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North Queensland Floods - December 2023

In the wake of Cyclone Jasper, record rainfall in North Queensland has caused severe flooding in the region. Emergency alerts were issued by the Queensland Government and Cairns Airport has been shut down as a result. Many news outlets are reporting widespread damage and the impact to travel is severe.

As this flooding event is now widely reported in the media, any policies purchased after 6:00pm AEST on Sunday, 17 December 2023 will not provide cover for losses arising from this flooding event.

This does not impact cover provided by policies purchased prior to this time, subject to the terms of the policy.

If you're already travelling

If you're a current policyholder with us and require emergency assistance due to this event, please contact our Emergency Assistance team as soon as it's practicable and safe to do so.

For the latest advice, visit <https://www.smartraveller.gov.au>

How does this event affect your cover?

Our policies do not provide cover for any losses which arise from:

- Your choice to travel to, or remain in a destination where there are Do Not Travel warnings in place.

This does not affect coverage under our policies for travel to other regions or destinations subject to the policy terms and conditions.

All other terms, conditions, limitations and exclusions continue to apply.

If your travel plans are affected

If you need to change your travel arrangements, contact your airline, cruise company or travel agent for assistance in the first instance.

In the event you need to claim, you must do everything you can to minimise and reduce the cost of the claim and provide all supporting documentation of the event and expenses incurred. If you intend to submit a claim, please complete the claim form and if you need help doing this, contact us.

If you have any other queries, please get in touch.

<https://www.cota.com.au/contact-us/>