



**QBE INSURANCE
(AUSTRALIA) LIMITED**
ABN 78 003 191 035
QBE Travel Insurance
Level 2, Building 2
Brandon Office Park
540 Springvale Road
Glen Waverley VIC 3150

Postal Address
P.O. Box 855
Mount Waverley VIC 3149

Telephone: (03) 8523 2777
Facsimile: (03) 8523 2977

This certificate is issued by Qantas ABN 16009661901 agent code: SYDQF08WW of 197 - 203 Coward Street, Mascot Phone 131313 Fax 02 9691 0905. Qantas is an authorised representative of QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545.

Certificate of Insurance

Tax invoice

Issue date: 3/8/2014	Product effective date: 19/4/2013	Policy code: QO25 (QM1689 0313)
Policy number:	QF25N64301-00	Consultant: Qantas Telephone Sales
Product type:	International comprehensive to maximum age 69	
Travellers details:	Dr ANECITO JR MANTILLA, DOB Mrs CHARINA MANTILLA, DOB	
Accompanying children:	Miss JESSICA MANTILLA, DOB 03/03/2006 Mstr JADRIAN MANTILLA, DOB 01/09/2009	
Address:		
Qantas Frequent Flyer membership number:	4846094	
Departure date:	18/10/2014	
Return date:	26/10/2014	
Cover type:	Single	
Major destination:	Singapore	
Plan type:	Region 5 Travel Plan	\$210.00
Existing medical conditions:	No	\$0.00
Non-travellers existing medical conditions:	No	\$0.00
Additional rental vehicle insurance excess:	None	\$0.00
Snow sports:	No	\$0.00
Specified items:	No	\$0.00
Premium:		\$208.13
Stamp duty:		\$1.87
GST:		\$0.00
Payment type:	Mastercard 436664	
Total amount paid:		\$210.00

IMPORTANT

This Policy does not cover any person who has an existing medical condition, unless you have already applied for additional cover and received our authorisation.

If you have purchased a one way flight please ensure that the travel period stated on your Certificate of Insurance provides you with adequate cover. If you require cover for a longer travel period you must request this from us by following the link in the confirmation email issued to you when you purchased this Policy. On acceptance, a new certificate will be issued for any policy amendments.

The insurer of this Policy is QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545. Existing medical condition cover is not available on all plan types.

The product disclosure statement contains important information about the terms and conditions under which this Policy has been offered to you and includes information on your entitlement to our 14 day cooling off period. Please ensure you have read the product disclosure statement carefully.

The total amount paid includes applicable government charges and administrative costs. If you are registered for GST purposes, your input tax credit entitlement is or will be based on the GST amount shown above. Please note that in accordance with the GST law relating to insurance premiums, the GST amount may be less than 1/11th of the total amount paid.

This certificate is computer generated and does not require a signature.

Important information for travellers

Useful tips before you travel

1. Take this Certificate of Insurance (which includes the contact details for QBE Assist) with you in case of an emergency. Store our emergency contact phone number in your mobile phone.
2. Store your combined product disclosure statement and Policy wording brochure, Certificate of Insurance, itinerary, passport details and credit card numbers in a safe place that can be accessed by someone back home.
3. Before you travel subscribe to smartraveller.gov.au to receive up to date travel advice.

Making a claim

In the event that something should go wrong and you want to make a claim, please ensure you obtain a copy of any medical, police or airline reports; the contact details of any treating doctor or hospital you attend; and keep any receipts for payments or purchases in support of your claim. You have the option to make a claim either whilst you are away or on your return home. Claims can be lodged 24 hours a day, 7 days a week.

To lodge a claim	Visit tpos.qbe.com/qbe/claims
Telephone (local)	1300 555 017
Telephone (from overseas)	+61 3 8523 2777
Email	travel.claims@qbe.com

Travel insurance enquiries

If you need to change your travel plans and update your Policy or you have a non-urgent enquiry please contact our customer service team during business hours.

Telephone (local)	1300 555 017
Telephone (from overseas)	+61 3 8523 2777
Email	travel.service@qbe.com

Worldwide emergency assistance — QBE Assist

In the event of an accident, illness or emergency mishap during your trip, please contact our emergency assistance team, QBE Assist. **If you require an ambulance – call local services in the country where you are immediately.**

Telephone (from overseas)	Refer to the list of toll free numbers or call +61 3 8523 2800
Fax	+61 3 8523 2815
Email	qbeassist@qbe.com

If you are overseas, these numbers are free from a landline (calls from your mobile will be at your cost):

Country	Telephone	Country	Telephone	Country	Telephone
Australia	1300 555 019	Hong Kong	800 933 877	Philippines	1800 1611 0045
Austria	0800 291 702	India	0008 006 101119	Singapore	800 6161 051
Brazil	0800 891 8401	Indonesia	001 803 61 683	South Africa	0800 99 3514
Canada	1800 665 3870	Ireland	1800 552 636	Spain	900 996 167
China North	10800 611 0133	Israel	180 945 6589	Sweden	0200 214 612
China South	10800 361 0151	Italy	800 875 100	Switzerland	0800 838 533
Fiji	00800 2149	Japan	00531 616 441	Thailand	001 800 611 2885
France	0800 90 5097	Malaysia	1800 800 428	Turkey	00800 6190 3627
Germany	0800 181 7694	Netherlands	08000 226 742	United Kingdom	0800 899 813
Greece	00800 6112 6195	New Zealand	0800 441 678	United States	1800 765 8631

Visit tpos.qbe.com/qbe/travel_advice for travel insurance advice or contact us directly in the event of an emergency.