

File ref no: E105/5/2009

6 May 2010

To All Personnel Officers

**Further Note on the Difficulties caused to staff, on official business who were stranded abroad when flights were cancelled due to volcanic activity**

Dear Personnel Officer

I refer again to our letter of 28 March 2010 about the difficulties caused to staff, on official business and otherwise, who were stranded abroad when flights were cancelled due to volcanic activity (copy attached).

In that letter we stated that “we are endeavouring to find out from KMT if the insurance policy will pay any expenses for officers stranded on official business and a separate note will issue on this.”

KMT (the broker) has just informed us that in relation to the volcano and the fact that air space was closed, ACE (the underwriters) has agreed to waive the relevant exclusions in connection with the disruption section of their policy and will settle claims in line with the relevant benefit schedule in the policy.

Payment for any claims that would not otherwise be covered will be made on an ex gratia basis. They have asked however that all claims be submitted through KMT so they can process them as quickly as possible.

The extension to the cover will apply to the exceptional circumstances in respect of loss suffered by clients who had been due to travel between and including the 15.04.10 and 21.04.10, for all trips booked prior to or on 14.04.10.

If you have any queries about this please contact Ms Marguerite Healy at KMT, phone 496 8853 or [marguerite.healy@kmtinsurance.com](mailto:marguerite.healy@kmtinsurance.com);

Yours sincerely

---

Nicholas Meehan  
Assistant Principal  
Personnel and Remuneration Division

