

What to do in a crisis?

If a medical or other emergency occurs during a journey, our clients have round-the-clock access to our emergency assistance provider, Fullerton Health Corporate Services (Fullerton).

This emergency assistance service is available anytime, anywhere in the world, and does not incur extra fees.

In an emergency, call Fullerton reverse charge **+61 2 9299 5390**

If calling from within Australia the number to call is **1800 958 948**

This reverse charge facility is available 24/7 from more than 60 countries and means that no upfront payment will be required (with the exception of some public phones which may require a coin/card deposit to get a dial tone).

Making a claim

If you'd like to make a claim, please download and complete a claim form and send it to:

Email: liberty@csnet.com.au

Fax: **+61 2 8256 1775**

To make an enquiry, please call **+61 2 8256 1770**

We will need written proof of loss in order to consider any claim under the policy. This includes originals (or certified copies) of all documentation, including certificates, receipts and other relevant information. Please note that if we do not receive the appropriate documentation in the format we require, the claim settlement may be delayed.

Be prepared for an emergency

Scan the codes below to save the contact details of our emergency assistance and claims provider on your phone, before a crisis happens.



Emergency assistance
provider



Claims provider

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p.2 of 2 | May 2019

