



Tropical Cyclone Alfred – travel disruptions to and from South Eastern Queensland and Northern New South Wales, effective 7pm (AEST) on 3rd March 2025

As a result of Tropical Cyclone Alfred, the system, which is expected to remain at the higher end of category 2, is set to make landfall in the coming days, potentially bringing significant rainfall to areas of Queensland and Northern New South Wales, as well as the high risk of flooding, high-speed winds, storm surge and coastal inundation. Please check with your travel services provider if your travel plans have been affected due to Tropical Cyclone Alfred's activity.

If you have a travel insurance policy with us and have been impacted by this event, please contact our claims team. The contact details are located on the website under 'Submit a Claim'. You have the option to contact the claims team by phone or lodge a claim using the online portal.

Please note that you will only be covered for this event if you have purchased a policy before 7pm (AEST) on 3rd March 2025.

If you have purchased a policy after the above time and are intending to travel while this event continues to disrupt travel, you will not be covered for anything related to this event, in accordance with the terms of your travel insurance policy.

We will continue to monitor the situation and may update this travel advice.

Tokio Marine Contact Details

24 hour assistance number +61 2 8055 1609

Claims number 1300 932 861