

Chubb E-Media Ticket Insurance Frequently Asked Questions



Ticket Insurance - Frequently Asked Questions (FAQs)

What is the Cover - What am I Protected Against?

- medical emergency occurring to you, your immediate family or companion
- illness, injury or death occurring to you, your immediate family or companion
- traffic collision on your way to the event that causes either (a) an injury to you or a member of your immediate family or companion or (b) damage to the vehicle that creates an immediate need for repair to ensure the safe operation of the vehicle
- mechanical breakdown of the public transport vehicle taking you or your companion to the event
- mechanical breakdown en route of the private vehicle taking you or your companion to the event
- jury duty which prevents you from attending the event
- airline delays on your or your companion's way to the event
- redundancy or relocation of your or your companion's employment including any military duty
- damage to your or your companion's primary place of residence caused by fire, explosion, weather natural disaster, burglary or vandalism which renders the residence uninhabitable
- assault causing bodily injury to you or your companion.

What is the amount of Cover Payable in the Event of a Claim?

The maximum amount payable per Event Ticket is AUD 3,000.00 (inclusive of GST).

Eligibility - Who Can Purchase Event Ticket Insurance?

Provided you have purchased an Event Ticket to a Scheduled Event in Australia you are eligible to purchase Event Ticket Insurance.

What is the Premium Cost?

Your premium is based upon the number of Event Tickets purchased and the total cost paid.

Are there any Claims Limits?

Yes, the insurer's maximum limit of liability for any one Event Ticket claim is AUD 3,000.00 (inclusive of GST).

Are there any Different Levels of Cover Available?

No, there is only one level of cover is available.

Are all Tickets in my Purchase Covered?

Yes, when Event Ticket Insurance is included in your purchase, all tickets purchased in that transaction are covered.

Who is the Insurer?

The insurer of this policy is Chubb Insurance Australia Limited ABN 23 001 642 020 AFSL 239687. This Insurance is arranged by E-Media Campaigns ABN 68 085 534 014 CAR No. 461260 as a Corporate Authorised Representative of YourCover Pty Ltd ABN 35 169 038 466 AFSL No.461299.

How do I make a Claim?

Should you wish to make a claim simply complete the claims form located at www.emediacampaigns.com/ticket-insurance and a dedicated member of Chubb's claims staff will assist you through the process.

Who handles the Claims?

All claims are administered in Australia by Chubb Insurance Australia Limited.

What do I do if I have a Complaint?

Any enquiry or complaint relating to this insurance or services should in the first instance be referred to YourCover Pty Ltd on (07) 3010 9746. YourCover's Complaints Officer will handle your

complaints or disputes about the insurance or services.

Should YourCover's Complaints Officer be unable to satisfactorily resolve your complaint or dispute they will advise you of the various external bodies available to assist you.

About Chubb in Australia

Chubb is the world's largest publicly traded property and casualty insurer. Chubb, via acquisitions by its predecessor companies, has been present in Australia for over 50 years. Its operation in Australia (Chubb Insurance Australia Limited) provides specialised and customised coverages include Marine, Property, Liability, Energy, Professional Indemnity, Directors & Officers, Financial Lines, Utilities as well as Accident & Health, for a broad client base, including many of the country's largest companies.

More information can be found at www.chubb.com/au

Contact Us

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