

# BDTravel/SunWorld – We remain whilst others temporarily stop trading!

The Travel Insurance market over the past few weeks has seen a large number of Travel Insurers and Travel Providers temporarily stop quoting New Business (LV=, Direct Line, Aviva, Zurich UK, ERGO, Churchill, Admiral and many more), SunWorld Underwritten by AXA Insurance UK Plc have remained firm in our stance to remain available to everyone, not just existing policyholders!

## Important information to note:

### Renewals:

It is extremely important customers renew their Annual Multi-trip policies, why?...

- No break in cover.
- If the policy is renewed cancellation cover continues including cover for coronavirus for any pre-booked holidays/trips prior to 11/03/2020 (this date is when WHO classified Covid-19 as a pandemic), all other trips booked after this date are covered as usual but excluding cancellation for Coronavirus.
- No claims renewal discount automatically applied

### New Business:

- Any new policy purchased **After 16/03/2020** will not cover any cancellation claim in relation to Coronavirus, including but not limited to, cancellation due to your diagnosis of Coronavirus, FCO advice or flights being cancelled.
- We will continue to cover any medical claims because of Coronavirus if you are travelling to an area where no FCO advice against travel exists (if the FCO advise against travel whilst you are in that affected country we will cover you against medical claims).
- Any new policy purchased will benefit from all other cover including Emergency Medical Costs, Cancellation (excluding Coronavirus), Baggage, Disruption to Travel and all the remaining covers within our policy.

### Other Important Information:

**Single Trip** - You can only select a Start date from 17/04/2020 onwards, Due to government announcement 17/03/20 the Foreign & Commonwealth Office (FCO) has advised against all non-essential international travel, initially for a period of 30 days. This advice takes effect immediately (17/03/20).

**Annual Multi-trip** - As of 17th March 2020, the Foreign and Commonwealth Office (FCO) have advised against all-non-essential travel to outside of the UK for an initial period of 30 days. If purchasing an Annual Multi-Trip policy, please note, any trips with a start date on or before the 17/04/2020 may not be covered under any section of the policy including, but not limited to, Cancellation.

### Claims:

AXA Claims lines are extremely busy, please bear with them, they will try to assist as soon as possible.

To make a new claim or to call about an existing claim, please contact the numbers below for any SunWorld or online B2C policies:

Non-Emergency claims assistance: (UK) +44 (0)345 850 5193

Emergency claims assistance: (UK) +44 (0)1473 351757

For any Non-Claim Travel Insurance related queries please contact our specialist Travel Helpline on:

Tel: 0800 389 5904 (Please note calls waiting times will vary due to high call volumes)

Email: [Travel@doainsurance.co.uk](mailto:Travel@doainsurance.co.uk)

For all updated information re **Covid-19** please see the Notice Board located on the SunWorld homepage.