



March 11, 2020

Please note: *The situation with the coronavirus (COVID-19) continues to evolve. The information in this Coverage Alert is current as of the date of publication but is subject to change as more information becomes known.*

If you suspect that you may have been exposed to, or have coronavirus, please contact your nearest health authority for further medical advice and instruction.

Outbreak of the Coronavirus (COVID-19)

On Thursday, January 30, the World Health Organization (WHO) declared an international public health emergency in response to the outbreak of the coronavirus (COVID-19). Over 100 countries have since reported confirmed cases of coronavirus and the WHO has assessed the global risk for coronavirus as “very high”.

The latest news on coronavirus from the World Health Organization, including travel advice, FAQs, and how to protect yourself, can be found [here](#).

Important Update Regarding Coverage

Travel insurance is intended to cover losses arising from sudden and unforeseeable circumstances. Any claims resulting from events known to you when purchasing your insurance are not covered.

Please note the following information related to coronavirus to understand how it may relate to your policy.

Effective March 11, 2020, we have determined coronavirus to be a known event for Trip Cancellation and Trip Interruption. As a result, any Trip Cancellation or Trip Interruption claims related to coronavirus will not be payable if your policy was purchased on or after March 11, 2020.

Please note:

- *Benefits offered through your employer or association that are only administered by Allianz Global Assistance are not impacted by this communication.*
- *Benefits included on your credit card that are administered by Allianz Global Assistance are also not impacted by this communication.*

For Customers Requiring Assistance

Allianz Global Assistance is focused on providing emergency travel assistance to our customers who have been impacted by the coronavirus outbreak. As the outbreak develops, please note we are currently experiencing high call volumes which may result in long wait times.

If your travel plans have been impacted by the coronavirus and you need to cancel your trip, please contact your travel provider prior to canceling your travel arrangements. Some airlines and other travel suppliers may allow customers to cancel their trip and receive a refund or change their dates of travel without change fees when travelling to a destination affected by coronavirus.

While travelling, customers should take their travel insurance coverage information with them. Important information includes plan details, policy/certificate number and phone numbers for emergency travel assistance while abroad.

If your trip has been impacted due to an emergency and you need to contact Allianz Global Assistance regarding your coverage, please call us using the number included on your confirmation of coverage or wallet card. If you do not have your confirmation of coverage or wallet card with you, please contact us at 866-520-8823 if within North America. If you are outside North America, please call us collect at 1-519-742-9013.