

Position Statement: COVID - 19

Updated: 3 March 2020

Policy Type: Business Travel Policy ("The Policy")

The Spread of COVID-19 across various countries is a developing situation. We are regularly reviewing advices from the Department of Foreign Affairs and Trade, Department of Health and the World Health Organisation.

Coverage

Arch will review all claims in accordance with the following:

1. The circumstances of each case
2. Product Disclosure Statement
3. Certificate of Insurance

In addition to the above, we confirm that any claims arising from travel arrangements after 3 March 2020 will be treated as foreseen and not covered under the Policy in the event the claim(s) are the result of COVID – 19.

Recommendations

We advise all customers who are travelling through or from affected areas to contact our [emergency assistance](#) Hotline if you need help.

We also urge all travellers to remain up-to-date with the latest travel advice from Smartraveller and the Department of Health, which can be found by accessing the below links:

[Http://www.smartraveller.gov.au](http://www.smartraveller.gov.au)

[Http://www.health.gov.au](http://www.health.gov.au)
