

Tokio Marine Management Australasia

Website travel advice: Middle East conflict

Effective: 3 March 2026
CHI Travel Insurance

Important update: Middle East conflict

Due to increased tensions in the Middle East, we advise all travellers to prioritise safety and stay informed.

Travel insurance information

- New travel insurance cover for certain countries in the Middle East cannot be purchased or added to existing policies until further notice.
- Limits, conditions, and exclusions apply. Please check your Product Disclosure Statement and Certificate of Insurance for full details.
- There are general exclusions that apply to any acts of war. There are also general exclusions for locations with 'Do Not Travel' warnings. Where these exclusions apply no cover is available. Please refer to your policy documents for details.

Guidance for travellers

Stay informed

Check the latest government travel advice at www.smartraveller.gov.au and monitor airline updates, local media, and emergency services before making travel decisions.

If you are planning travel to or through the Middle East or neighbouring regions

- Review current travel advisories and 'Do Not Travel' warnings.
- Contact your travel provider or agent to confirm your trip and discuss any changes or alternatives.

If you are currently in the region and require medical assistance

Contact our emergency assistance team while overseas: call +61 2 8055 1611 (Reverse charges accepted from the overseas operator).

If you are currently in a 'Do Not Travel' region or scheduled to transit or stop over in such a region and your policy is about to expire.

Tokio Marine Management Australasia has made a special allowance to have your cover extended at no additional cost due to delays resulting from the Middle East conflict. To arrange this extension, please contact the insurer as soon as possible. If you wish to make a claim during the policy extension period, you are welcome to do so. Each claim will be assessed on a case-by-case basis.

If you are currently in the region and require assistance with travel plans

Contact your travel provider or agent to discuss any changes or alternatives.

If you have booked but not yet departed

- Speak to your travel agent or provider about your options. Changes, credits, or refunds may be available.
- If your trip is affected and you need to make a claim, follow the process in your policy documentation.

If you need further assistance

Contact your travel agent.

If you wish to make a claim phone: 1300 852 071.

We are here to support you. Stay safe and stay informed.