

Important Information Regarding: High-Risk Destinations and Sanctioned Countries – July 2025

Issued: 31 July 2025

Background

Due to the presence of armed conflict, limited servicing capability or the operation of country-level or international sanctions that prohibit certain financial transactions or otherwise make it unsafe or impossible to travel to or from certain locations, Blue is no longer issuing, arranging or writing travel insurance policies to the following locations, which may be updated or revised from time to time:

- Belarus
- Central African Republic
- Chad
- Cuba
- Crimea
- Congo (Democratic Republic of)
- Haiti
- Iran
- Iraq
- Israel
- North Korea
- Lebanon
- Libya
- Mali
- Myanmar (Burma)
- Niger
- Russia
- Occupied Palestinian Territories
- Somalia
- Ukraine
- South Sudan
- Sudan
- Syria
- Ukraine
- Donetsk People's Republic (DNR) & Luhansk People's Republic (LNR)

- Venezuela

Policy Wording

Our policies contain exclusions for any claims arising that may contravene or offend sanctions in both the Policy Conditions and the General Exclusions. If you have travelled to any of these regions or countries and have a claim, then you may submit it for consideration. Claims will be assessed in accordance with your Policy Wording and our obligations under law.

Important general advice

This information must be read in conjunction with the Product Disclosure Statement (PDS) as certain terms, conditions, limits, sub-limits and exclusions apply. These are detailed in the PDS and in particular we draw your attention to 'The Benefits', 'Policy Conditions' and 'General Exclusions' sections of the PDS.

Contact us

If you are travelling and require travel or medical assistance, please contact our 24 hour emergency assistance team on +61 2 8907 5290.

For any general enquiries regarding the event please contact our Customer Service team on 1300 481 596 between 8am and 7pm Monday to Friday, 9am to 4pm Saturday and 10am to 3pm Sunday.