If you are having difficulties amending your return ticket, contact Fullerton Health, the University’s emergency overseas assistance in order to amend your return flight or to book a new flight.

Fullerton Health
+61 2 9312 5191
To avoid international phone charges, request them to phone you back.

TRAVEL INSURANCE AND REIMBURSEMENT ADVICE
FOR ALL MONASH STUDENTS CURRENTLY ON EXCHANGE OR STUDY ABROAD PROGRAMS

DID YOU BUY A RETURN TICKET BEFORE LEAVING AUSTRALIA?

WHAT DOES THE INSURANCE COVER?

WHEN DID YOU PURCHASE YOUR TICKET?

BEFORE 6 MARCH, 9 am

COVERED BY INSURANCE
- Cancellations and curtailments you make due to COVID-19 that are within policy guidelines
- Cover medical treatment if you contract COVID-19 while overseas
- Medical evacuation

BETWEEN 6 MARCH, 9:01 am - 17 MARCH, 11:59 am

COVERED BY INSURANCE
- Cover medical treatment if you contract COVID-19 while overseas
- Medical evacuation

NOT COVERED BY INSURANCE
- Cancellations and curtailments you make due to COVID-19

MAKE A CLAIM
Once you have returned to Australia, complete the claim form for any remaining expenses.
www.monash.edu/study-abroad/outbound/financial/insurance
Click on the link Monash Finance Intranet to access the insurance claim form.

MONASH REIMBURSEMENTS
The University and its insurer will consider requests for full or partial compensation for losses incurred where receipts can be provided for your expenses incurred as a result of having to change your plans. Further information about how to lodge claims will be forwarded in the next week.