

REX Trip Protect - Frequently Asked Questions

1. Who can buy REX Trip Protect?

Any person purchasing a REX airline ticket from this website who is over the age of eighteen (18). REX Trip Protect can be purchased for minors.

2. What benefits does REX Trip Protect offer?

Benefits are*:

- Cancellation/Amendment of REX Ticket
- REX Checked Luggage and Personal Effects
- REX Checked Luggage and Personal Effects Delay Expenses
- Travel Delay
- Missed Connection

3. What cover does 'Cancellation/Amendment of REX Ticket provide?

If your journey is cancelled, curtailed or unable to be completed because of unforeseen circumstances outside your control, we will pay you the non-refundable unused portion of your domestic REX travel ticket or the reasonable costs of rescheduling your REX travel ticket, if you are unable to travel on your original departure date*

4. What is the maximum amount that I may be able to claim for 'Cancellation/Amendment of REX Ticket'?

The maximum amount claimable for this benefit is \$1,500*.

5. What cover does 'REX Checked Luggage and/or Personal Effects' provide?

You may be entitled to cover if your Rex Checked Luggage or Personal Effects, are lost, stolen or accidentally damaged*.

6. What is the maximum amount that I may be able to claim for 'REX Checked Luggage and/or Personal Effects'?

The maximum amount claimable for this benefit is \$1,000*.

7. What cover does 'REX Checked Luggage and Personal Effects Delay Expenses' provide?

If your REX Checked Luggage and Personal Effects are delayed, misdirected or temporarily mislaid by REX for more than twelve (12) consecutive hours, we will reimburse you any reasonable expenses incurred by you in purchasing essential replacement clothing and toiletries*.

8. What is the maximum amount that I may be able to claim for 'REX Checked Luggage and Personal Effects Delay Expenses'?

The maximum amount claimable for this benefit is \$500*.

9. What does Travel Delay provide cover for?

This provides up to a maximum of \$250 for pre-paid hotel accommodation expenses forfeited due to your flight being cancelled or delayed by more than 2 hours*.

10. Can I purchase additional benefits or cover?

If you would like to purchase travel insurance with additional benefits, please visit www.rextravelinsurance.com to view other travel insurance products which are available for you to purchase.

11. Do I have to pay an excess if I make a claim under my policy?

REX Trip Protect does not require you to pay an excess.

12. Who is ACE Insurance Limited?

ACE Insurance Limited (ACE) is the insurer of REX Travel Insurance. ACE is part of the ACE Group of Companies, one of the global leaders in insurance and reinsurance serving a diverse group of clients. Headed by ACE Limited, the ACE Group conducts its business on a worldwide basis with offices in more than 50 countries

13. Will I receive documents to confirm that I have purchased REX Trip Protect?

Yes, once ACE has successfully processed your credit or debit card payment, ACE will issue your documents to the email address that you provided to REX when booking your flight. Your documents will include, an email confirmation, Certificate of Insurance, Combined Financial Services Guide, Policy Wording and Product Disclosure Statement and Tax Invoice

14. Can I cancel REX Trip Protect?

You may cancel your policy within the 14 day cooling off period. If you do this ACE will refund any premiums you have paid. You will not receive a refund if you have commenced your journey or made a claim or you are entitled to make a claim during this cooling off period.

You will not be able to cancel your policy after the 14 day cooling off period and receive a refund but you should still advise ACE if you cancel your REX flight for reasons other than unforeseen circumstances.

If you decide to cancel your policy within the 14 day cooling off period, you can do this by replying to the fulfilment email received from ACE and changing the subject line to 'REX Travel Insurance cancellation'. You do not need to contact REX to cancel REX Trip Protect.

15. How do I make a claim on my Policy?

You can download a claim form, which is available within the fulfilment email from ACE or by calling ACE on 1800 766 950.

16. How do I contact ACE about REX Trip Protect?

To discuss your REX Travel Insurance or to request a claim form, you can contact ACE by calling 1800 766 950 (Monday to Friday 8:30am - 5:00pm EST). Alternatively, you can email ACE at travel.au@acegroup.com

*For full terms, conditions and exclusions, please read the Combined Financial Services Guide, Policy Wording and Product Disclosure Statement available at this website.

Regional Express Holdings Limited ABN 18 099 547 270 AR 320136 promotes this product and ACE Insurance Limited ABN 23 001 642 020 AFSL No. 239687 (ACE) insures this product. REX and ACE provide general advice only and do not consider your objectives, financial situation or needs. To decide if this product is right for you, please read the Combined Financial Services Guide, Policy Wording and Product Disclosure Statement (PDS), which is available at this website.