



Travel Insurance remediation refund

Frequently asked questions

How do I know if my insurance policies are eligible for a refund?

If you are eligible for a refund, we will contact you on the contact details you supplied when you purchased your policy.

What if my contact details have changed since I purchased my policy?

Please contact our Customer Services Team at + 61 2 8055 1670 during 9am-5pm AEST and provide them with your updated contact details. If you are eligible, you will receive an email with the link to the secure portal to your new email address.

Why is RAA issuing a refund?

The promotional material highlighting the terms of the discount lacked clarity for those policies purchased during the promotional period between July 2020 and 16 April 2023. Part of the premium is being refunded to ensure that affected customers receive the discount that they may have understood applied.

How is my refund calculated?

If eligible, you will be refunded the portion of premium you paid, reflecting the discount that you may have understood to have applied, plus interest. This will be set out in our letter we send you.

Who is the insurer and why are they involved in this refund process?

Tokio Marine & Nichido Fire Insurance Co., Ltd (Tokio Marine & Nichido) ABN 80 000 438 291, AFSL 246548 is the insurer and issuer of RAA travel insurance product. The Royal Automobile Association of South Australia Incorporated ABN 90 020 001 807 AR 000228575 (RAA) arranges issuing of RAA travel products on behalf of the insurer, as an authorised representative of the insurer.

The insurer has conducted a review of any pricing or discount promises made in relation to its products. As a result, where applicable, they have undertaken a 'Pricing Promises remediation' and is issuing a refund to the eligible customers, to make things right for its



customers, and to ensure it provides financial services efficiently, honestly and fairly according to the relevant laws and regulations. The insurer will be managing the refunds process in their system.

How long will it take to receive the refund?

We aim to process your refund payment into your nominated account within 30 days of you completing the online refund form, using the secure link provided.

Is it secure to provide bank account details requested in the email?

For your security you will be provided with a secure link to access the online refund form. The Customer Services Team will not be able to take your bank account details over the phone or via email and you will be required to enter your account details within this secure portal, using the secure link, to the online refund form sent in your email. Only those details provided in this online refund form will be used.

What if I have submitted incorrect bank account details on my secure refund form?

Please contact our Customer Services Team as soon as possible on +61 2 8055 1670 during 9am-5pm AEST and advise them of this error.

I still have questions, who can I contact?

Please contact our Customer Services Team at +61 2 8055 1670 during 9am-5pm AEST.