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IMPORTANT NOTICE - ENDORSEMENTS AND EXCEPTIONS

17 July 2023

As the volume of travel claims has grown, we have experienced a small number of customers who have purchased a policy despite not meeting our standard eligibility criteria and policy terms and conditions. Meeting the eligibility criteria is a requirement for any claim to be approved, so it is therefore a key part of the sales process.

While exceptional circumstances may result in us providing cover outside of our standard eligibility criteria and terms and conditions, endorsements are not part of our normal business practice and are only considered on a case-by-case basis in exceptional circumstances.

This notice is to remind and reinforce to you the importance of adhering to the eligibility criteria and the policy terms and conditions detailed in the policy wording(s) for all insurance policies issued and managed by Allianz Partners.

This notice replaces all previous exceptions granted, whether written or verbal unless they have been issued by Allianz Partners a formal endorsement that is specific to that customer.

If you have any questions regarding the eligibility of a potential policyholder or the specific terms and conditions of a policy, please get in touch with us for clarification. Our team is here to guide you, answer your questions, and address any concerns you may have.



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Level 3, 1 Byron Avenue, Takapuna, Auckland 0622

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