

CHANGES TO YOUR COMPLIMENTARY CREDIT CARD INSURANCE

We are making changes to the complimentary insurance policy due to shifts in the insurance market in the wake of the COVID-19 pandemic and in response to a general review of insurance policies. We have also made some changes to reflect changing customer preferences. The main changes are as follows:

1. Launching Domestic Travel Insurance
2. Removing Transit Accident Insurance, Guaranteed Pricing Scheme and Interstate Flight Inconvenience Insurance.
3. The excess for Rental Vehicle Excess in Australia Insurance will reduce from \$350 to \$100.
4. For International Travel Insurance, we are implementing the following changes:
 - a. The addition of a pandemic/epidemic exclusion unless you or your travel companion are positively diagnosed with an epidemic/pandemic sickness such as COVID-19 and cover is expressly included under certain sections of the of the ANZ Platinum and Black Personal Credit Cards Complimentary Insurance Policy booklet.
 - b. The excess will increase from \$250 to \$350
 - c. The limit on cancellation benefits will change from 'Unlimited' to \$20,000 AUD.

NEW POLICY BOOKLET

A new policy booklet will replace your current Premium Cards – Insurances, Insurance policy information booklet. The new booklet will be the "ANZ Platinum and Black Personal Credit Cards Complimentary Insurance Policy booklet". An overview of the coverage changes to your complimentary insurance is provided in this notice. We recommend you review the new ANZ Platinum and Black Personal Credit Cards Complimentary Insurance Policy Information Booklet, effective from 27 April 2022, which is available at www.anz.com/allianz.



The below table provides an overview of the changes to your complimentary insurance. This is not intended to be a comprehensive summary of the new insurance policy and all customers should refer to the policy information booklet.

All changes are effective 27 April 2022, unless otherwise specified.

Insurance/ Section/Clause	What is changing	Booklet Effective 27 April 2022 page reference				
Domestic Travel Insurance	<p>Domestic Travel Insurance has been added. An overview of the features of this insurance is provided below.</p> <ul style="list-style-type: none"> • Interstate and intrastate journeys (including journeys to Australian territories), with a return domestic flight, up to 28 days in length are eligible. If your trip is longer than 28 days, the first 28 days of the trip are covered. • The cover available includes: <ul style="list-style-type: none"> - Cancellation - Travel Delay Expenses - Additional Expenses - Luggage - Luggage Delay 	pages 56-68				
Epidemics and Pandemics	<p>If, during the period of cover available, you (including your spouse and/or dependants who are eligible for cover) are positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19, cover is available to you under the following sections in International and Domestic Travel Insurance:</p> <table border="1" data-bbox="294 1461 796 1981"> <thead> <tr> <th data-bbox="294 1461 550 1537">International Travel Insurance</th> <th data-bbox="550 1461 796 1537">Domestic Travel Insurance</th> </tr> </thead> <tbody> <tr> <td data-bbox="294 1537 550 1981"> <ul style="list-style-type: none"> • 1.1 Overseas Emergency Assistance • 1.2 Overseas Emergency Medical • 1.4 Evacuation & Repatriation • 2.1 Cancellation • 3.1 Additional Expenses </td> <td data-bbox="550 1537 796 1981"> <ul style="list-style-type: none"> • 1.1 Cancellation • 3.1 Additional Expenses </td> </tr> </tbody> </table>	International Travel Insurance	Domestic Travel Insurance	<ul style="list-style-type: none"> • 1.1 Overseas Emergency Assistance • 1.2 Overseas Emergency Medical • 1.4 Evacuation & Repatriation • 2.1 Cancellation • 3.1 Additional Expenses 	<ul style="list-style-type: none"> • 1.1 Cancellation • 3.1 Additional Expenses 	pages 26 & 61
International Travel Insurance	Domestic Travel Insurance					
<ul style="list-style-type: none"> • 1.1 Overseas Emergency Assistance • 1.2 Overseas Emergency Medical • 1.4 Evacuation & Repatriation • 2.1 Cancellation • 3.1 Additional Expenses 	<ul style="list-style-type: none"> • 1.1 Cancellation • 3.1 Additional Expenses 					

Insurance/ Section/Clause	What is changing	Booklet Effective 27 April 2022 page reference				
	<p>If your travel companion is positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19, which impacts your journey, cover is available to you under the following sections in International and Domestic Travel Insurance:</p> <table border="1" data-bbox="301 577 788 778"> <thead> <tr> <th data-bbox="301 577 547 648">International Travel Insurance</th> <th data-bbox="547 577 788 648">Domestic Travel Insurance</th> </tr> </thead> <tbody> <tr> <td data-bbox="301 648 547 778"> <ul style="list-style-type: none"> • 2.1 Cancellation • 3.1 Additional Expenses </td> <td data-bbox="547 648 788 778"> <ul style="list-style-type: none"> • 1.1 Cancellation • 3.1 Additional Expenses </td> </tr> </tbody> </table> <p>Terms, conditions, limits and exclusions apply. Please refer to the ANZ Platinum and Black Personal Credit Cards Complimentary Insurance Policy booklet Part D - General Exclusions and the exclusions set out in each of the above sections.</p> <p>For all other sections in the ANZ Platinum and Black Personal Credit Cards Complimentary Insurance Policy booklet and any other claim arising from, or related to, epidemics or pandemics, there is no cover.</p>	International Travel Insurance	Domestic Travel Insurance	<ul style="list-style-type: none"> • 2.1 Cancellation • 3.1 Additional Expenses 	<ul style="list-style-type: none"> • 1.1 Cancellation • 3.1 Additional Expenses 	
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Transit Accident Insurance	The Transit Accident Insurance product has been removed as this cover is no longer available.	-				
Guaranteed Pricing Scheme	The Guaranteed Pricing Scheme product has been removed as this cover is no longer available.	-				
Interstate Flight Inconvenience Insurance	The Interstate Flight Inconvenience Insurance product has been removed as this cover is no longer available.					
Excess for Rental Vehicle in Australia Insurance	The excess for claims on the Rental Vehicle Excess in Australia Insurance product has decreased from \$350 to \$100.	page 70				
Eligible Cards	ANZ Low Rate Platinum is no longer listed as an eligible card as this product is no longer in the ANZ suite of products.	-				
Definitions	<p>Words and phrases that have special meaning in the policy information booklet will no longer be in bold font to improve readability of the policy information booklet.</p> <p>Some definitions have also been changed, removed or updated.</p>	pages 6-13				

Insurance/ Section/Clause	What is changing	Booklet Effective 27 April 2022 page reference
International Travel Insurance – Benefit Limits – 2.1 Cancellation	The benefit amount for Section 2.1 Cancellation in International Travel Insurance has decreased from Unlimited to \$20,000.	page 18
International Travel Insurance - Excess	The excess for claims on the international travel insurance product has increased from \$250 to \$350, where an excess is applicable.	pages 22-23
International Travel Insurance – IVF Exclusion	The exclusion wording relating to artificial reproductive techniques (including IVF) to conceive your pregnancy has been removed.	-
International Travel Insurance – Sexually Transmissible Diseases Exclusion	The following exclusion has been removed from 1.2.2 What We Exclude: <ul style="list-style-type: none"> • arising from the treatment of sexually transmissible diseases. 	-
International Travel – The Cover Available – Section 1.2 Overseas Emergency Medical	The following information has been updated from “If Allianz Global Assistance determine, on medical advice,” to “If, after assessment of your claim, the reasonable medical advice”. If, after assessment of your claim, the reasonable medical advice is that you should return to Australia for treatment and you do not agree to do so, we will pay you an amount up to the limit shown in Part C - Benefit Limits - 1.2 Overseas Emergency Medical, which we reasonably consider to be equivalent to: <ul style="list-style-type: none"> • your medical expenses incurred overseas to the date Allianz Global Assistance advise you to return to your home; plus • the reasonable amount it would cost us to return you to your home; plus • the non-refundable portion of unused travel and accommodation arrangements you would have incurred had you followed the advice of Allianz Global Assistance. 	page 33

Insurance/ Section/Clause	What is changing	Booklet Effective 27 April 2022 page reference
International Travel – The Cover Available – Section 2.1 Cancellation	<p>The conditions of Section 2.1 Cancellation has been updated to include further information about cancelling pre-arranged travel and accommodation arrangements. The updated wording is:</p> <p>If you fail to cancel your pre-arranged travel and accommodation arrangements and we are prejudiced by your delay or failure, we may reduce any amount payable by the amount of prejudice we have suffered.</p>	page 39
International Travel – The Cover Available – Section 6.1 Personal Liability	<p>The conditions of Section 6.1 Personal Liability has been updated to include further information about paying, promising to pay, settle, admit or deny liability. The updated wording is:</p> <p>You should not pay or promise to pay, settle with, admit or deny liability to anyone who makes a claim against you without our written consent. If you do, we may reduce or refuse your claim to the extent we are prejudiced.</p>	page 53
Covered items left unsupervised in a public place	<p>The definitions of unsupervised and public place, and the related content and exclusions for these words have been replaced with information and exclusions about taking reasonable precautions to safeguard belongings.</p>	pages 31, 46, 49, 64, 66, 67, 73 & 74
Allianz's option to repair or replace a covered item has been removed	<p>Allianz's option to repair or replace a covered item instead of paying you has been removed from Section 4.1 Luggage under International Travel Insurance and Depreciation. Going forward, the amount Allianz will pay (acting reasonably) will be the lesser of:</p> <ul style="list-style-type: none"> • the depreciated value after allowing for age, wear and tear; • the original purchase price; • the replacement cost; or • the repair cost. 	-

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Reporting loss or theft of covered items	<p>The conditions of reporting a loss or theft and providing evidence to us, has been updated under International Travel Insurance and Purchase Protection Insurance and the Claims section. The updated conditions wording under International Travel Insurance and Purchase Protection Insurance is:</p> <p>We expect you to report any loss or theft to the police or an office of the bus line, airline, shipping line or rail authority you were travelling on when the loss or theft occurred.</p> <p>You should make reasonable efforts to obtain confirmation from whoever you made the report to as this may be the easiest way to provide evidence of the loss or theft. If you delay or fail to make a report and we are prejudiced by your delay or failure, we may be entitled to reduce your claim by the amount of prejudice we have suffered.</p>	pages 48, 50, 75 & 80

FURTHER INFORMATION

If you have any questions about the changes to your complimentary insurance, please visit www.anz.com/allianz or call Allianz Global Assistance on 1300 135 271.

The covers described above are provided for your benefit under a group policy entered into between Australia and New Zealand Banking Group Limited (ANZ) and AWP Australia Pty Ltd ABN 52 097 227 177 AFSL 245631 (trading as Allianz Global Assistance) under a binder from the underwriter, Allianz Australia Insurance Limited ABN 15 000 122 850, AFS Licence Number 234708. ANZ is the policy owner. When eligible, you have the benefit of cover as a third party beneficiary. ANZ is not the issuer of these covers and neither it nor any of its related corporations guarantee or are liable to pay any of the benefits under these covers. Neither ANZ nor any of its related corporations are Authorised Representatives of Allianz, Allianz Global Assistance or any of their related companies in relation to the insurance set out in this booklet.

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