

Aviva Private Clients: Coronavirus Travel Pause FAQs

Why have you decided to stop selling travel insurance?

- Over the last few weeks the number of travel insurance policies we've been selling has increased. At the same time, the outbreak of the Coronavirus has evolved rapidly.
- Insurance is designed to provide cover for unforeseen events and is priced on this basis.
- The outbreak of the Coronavirus means there is an increased likelihood of disruption to.
- With this in mind, we felt that the most appropriate solution would be to pause travel cover altogether for the present time.

When will you be selling travel insurance again?

We envisage that this is a temporary measure and we are monitoring the situation closely.

Are existing customers affected by this decision?

Depending on their destination existing customers with the travel insurance add-on may not be covered under their policy terms for cancellation and abandonment, depending on their destination, as Coronavirus is a known event with a high likelihood that customers' travel plans will be affected.

Travel insurance is designed to cover unforeseen events, and Coronavirus is now a known event.

What is a known event?

Travel insurance is designed to cover for unforeseen events. In light of the ongoing global situation with Coronavirus, there is a high likelihood that travel plans will be affected. As this is widely understood, and is being continuously reported in the media, we consider Coronavirus to be a known event which customers understand is likely to impact their travel plans.

Can existing customers with the travel insurance add-on renew their cover?

Yes, existing customers will be invited to renew subject to the customer meeting recently updated product eligibility criteria.

Will medical expenses be covered for existing customers choosing to travel after Coronavirus became a known event?

Cover for medical expenses remains in place and is not affected by known event.

How many customers have purchased the APC travel insurance add-on?

We expect disruption to customers will be limited, as we do not have a significant number of customers with the travel insurance add-on.