



Travel Advisory notices

If you have a Travel Insurance policy and you have plans to travel to any of these destinations noted under the Travel Advisory page, or have travelled and need to make a claim in relation to the event, please follow this guide:

www.asb.co.nz/travel-insurance/make-a-travel-insurance-claim-guide.html

If you are overseas and need urgent help, please contact First Assistance. They're available 24/7.

ASB Travel Insurance Policy holders	+64 4 890 4974
ASB Credit card holders	+64 4 916 6312
Email	help@faops.com

Ukraine: Military action

1 March 2022

Conflict between Russia and Ukraine has escalated, and military action is now taking place in Ukraine. Civilians have been killed in the conflict and the UN reports over 500,000 refugees have already left Ukraine. The conflict became a known event on **Thursday 24 February 2022 (NZT)**.

The New Zealand Government is advising that New Zealanders do not travel to Ukraine, and any New Zealanders already in Ukraine should leave as soon as it is safe to do so.

Your ASB Travel Insurance policy has a general exclusion against war and invasion (whether war is officially declared or not). This means you won't be able to claim for any situations relating directly or indirectly to the conflict in Ukraine.

If you're overseas and you're affected by this conflict, please contact First Assistance who are available to help 24/7.

If you haven't yet departed New Zealand and your travel plans may be affected by this conflict, please follow your carrier's or supplier's advice regarding alternative arrangements.
