and World Mastercard</b>	
<b>cardholder only</b>	<b>spouse</b>
\$12,000	\$12,000

**We will not pay for:**

1. claims if **you** have not obtained **Upgraded Benefits** and paid the required **premium**.

#### **Other Upgrades**

Additional Period of Cover

If a **cardholder** intends to be travelling for longer than the maximum duration per **journey** for complimentary insurance shown on page 10 applying to the **eligible credit card**, the **cardholder** can apply to increase the relevant **period of cover**.

If accepted and the **cardholder** pays **us** any premium that applies, the **cardholder's Certificate of Insurance** will show the increased **period of cover**.

Under this benefit, the cover available to **you** under **Complimentary Overseas Travel Insurance** or **Upgraded Benefits** will be provided for the added period of time.

The maximum **period of cover** (from the commencement of **your journey**, inclusive of the complimentary duration) cannot exceed:

- three consecutive months for Bankwest Gold Mastercard **cardholders**
- three consecutive months for Bankwest Platinum Mastercard **cardholders**, or
- 12 consecutive months for Bankwest World Mastercard **cardholders**.

(This means, if **you** have a Gold or Platinum Mastercard, **you** can extend **your** cover for the relevant **journey** by up to two months and if **you** have a World Mastercard, **you** can extend **your** cover for the relevant **journey** by up to six months.)

## Existing Medical Conditions Cover

**We** cover some **existing medical conditions**. Please see policy condition 14. Existing medical conditions we automatically include pages 46-48 for details.

If cover is needed for conditions outside the specified criteria, or for other conditions, **cardholders** 79 years of age or under at the **relevant time** can apply for this **Upgraded Benefit** by completing a health assessment through the Bankwest website or App.

Once **we** have agreed to provide the cover and **you** have paid **us** any premium that applies and **we** have issued a **Certificate of Insurance** confirming this **Upgraded Benefit**, the benefits under:

- Benefit 1: Overseas Emergency Medical and Hospital Expenses
- Benefit 5: Additional Expenses for Gold Mastercard and Platinum Mastercard **cardholders** where **you** apply for and obtain this cover (Cover is included in Complimentary Overseas Travel Insurance for World Mastercard **cardholders**)
- Benefit 6: Cancellation Costs for Gold Mastercard and Platinum Mastercard **cardholders** where **you** apply for and obtain this cover (Cover is included in Complimentary Overseas Travel Insurance for World Mastercard **cardholders**)
- Benefit 15: Overseas Funeral or Cremation, or Body Repatriation where **you** apply for and obtain this cover

will apply in relation to the **existing medical conditions** that **we** agreed to.

**We** will not pay any claims which in any way relate to, or are exacerbated by, **your existing medical condition** if:

- **you** do not apply for this **Upgraded Benefit** cover for that **existing medical condition**
- **you** apply for this **Upgraded Benefit** cover for that **existing medical condition** and **we** do not agree to provide cover for that **existing medical condition**, or
- **we** agree to provide cover for that **existing medical condition** and **you** do not pay the required extra **premium**.

This means that **you** will have to pay for an **overseas** medical emergency which can be very expensive in some countries.

**You** cannot apply for this **Upgraded Benefit** if:

- **you** have commenced **your journey**, or
- the start date as shown on **your Certificate of Insurance** has passed.

If **you** have any questions about **existing medical conditions**, please call Cover-More on 1300 468 340.

# Other Insurances

## **Included at no extra cost upon spend.**

A range of protections are included, such as insurance for Purchase Security, Extended Warranty, Price Guarantee, Interstate Flight Inconvenience and Transit Accident.

Insurance will apply for purchases made using **your eligible credit card**. E.g. For Extended Warranty the entire cost of the personal goods item must be charged to the **eligible credit card account**.

These insurance covers are subject to the conditions, exclusions, limits, sub-limits and terms following and must be read in conjunction with Important Information pages 29-58.

**You** must also check General exclusions, pages 53-58, for other reasons why **we** will not pay.

## **Interstate Flight Inconvenience**

Interstate Flight Inconvenience is a cover available to Gold Mastercard, Platinum Mastercard and World Mastercard **cardholders**, subject to the following terms and conditions and the details in Important Information pages 29-58.

It covers the **cardholder** during interstate travel, provided the **cardholder** charges the entire cost of their return **interstate flight** to their **eligible credit card account**.

If the **cardholder** is eligible for this insurance, it extends to the **cardholder's family**, provided they are travelling with the **cardholder** and the entire cost of their return **interstate flights** were also charged to the **cardholder's eligible credit card account**.

For Benefit 4. Cancellation of domestic travel arrangements under this section, this cover starts once the entire cost of **your** return **interstate flight** has been charged to the **cardholder's eligible credit card account** and ceases when **you** commence **your interstate flight**.

For all other benefits under Interstate Flight Inconvenience, cover starts on the earlier of:

- the departure date shown on **your** return **interstate flight** ticket, or
- the time **you** leave **your home** if **you** travel directly from that **home** to the airport shown on **your** return **interstate flight** ticket.

Cover ceases when the first of the following occurs:

- 14 days after the departure date shown on the **cardholder's** return **interstate flight** ticket
- When **you** cancel **your interstate flight** ticket
- When **you** return to **your home** if **you** travel directly to that **home** from the airport shown on **your** return **interstate flight** ticket

### 1. Delays

#### **a. Flight delay**

If the intended **interstate flight** is delayed by four hours or more, and no alternative transport is made available, **you** are entitled to charge up to \$100 for each of **you** to the **cardholder's eligible credit card account** for meals and refreshments, up to a total of \$500.

## b. 12 hour luggage delay

If, following the **interstate flight**, **your** luggage containing clothes and toiletries is delayed in getting to **you** for over 12 hours, **you** are entitled to charge up to \$100 for each of **you** to the **cardholder's eligible credit card account** for essential clothing and toiletries, up to a total of \$250.

### 2. Loss of, or damage to, personal goods

**We** insure **you** during **your** interstate travel, while this cover is in force, for the theft and accidental loss of, or damage to, clothing and **your personal goods** (but not laptop computers or business items) that **you** have with **you**. **We** will pay up to a maximum amount of \$1,000 for each item to a maximum of \$3,000 in total.

**We** do not cover **your** business items or **personal goods** under this benefit in any of the circumstances specified in Complimentary **Overseas Travel Insurance**, Benefit 4: Baggage and Personal Goods under '**We** will not pay for'.

If an item is damaged, lost or stolen, after deducting depreciation as shown in the depreciation table, **we** will repair the item if it is practical and economic to do so. If it is not practical and economic to repair the item and depreciation is not applicable, **we** will replace the item or provide **you** with a replacement voucher if the item is available from **our** usual suppliers. If the above do not apply, **we** will pay **you** the monetary value of the item.

Where the item is part of a pair or set, **you** will receive no more than the value of the particular part or parts lost, stolen or damaged, regardless of any special value that the item may have by way of being part of such pair or set. **Our** payment will not be more than the amount **you** paid for the item and depreciation will be deducted in accordance with the table following (where applicable).

## Depreciation table

Age of item and depreciation that applies	Items		
	Jewellery (not watches or costume jewellery)	Communication devices, all computers, electrical devices, electronics equipment, phones, all, photographic equipment, smart watches, tablet computers	Any other items
New-24 months	0%	0%	0%
25-36 months	0%	60%	36%
More than 36 months	0%	60%	60%

### 3. Funeral expenses as a result of accidental death

If, while on interstate travel and while this cover is in force, **you** die as a result of **injury** caused accidentally, directly and solely by a sudden physical force (but not illness or disease), **we** will pay:

1. the reasonable costs of returning **your** remains or ashes to **your home** town/city in **Australia** and/or
2. the cost of the funeral or cremation.

The maximum amount **we** will pay for this benefit is up to \$10,000 for each of **you**, to a maximum of \$20,000.

### 4. Cancellation of domestic travel arrangements

Under this benefit, **we** cover **you** for **your** cancelled non-refundable travel arrangements (but not taxes, airport or travel agent charges), and **additional** travel and accommodation expenses associated with the cancellation, up to \$2,000 for Gold Mastercard **cardholders** (\$3,000 for World Mastercard and Platinum Mastercard **cardholders**). This applies if travel arrangements **you** have paid for are cancelled for any of the following reasons, provided the entire cost of **your** return **interstate flight** has already been charged to the **cardholder's eligible credit card account**:

1. **You, your travel companion** or a **relative** unexpectedly:
  - a. die(s)
  - b. is seriously **injured**, or
  - c. become(s) seriously ill.

**We** will need to see a medical advice written by a **medical practitioner** regarding any of the above events, and be satisfied that the expenses involved are reasonable

2. **Your home** is rendered uninhabitable by fire, explosion, earthquake or flood
3. **You** are quarantined
4. **You** are subpoenaed to attend court in **Australia**
5. **Your** arranged travel is cancelled or delayed by the **carrier** because of an unexpected **natural disaster**, or the mechanical breakdown of the aircraft
6. **You** are involuntarily made redundant from permanent full-time employment in **Australia** where **you** would not have been aware before the **interstate flight** was purchased that the redundancy was to occur.

#### **Transit Accident**

Transit Accident is a cover available to Gold Mastercard, Platinum Mastercard and World Mastercard **cardholders** travelling internationally, subject to the following terms and conditions and the details contained in Important Information pages 29-58.

It provides certain accidental death and **injury** cover for **cardholders** who sustain an **injury** or die as a result of an **accident** on a **trip** while riding as a paying passenger in (not as a pilot, driver or crew member), or boarding or alighting (when **you** physically get on or off) a licensed plane, tourist bus, train, ferry or other conveyance as outlined in this cover.

This cover is available on a **trip** outside **Australia** where, prior to the **trip**, the entire payment for the **trip** was charged to the **cardholder's eligible credit card account**. In certain circumstances the benefits also extend to the **cardholder's family**, provided they are travelling with the **cardholder** and, before the **trip**, the payment for their **trip** was also charged to the **cardholder's eligible credit card account**.

The Schedule of Benefits page 92 will be paid if, while outside **Australia**, the **cardholder** and/or their **spouse** and/or **dependent children**, subject to meeting eligibility and extended cover above, suffer a loss as a result of an **injury** incurred in an **accident** under the following circumstances:

1. The **injury** is sustained on a **trip** while **you** are riding as a paying passenger in (not as a pilot, driver or crew member) or boarding or alighting (when **you** physically get on or off) the licensed plane, tourist bus, train or ferry authorised pursuant to any statute, regulation, by law or the equivalent thereof for the transportation of passengers for hire
2. The **injury** is sustained while **you** are riding as a paying passenger in (not as a pilot, driver or crew member) another conveyance (for example a licensed taxi, bus or hire vehicle) authorised pursuant to any statute, regulation, by-law or the equivalent thereof for the transportation of passengers for hire. This is provided **you** are travelling directly to or from an airport, bus depot, railway station or dock, immediately preceding or following the scheduled **trip**.

When, due to an **accident** specified in points 1 or 2 above, **you** are unavoidably exposed to the elements and, because of such exposure, suffer an **injury** for which indemnity is otherwise payable hereunder, the loss shall be covered under the terms of this cover

3. If **your** body has not been found within one year of the date of **your** disappearance arising out of an **accident**, which would give rise to a loss as specified in points 1 or 2 above, it will be presumed that **you** died as a result of **injury** caused by the **accident** at the time of **your** disappearance.

A benefit payable under this cover will be paid to the **cardholder** or **spouse**. In the event of **your** death, the benefit will be paid to **your** legal representative. In the event of an **injury** or death of an **accompanied child**, **we** will pay the **cardholder**.

When an **accident** results in any of the **injuries**, shown in the Schedule of Benefits on the next page, within one year after the date of the **accident**, **we** will pay the benefit amount shown according to the **injury**.

If **you** sustain more than one **injury** resulting from one **accident**, the Benefit Amount for the greater **injury** will be paid.

## Schedule of Benefits

Injury	Benefit Amount
	Per person (whether a cardholder, spouse or accompanied child)
Loss of life	\$500,000
Loss of both hands or both feet	\$500,000
Loss of one hand and one foot	\$500,000
Loss of the entire sight of both eyes	\$500,000
Loss of the entire sight of one eye and one hand and one foot	\$500,000
Loss of one hand or one foot	\$500,000
Loss of the entire sight of one eye	\$250,000

Please note:

- › 'Loss of', with reference to a hand or foot, means the complete severance through or above the wrist for the hand or the complete severance through or above the ankle joint for the foot
- › 'Loss of' with reference to an eye, means permanent and irrecoverable loss of the entire sight of the eye

### Limits on what we pay

The most **we** will pay for all claims that result from the one incident (e.g. a bus crash) is a maximum amount of \$2,500,000. This is regardless of the number of persons (whether related or not) eligible for cover who are involved in the incident.

This means that if, as a result of one **accident**, a number of **cardholders, spouses and/or accompanied children** (whether related or not) suffer an **injury**, **we** would pay each on a proportional basis (using the Schedule of Benefits above) up to a total of \$2,500,000. For example, if six **cardholders** lost their lives in the same bus crash, **we** would pay \$416,667 to each of their legal representatives.

## Price Guarantee

Price Guarantee cover is available to Gold Mastercard, Platinum Mastercard, World Mastercard and Bankwest Breeze\* Mastercard **cardholders**, when:

- **personal goods** are purchased in a store (not online) in **Australia**, and
- the entire cost is charged to **cardholder's eligible credit card account**.

\*A current and valid non-Gold card and non-Platinum Bankwest Breeze Mastercard credit card opened by Bankwest before 3 March 2012.

Cover is subject to the following and the details contained in Important Information pages 29-58.

This cover refunds the **cardholder** the difference in price if, within 21 days of the purchase, they advise **us** that they have, subsequent to their purchase, received a printed or emailed catalogue showing the same **personal goods** for a lower price from a store within 25 kilometres of the store that the **personal goods** were purchased, and the price difference is greater than \$75.

To make a claim, **you** must report the cheaper article and submit **your** claim to **us** within 30 days of the purchase of the **personal goods**.

The cheaper **personal goods** must be: the same model number, the same model year and produced by the same manufacturer as the **personal goods** purchased by **you**.

### What is the cover limit?

Provided the price difference is greater than \$75, **we** will refund the price difference up to a maximum amount of \$1,000 for any one item, set or pair items (including attached and unattached accessories).

### What is not covered?

This section does not cover business items or **personal goods** purchased or advertised exclusively on the internet.

## Purchase Security

Purchase Security is a cover available to all Bankwest **cardholders**, subject to the following terms and conditions and the details contained in Important Information pages 29-58.

It provides 90 consecutive days of cover (from the date of purchase) in the event of loss, theft or damage of a wide range of new **personal goods** purchased anywhere in the world, when those items are charged to the **cardholder's eligible credit card account**. Cover limits and policy exclusions apply.

**We do not cover your personal goods** under this benefit in any of the circumstances specified in Complimentary Overseas Travel Insurance, Benefit 4: Baggage and Personal Goods under 'We will not pay for'.

If an item is damaged, lost or stolen **we** will repair the item if it is practical and economic to do so. If it is not practical and economic to repair the item, **we** will replace the item or provide **you** with a replacement voucher if the item is available from **our** usual suppliers. If the above do not apply, **we** will pay **you** the monetary value of the item.

Where the item is part of a pair or set, **you** will receive no more than the value of the particular part or parts lost, stolen or damaged, regardless of any special value that the item may have by way of being part of such pair or set.

Here are some examples of items considered as only one item for the purpose of this insurance. The appropriate single item limit will be applied: a camera, camera accessories, lenses and tripod (attached or not); a smart phone and cover/case; a matched or unmatched set of golf clubs, golf bag and buggy; a necklace and pendant; a charm bracelet and charms.

### Terms and conditions

1. This cover provides automatic insurance protection for new **personal goods** purchased using an **eligible credit card** unless the **personal goods** and/or claims are excluded by the policy's terms and conditions, or the **cardholder** fails to comply with this booklet's policy conditions. **Personal goods** purchased by instalment payments (e.g. mobile phone contracts) are not covered until the final payment is made.
2. Cover extends to permanent Australian residents who receive the new **personal goods** as a gift from a

**cardholder** who purchased them in accordance with point 1 above. For the purpose of this cover, these persons are also referred to as **cardholder** or **cardholders**.

3. The **personal goods** are insured anywhere in the world for 90 consecutive days from the date of purchase in the event of loss, theft or damage. There is no cover until **you** take possession of the **personal goods**.
4. An excess of \$250 applies. The excess is the first amount of a claim that **we** will not pay for. It is deducted from **your** claim if it is approved by **us**.

What are the cover limits?

**We** will pay the lesser of:

- › the actual amount charged to the **cardholder's eligible credit card account**, or
- › \$3,000 per claim in respect of jewellery, watches and fine arts,

up to a maximum of \$125,000 in any 12 month period in respect of any one **eligible credit card account**.

## Extended Warranty

Extended Warranty is a cover available to all **cardholders**, subject to the following terms and conditions and the details contained in Important Information pages 29-58.

The cover extends the manufacturer's expressed written Australian warranty on **personal goods** (the warranty applicable and able to be fulfilled within Australia, that has been properly registered with the manufacturer). This is only for purchases charged to the **cardholder's eligible credit card account**.

The **personal goods** may come with guarantees from the seller and/or the manufacturer that cannot be excluded under the Australian Consumer Law or other relevant law, which may entitle **you** to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. **You** may also be entitled to have the goods repaired or replaced, if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This Extended Warranty operates alongside, and in addition to, and does not change or take away any rights **you** may have under, the Australian Consumer Law in relation to **your personal goods**. So, **you** can choose to make a claim under this cover even if **you** have rights under the law.



## Terms and conditions

1. Only items with a manufacturer's unique identification serial number on them are covered under this insurance.
2. The cover provided by this Extended Warranty for **personal goods** purchased comes into effect at the end of the Australian warranty period that applies to those **personal goods** and covers the cost to repair or replace the **personal goods**.
3. This Extended Warranty period will be for a duration equivalent to the Australian warranty period, up to a maximum of one full year, and does not apply if the Australian warranty exceeds five years.

The table below sets out examples of how extended warranty periods apply:

<b>Australian warranty period</b>	<b>Extended warranty period</b>
7 days	7 days
14 days	14 days
1 month	1 month
6 months	6 months
1 to 5 years	1 year
Over 5 years	No cover

4. Only covered breakdowns are eligible for Extended Warranty. A covered breakdown means the failure of **personal goods** to operate for the purpose for which they were designed as a result of a breakdown or defect, provided the breakdown or defect is covered by the terms of the Australian warranty.
5. **You** must take all reasonable care to protect and maintain the **personal goods** insured under this cover.
6. If a claim is to be paid under this cover, **you** must obtain approval from **us** prior to proceeding with any repairs or replacement of the **personal goods**, which have broken down, or are defective. **You** must also retain the **personal goods** or parts for **our** inspection.

7. An excess of \$250 applies. The excess is the first amount of a claim that **we** will not pay for. It is deducted from **your** claim if it is approved by **us**.

What are the cover limits?

**We** will not pay more than:

1. the actual Australian dollar purchase price of the **personal goods** charged to the **eligible credit card account**, and
2. up to a maximum in any 12 month period of \$30,000 per **eligible credit card account**.

# General Information

## Financial Claims Scheme

If the insurer becomes insolvent, **you** may be entitled to payment under the Financial Claims Scheme (FCS). Access to the FCS is subject to eligibility criteria.

**Please visit [fcs.gov.au](http://fcs.gov.au) for information.**

## General Insurance Code of Practice

**We** are a signatory to the General Insurance Code of Practice (the Code) and support the Code. The objectives of the Code are:

- › to commit **us** to high standards of service
- › to promote better, more informed relations between **us** and **you**
- › to maintain and promote trust and confidence in the general insurance industry
- › to provide fair and effective mechanisms for the resolution of complaints and disputes **you** make about **us**, and
- › to promote continuous improvement of the general insurance industry through education and training.

The Code Governance Committee is an independent body that monitors and enforces insurers compliance with the Code.

Further information about the Code or the Code Governance Committee and **your** rights under it is available at [insurancecouncil.com.au/cop/](http://insurancecouncil.com.au/cop/) or by contacting us.

## Change of terms and conditions

From time to time, and where permitted by law, **we** may change parts of the PDS and Information Booklet. **We** will issue **you**/the **cardholder** with a new PDS or other compliant document, or summary of material changes to update the relevant details, except in limited cases.

Any updates, which are not materially adverse to **you**/the **cardholder** from the view of a reasonable person deciding whether to acquire this insurance, can be found on [bankwest.com.au](http://bankwest.com.au). **You**/the **cardholder** can obtain a paper copy of any updated information, without charge, by calling Cover-More on 1300 468 340.

## We respect your privacy

In this Privacy Notice the use of “**we**”, “**our**” or “**us**” means both Cover-More and the insurer, unless specified otherwise.

## Why your personal information is collected

**We** collect **your** personal information (including sensitive information) to help **us** in:

- identifying **you** and conducting necessary checks
- determining what services or products **we** can provide to **you** and/or others
- issuing, managing and administering services and products provided to **you** and/or others including claims investigation, handling and payment, and
- improving services and products, e.g. training and developing representatives, product and service research, data analysis and business strategy development.

Cover-More also collects **your** personal information to provide **you** with special offers of other services and products that may be of interest to **you**.

## How your personal information is collected

**We** may collect **your** personal information through websites, from data **you** or **your** travel consultant input directly, or through cookies and other web analytic tools, also via email, fax, telephone or in writing.

**We** collect personal information directly from **you** unless:

- **you** have consented to collection from someone else
- it is unreasonable or impracticable for **us** to do so, or
- the law permits **us** to collect from someone else.

**We** also collect additional personal information from other third parties to provide **you** with **our** services and products. If **you** provide personal information to **us** about another person **you** must only do so with their consent and agree to make them aware of this Privacy Notice.

## Who we disclose your personal information to

**We** may disclose **your** personal information to other parties and service providers for the reasons explained above. The other parties and service providers include:

- insurers and reinsurers
- medical providers, travel providers and **your** travel consultant
- **our** lawyers and other professional advisers

- **our** related companies and other representatives or contractors who **we** have hired to provide services or to monitor the services provided by **us** or **our** agents, **our** products or operations, and/or
- other parties **we** may be able to claim or recover against or other parties where permitted or required by law.

Additional parties and service providers are detailed in the Cover-More Privacy Policy and the insurer's Privacy Statement. The contractual arrangements that **we** have in place with these parties and service providers generally include an obligation for them to comply with Australian privacy laws.

**We** may need to disclose personal information about **you** to other parties and service providers, some of whom may be located **overseas**. Who they are may change from time to time. Generally these recipients will be located in the **overseas** countries **you** travelled to over the duration of these insurance covers and **your** claim. These recipients would usually be service providers, such as medical providers, providers of travel-related services, investigators, assessors and facilitators or **our** related entities that carry out services on **our** behalf in relation to these insurance covers and **your** claim. Further details of these types of recipients are set out in the Cover-More Privacy Policy and the insurer's Privacy Statement.

**We** may not always be able to take reasonable steps to ensure that these recipients comply with the Privacy Act 1988. Some of the countries where these recipients are based may not offer the same protection or obligations that are offered by the Act in Australia. By acquiring the services and products from **us**, **you** agree that **you** may not be able to seek redress under the Act, or from **us** and/or from the recipients in **overseas** countries, or to the extent permitted by law.

**You** and any other traveller included on the policy consent to these uses and disclosures unless **you** tell Cover-More, using the contact details below.

#### **Your choices**

If **you** choose not to provide **your** personal information and/or choose not to consent and/or withdraw **your** consent to the use and disclosure of **your** personal information, set out in this Privacy Notice, at any stage, **we** may not be able to provide **our** services or products or manage and administer services and products to **you** and/or others.

If **you** wish to withdraw **your** consent, including for things such as receiving information on products and offers, please contact Cover-More using the following methods.

#### **More information**

For more information about how **your** personal information is collected, used or disclosed, how to access or seek correction to **your** personal information or how to make a complaint and how such a complaint will be handled, please contact **us** or refer to the relevant website.

#### **Cover-More Privacy Officer**

Cover-More Insurance Services Pty Ltd

Mail: PO Box 2027, North Sydney NSW 2059 Australia

Email: [privacy.officerBW@covermore.com.au](mailto:privacy.officerBW@covermore.com.au)

Call: 1300 72 88 22

Website: [covermore.com.au/covermore\\_privacy\\_policy](http://covermore.com.au/covermore_privacy_policy)

#### **ZAIL Privacy Officer**

Zurich Australian Insurance Limited

Mail: PO Box 677, North Sydney NSW 2059

Email: [privacy.officer@zurich.com.au](mailto:privacy.officer@zurich.com.au)

Call: 132 687

Website: [zurich.com.au/important-information/privacy](http://zurich.com.au/important-information/privacy)

#### **About the Group Policy**

The **Group Policy** is a contract of insurance between **us** and Bankwest who is the insured entity under the policy.

Access to benefits under the **Group Policy** is provided to **cardholders** solely by operation of section 48 of the Insurance Contracts Act 1984.

**Cardholders** do not enter into any agreement with **us** and cannot vary or cancel the **Group Policy**, as they are not the contracting insured. If **we** or Bankwest cancel or vary the **Group Policy**, neither **we** or Bankwest need to obtain consent to do so.

**We** do not provide any notices to **cardholders**. **We** only send notices to Bankwest (to whom **we** have contractual obligations).

**You** are not obliged to accept any of the cover benefits, but if **you** wish to make a claim under the **Group Policy** then **you** have the same obligations to **us** as Bankwest in accordance with the Insurance Contracts Act. **We** have the same rights regarding **cardholders** as **we** have regarding Bankwest.

Neither **we** nor Bankwest hold anything in trust, for the benefit of, or on **your** behalf under the **Group Policy**.

Bankwest does not act on **our** behalf or on **your** behalf in relation to the insurance.

Any person who may be eligible should consider obtaining advice as to whether the benefits are appropriate or useful for their needs, from a person who is licensed to give such advice. No advice is provided by **us**, **our** representatives or Bankwest that this insurance is appropriate or useful for any person's needs. Nothing prevents such persons from entering into other insurance arrangements.

### Termination of the Group Policy

Bankwest may terminate the **Group Policy** at any time. If this happens Bankwest will give the **cardholder** notice of the termination in writing.

Bankwest may vary the **Group Policy** at any time. If this happens Bankwest will advise the **cardholder** of the variation by writing to **cardholder** or on the website bankwest.com.au.

Purchases made in accordance with the existing Other Insurances before the **Group Policy** is varied or terminated will still be eligible for that cover. Any purchases made after the variation or termination of the **Group Policy** will not be eligible for the existing cover.

### Cancelling your cover

Where **you** have paid the required **premium** and been issued a **Certificate of Insurance for Upgraded Benefits**, including cover for an extended **period of cover** or **existing medical condition** cover, the cover can be cancelled by the **cardholder** at any time.

For **Upgraded Benefits, including cover for an extended period of cover** or **existing medical condition** cover that are cancelled within a cooling-off period of 21 days after **you** are issued **your Certificate of Insurance**, **you** will be given a full refund of the **premium you** paid, provided **you** have not started **your journey** or **you** do not want to make a claim.

After this period **you** can still cancel **your** cover. **We** may refund to **you** a proportion of the premium for the unexpired **period of cover** (less any non-refundable government charges and taxes that **we** have paid and are not recoverable). **You** are not entitled to a refund if **you** have started **your** journey, **you** want to make a claim, or exercise any other right under **your** cover.

To cancel **your** cover please contact Cover-More by phone 1300 468 340 or email bankwest@covermore.com.au.

### Complaints and disputes resolution process

**We** and Cover-More are committed to resolving any complaint or dispute fairly.

If **you** have a complaint about an insurance product **we** issued or the service **you** have received (from us or one of our representatives), please contact us. **We** will put **you** in contact with someone who can help to resolve the complaint. **You** can talk over the phone, email or write:

- › Call Cover-More on 1300 468 340
- › Write to the Customer Relations Manager  
Post: PO Box 2027, North Sydney NSW 2059  
Email: customerrelationsBW@covermore.com.au

We will acknowledge receipt of **your** complaint within 24 hours or as soon as practicable.

If **you** are not satisfied with our initial response, **you** may use our Internal Dispute resolution process.

**We** expect that our internal dispute resolution process will deal fairly and promptly with **your** complaint, however, **you** may take **your** complaint to the Australian Financial Complaints Authority (AFCA) at any time.

AFCA is an independent dispute resolution scheme. **We** are a member of this scheme and **we** agree to be bound by its determinations about a dispute. AFCA provides fair and independent financial services complaint resolution that is free to **you**.

Their contact details are:

Australian Financial Complaints Authority

Call: 1800 931 678

Address: GPO Box 3, Melbourne VIC 3001

Email: info@afca.org.au

Website: afca.org.au

If **your** complaint or dispute falls outside the AFCA rules, **you** can seek independent legal advice or access any other external dispute resolution options that may be available to **you**.

# Contact details

## Overseas Travel Insurance

24 hour emergency assistance

Please call Australia DIRECT and TOLL FREE from:

**USA** 1833 567 5339    **UK** 0808 234 1925

**Canada** 1833 567 5339    **NZ** 0800 735 915

Charges apply if calling from a pay phone or mobile phone.

From all other countries or if you experience difficulties with the numbers above:

**Call direct:** +61 2 8907 5615

**Fax:** +61 2 9055 3303

## General enquiries (non-emergency)

To ask about claims or other details about the insurances included with your credit card, please call or email:

**1300 468 340** (within Australia)

**+61 2 8907 5061** (from overseas)

[bankwest@covermore.com.au](mailto:bankwest@covermore.com.au)

How to make a claim – See page 25

## Banking

Go to the Bankwest App

Visit [bankwest.com.au](http://bankwest.com.au)

Call 13 17 19

Bankwest, a division of Commonwealth Bank of Australia  
ABN 48 123 123 124 AFSL/Australian Credit Licence 234945.

# Notes

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**Visit any branch.  
Call 13 17 19.  
[bankwest.com.au](https://www.bankwest.com.au)**