

# Jen Neilson, 25



Going out for a drink with friends in Bali nearly claimed 25-year-old Jen Neilson's life

In June 2016, Jen suffered potentially deadly methanol poisoning from an adulterated drink as she holidayed with close friends. She was rushed to hospital where part of her pancreas was removed during emergency surgery.

Jen spent nine days in intensive care, followed by another week recuperating in Siloam Hospital until she was well enough to fly home.

Unlike many other travellers, Jen did buy travel insurance. Unfortunately, she extended her holiday for a few days, never thinking that she also needed to extend her insurance policy.

Her medical bill was more than \$50,000.

Jen's father Andrew, a Perth small business owner, rushed to Bali to be with his daughter as she underwent surgery.

His flights and accommodation were yet more costs that would otherwise have been covered by Jen's travel insurer had her policy not expired.

Andrew says the experience is a wake-up call for young travellers and their families to ensure every measure is taken to travel safely.

That includes being aware of the risks associated with overseas travel and being adequately covered by insurance in case something goes wrong.

Jen implores other young Australians to learn from her physically and financially painful lesson and make sure their insurance policy is current.

"Definitely make sure you extend your insurance because it is costing me a lot more than it should," she says.



## Jen's advice

"Always take out travel insurance, always read the PDS, and always make sure you're covered for the whole time you're away"

**Need more information on travel insurance?**

Visit [www.understandinsurance.com.au](http://www.understandinsurance.com.au) for more tips