



## **MEDIA RELEASE**

20<sup>th</sup> December 2013

### **Agents warned to protect themselves from exposures to Airlines after the Brindabella Airlines collapse**

Gow-Gates Insurance Brokers has issued a timely reminder to Travel Agents to ensure they are protected not only against customers insisting on a refund of a collapsed airline but especially against credit card charge backs.

In conjunction with AFTA and International Passenger Protection (IPP) Gow-Gates has brought new products to the Australian Market which provide a commercial solution for Travel Agents. Finally a way to protect against the exposure of Airline Insolvency.

This reminder comes as Brindabella Airlines collapsed earlier this week leaving passengers either stranded or losing their money showing another case of how fragile the airline industry is following the last high profile collapse of Air Australia.

Gow-Gates, the appointed Broker to AFTA in the administration of various Insurance solutions for ATAS members is already inundated for Airline Insolvency Insurance requests from the trade following the recent ATAS Road Shows where these new Insurance Products were launched. Chris Mackinnon, CEO of Gow-Gates stated that the collapse of Brindabella "is a timely reminder of how important it is for agents to protect their bottom line from credit charge backs and be in a position to come to the rescue of their passengers by refunding and repatriating passengers in such circumstances".

Gow-Gates in conjunction with International Passenger Protection are now able to offer a suite of insolvency products to the Travel Industry, for the first time in Australia providing commercial insurance solutions to Travel Agents to protect against charge backs, and also providing peace of mind to their customers.

"Everyone in the travel industry has bad memories of the past airline failures. In particular the more recent collapse of Air Australia. One of the best things about these new products that are now available is that agents can get protection against this exposure" said Jayson Westbury Chief Executive AFTA.

"I am really pleased that we finally have this solution in market here in Australia and while nobody likes a bad story like this one, at least agents have a way forward with the protection on offer and customers will also benefit greatly" said Westbury

Ends.



**For more information please contact:**

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**Notes to Editors:**

- *Gow Gates Insurance Brokers Pty Limited have been working with Australian Federation of Travel Agents (AFTA) since 1996 providing insurance solutions to Travel Companies across Australia ([www.gowgates.com.au](http://www.gowgates.com.au))*
- *[IPP](http://www.ipplondon.co.uk) - specialists in providing financial insurance solutions to the travel industry since 1990 – [www.ipplondon.co.uk](http://www.ipplondon.co.uk)*
- *[International Passenger Protection Ltd \(IPP\)](#) operates as an underwriting agency on behalf of insurers and re-insurers who's combined net assets exceed Euro 100 Billion*
- *[IPP](#) is the largest and main supplier of Scheduled Airline Failure Insurance (SAFI), End Supplier Failure Insurance (ESFI) operating in over 30 countries.*