



# EARTHQUAKE

Thousands of people are impacted by earthquakes every year and these events can disrupt travel arrangements around the world. Travel impacted by earthquakes may be eligible for travel protection coverage and assistance services. A Travelex protection plan must have been purchased prior to the date when an earthquake became foreseeable to be eligible for coverage.

Earthquake	Date Event Became Foreseeable
Central Italy	January 18, 2017
Papua New Guinea	December 17, 2016
Honshu, Japan	November 21, 2016
New Zealand	November 13, 2016
Central Italy	October 26, 2016

As always, our primary concern is for the safety and well-being of our customers. We urge any customer who needs assistance to contact the designated Travel Assistance Provider\* for help with making travel arrangements. Please refer to the applicable Description of Coverage for information regarding plan coverage, travel assistance services and instructions on how to file a claim.

For plan questions contact Travelex Customer Solutions at 800.228.9792.

\*Travel Assistance & Concierge Services provided by the designated provider as listed in the Description of Coverage. For a summary of the plan details on coverages, benefits, limitations and exclusions of the insurance plan, please refer to the applicable Description of Coverage and/or Group Certificate/Individual Policy. Travel Insurance is underwritten by Transamerica Casualty Insurance Company, Columbus, Ohio; NAIC # 10952. 1579999

