



News release

Insurance Council
of Australia

Tuesday 3 March 2026

Travel insurers supporting Australians impacted by Middle East conflict

Travel insurers have stood up additional resources to support customers impacted by the Middle East conflict with dedicated 24/7 access, assisting with the coordination of medical care, and prioritising support for those in impacted countries, the Insurance Council of Australia (ICA) said today.

Insurers are committed to supporting impacted travellers through this period of geopolitical conflict and encourage policyholders to contact their travel insurer if they need support.

ICA members providing travel insurance have indicated that the coverage date of policies will be extended to support customers impacted by airport and airspace closures.

Impacted policyholders are encouraged to lodge a claim with their insurer if they have suffered a loss, even if they are not sure of their coverage.

Exclusions for war and conflict are standard across most insurance products around the globe, but insurers remain committed to supporting customers.

Losses not related to war and conflict remain covered by travel insurance policies, including medical care, with every claim assessed individually based on its merit.

To amplify industry support, the Insurance Council of Australia (ICA) today declared the conflict in the Middle East a Significant Event.

The declaration assists the ICA, insurers, and policymakers to assess the insurance impact from this event. Under the Significant Event declaration:

- An industry-wide taskforce has been established.
- The ICA has commenced claims data collection, analysis, and reporting in consultation with members.
- ICA representatives are working with the Federal Government and agencies to ensure a coordinated and joined up approach for those Australians impacted.

The ICA and its members encourage Australians in the conflict zone to follow the advice of the Department of Foreign Affairs and Trade and regularly check the Smartraveller website for updates.

Quotes attributable to ICA CEO Andrew Hall:

The conflict in the Middle East will continue to cause significant disruption to the world's travel network, but insurers' number one priority for their customers is their safety and security.

We encourage those in transit, or with upcoming travel plans, to speak to their insurer if they have suffered a loss and believe they have a claim.

Each claim is assessed on its own merit and insurers are armed with information to support those impacted.

Smartraveller remains the source of truth for advice for travellers – whether in the Middle East or in another part of the world impacted by the disruption to airline schedules.

We encourage travellers to stay in contact with their airline or travel agent about their transport arrangement, and their insurer should they need assistance.