

Frequently Asked Insurance Questions For

UNSW Staff Corporate Travel Insurance
Policy Number: O1PP528908
2008 Update

*Note: This is an information sheet only and **NOT** an insurance policy or insurance advice. Staffs who seek advice on travel insurance should consult a licensed insurance professional.*

Question 1

Am I covered by UNSW travel insurance whilst traveling on UNSW business?

Answer: Yes. UNSW provides Corporate Travel Insurance which covers UNSW staff, accompanying spouses/partners, dependent children, traveling more than 100 klms on UNSW business such as attending a conference, SSP, conducting fieldwork or while traveling on UNSW business with permission of your supervisor.

This insurance has policy terms and conditions, which are explored in the following questions, however, in general the travel insurance program offers:

Coverage	Limits
Medical Expenses	\$2,000,000
Lost Baggage <i>(Note: electronic equipment exclusion.)</i>	\$15,000 (\$7,500 any one item)
Loss of deposits and cancellation charges	\$20,000
Hire car excess expenses	\$5,000
Personal liability	\$5,000,000
Evacuation Costs	\$20,000

Question 2

How long does the insurance coverage last?

Answer: Less than 12 months of business travel. *It is important the staff member knows the duration of their travel because insurance arrangements can not be changed once the staff member has left Australia.*

Corporate Travel Insurance is designed to apply to staff that are out of the country for **less than 12 months**. For a period longer than 12 months, a different type of insurance is provided called Expatriate Medical Insurance. An application form

for Expatriate Medical Insurance is required and can obtain from your Faculty/Division's Human Resources Coordinator. Completed Expat Medical Insurance forms should be sent to Azita Karpour (azita.karpour@unsw.edu.au) at the Risk Management Unit.

Question 3

Do I need to fill out an application for Corporate Travel Insurance?

Answer: No. For all approved business travel, less than 12 months, the insurance is automatic and no application forms are required. Proof of authorised travel must be given when filing a claim. For travel which exceeds 12 months, see **Question 2**, above.

Question 4

Do I need to pay for my own insurance?

Answer: Not for the UNSW Corporate Travel Insurance. Each staff member must determine for themselves whether the UNSW Corporate Travel Insurance (or the Expatriate Medical Insurance, if applicable) is suitable for their individual needs.

Question 5

What if I feel the UNSW Corporate Travel Insurance is inadequate or does not meet all my travel related needs?

Answer: The University recognizes UNSW Corporate Travel Insurance may not be suitable in all circumstances. Staff is encouraged to investigate other travel insurance programs to better meet their needs; however, the Risk Management Unit will not pay for any additional insurance obtained by the staff member.

Question 6

I'm traveling with my partner – will he/she be covered?

Answer: Yes. UNSW Corporate Travel Insurance will cover spouse/partners and dependent children accompanying staff on business travel.

Question 7

I am spending some of my time overseas on UNSW business, but will also do some leisure travel. Will I be covered during both activities?

Answer: Yes, provided that any associated leisure travel is **less than the actual period of UNSW business travel** and not longer than 3 months in total.

Associated leisure travel can occur both before and after the UNSW business segment of the trip, but must not exceed 3 months in total. Please note some benefits do not apply during leisure travel, see Question 10.

Question 8

Are there any personal items which are not covered under the UNSW Travel Insurance?

Answer: Yes. The travel insurance has several significant exclusions:

- The UNSW Travel policy will not cover loss of, or damage to any electronic or digital equipment including all cameras, computers, MP3 players, radios, mobile phones, etc. This also includes all related peripherals, media and data.
- All deprivation of baggage coverage is limited to \$1,000.
- Lost luggage coverage is limited to the first 90 days of overseas travel.

Question 9

In the event of claims, will I be responsible for any excess amounts?

Answer: Yes. The staff member is required to bear an excess payment for certain classes of loss under the UNSW Travel Insurance Program. Examples include:

- A \$50 excess for each and every medical expense claim filed
- A \$250 excess for all baggage claims

Question 10

Are there other significant exclusions of which I should be aware before making a decision on insurance?

Answer: Yes. The UNSW Travel Program has exclusions which affect the cover over time. Most notable exclusions include:

- Baggage cover and trip cancellation benefits will not apply during associated leisure travel segments of the trip. Only medical benefits and emergency evacuation cover will apply.
- Insurance for lost or damaged baggage is included only for the first 90 days of travel outside Australia, after that, there is no coverage for lost or damaged baggage. Certain items are excluded at all times, see Question 8.
- Loss or theft of items not reported to Police or the responsible officer of any aircraft, boat, or vessel within 24 hours may be excluded. Reports are essential.
- Losses which can be recovered from responsible parties such as airlines or tour operators may be excluded by the insurer. The staff member is encouraged to make a claim with the responsible party as soon as possible.

Question 11

What proof do I have that I am covered by the UNSW Corporate Travel Insurance?

Answer: If required an insurance card (ACE Assistance) can be obtained from the Risk Management Unit by calling Azita Karpour 9385 1980. An electronic version of the insurance card can be found on the RMU website.

https://www.fin.unsw.edu.au/files/forms/rmu/ACE_Travel_Card.pdf

Question 12

What is ACE Assistance?

Answer: The insurance card mentioned in Question 11 is for emergency assistance only. The card contains both a website and phone number staff can call in the event of serious medical or personal emergencies. Please note UNSW incurs a fee when this number is called and it should only be used to obtain assistance and support in an emergency situation.

Question 13

What if I have a medical emergency or require evacuation whilst I am overseas?

Answer: The Corporate Travel Insurance is designed to reimburse staff for medical expenses which they incur while overseas. If, however, in the case of a medical emergency or emergency evacuation, contact ACE Assistance, at 61 2 8907 5995 (reverse charge), per Question 12.

Question 14

Are there restrictions in the Corporate Travel Program based on countries at war or conflict?

Answer: Yes, the insurance will not cover medical costs associated with staff injured during acts of war. Staff traveling to regions of conflict and war should consult the Risk Management Unit Travel Advisories Page and conduct a risk assessment prior to departure. If in doubt, contact the RMU at 9385 1414.

Question 15

What are the current claims procedures?

Answer: All claims are administered by our insurer, ACE Australia

- ACE Australia has a 1 800 number to call for claims updates.
- The number is **1800 688 640**
- Callers will be prompted to select from a number of options.

To file a claim:

- Download a personal accident insurance claim form from the RMU web site. https://www.fin.unsw.edu.au/files/forms/rmu/ACE_Travel_Claim_Form.pdf
- If possible scan the completed claim form and supporting documents, such as receipts, doctors reports, police reports, etc. and send via email to: a&h.claims.australia@ace-ina.com
- If the claimant is unable to loge their claim electronically, keep a copy of all documents and submit original and supporting documentation to:

ACE Insurance Limited
GPO Box 4065
Sydney, NSW 2001

- It is advised to keep a copy of all documents submitted.
- For all claims matters or enquiries please call ACE Insurance at 1800 688 640