

Dear Valued Travel Partners,
May 4, 2026

Current Situation – Airline Fuel Shortages

Ongoing jet fuel shortages worldwide are disrupting air travel. Effective May 5, 2026, Manulife considers the current situation a **‘known event’** with respect to Manulife Trip Cancellation and Interruption Insurance coverage.

Any coverage available under Manulife travel policies is subject to coordination of benefits and is secondary to other sources of compensation, including remedies offered by the travel supplier or applicable credit card refunds.

How The Current Situation Impacts Manulife Travel Insurance Customers Travelling by Air

1. When travel is disrupted due to flight cancellations resulting from fuel shortages

If a travel supplier cancels or modifies flights due to fuel shortages, the travel supplier is responsible for offering refunds, rebooking options, or travel credits. Because airlines are obligated to address these changes directly, such cancellations are generally not covered under Manulife Travel Insurance. However, depending on the insured's specific circumstances and policy terms, certain benefits, such as misconnection or travel disruption benefits, may still apply.

2. When an insured's flight is cancelled or interrupted

Policy purchased on or after May 5, 2026: benefits related to this current situation would not apply, as it is now considered a known event.

3. When travel disruptions occur after an insured has already departed

Policy purchased on or after May 5, 2026: benefits would not apply due to the current situation being a known event.

Sincerely,
Manulife Travel Insurance