

## **AXA COVER DIRECTIVE Boeing 737 Withdrawal - March 2019**

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### **Overview**

On 10th March 2019 an Ethiopian Airlines jet crashed shortly after take-off, it is reported that of the 157 aboard the flight there are no survivors. It has been reported that 7 British Nationals were on the flight.

The plane was a Boeing 737 Max-8. Since the flight currently the Ethiopian, Chinese and Cayman Airlines have withdrawn this aircraft from service.

### **Cover Stance**

Should customers flights be cancelled or delayed they should be referred to their tour operator, transport and/or accommodation provider to understand their travel options and what amendments or refunds will be provided.

There is an exclusion under the policy for any claim which is as a result of the Civil Aviation Authority (CAA), or similar regulatory body, however any claim where the customer suffers a flight cancellation we will look to extend our cover pragmatically where they have exhausted all other avenues for refunds or additional costs.

Claims will only be considered where the appropriate level of cover has been selected and cover for flight cancellations exists under the policy.

### **FAQ's**

#### **Q- My flight has been cancelled; am I covered?**

**A-** Please consult your tour operator, flight or accommodation provider to seek a refund of these costs in the first instance or see what alternatives are available to you. There is no cover under the policy for cancellation or alternative arrangements if the cause of the cancellation is due to removal of services on recommendation of the CAA, however if you are unable to recover your costs from all other sources our claims teams may be able to help.

If you are stranded abroad your airline are obligated to help – please contact them directly.

**For any scenarios' that are outside of the guidance provided here, please contact us on 0203 137 8981.**