

# Travel Insurance

## Insurance Product Information Document



Company: Atlantic Insurance Co Public Ltd

Product: Travel Insurance

Registered in Cyprus No: HE 20008 Registered Office: 15, Esperidon, 2001 Strovolos. Licenced by the Insurance Companies Control Service (Ministry of Finance) Licence No. 76. Listed on the Cyprus Stock Exchange (CSE). Regulated and supervised by the Ministry of Finance, the CSE and the Cyprus Securities and Exchange Commission.

This document constitutes a summary of the basic information in relation to the insurance policy. The complete pre-contractual and contractual information on this insurance product is provided in other documents.

### What is this type of insurance?

The Travel Insurance Policy indemnifies the insured persons while travelling, against named losses covered by the policy and according to the cover plan selected, which occur within the period of insurance.



#### What is insured?

Insurance cover is provided to the insured as per the following sections:

- ✓ Section 1 – Personal Accident
  - Death
  - Loss of one or both more eyes or one or more limbs
  - Permanent total disablement from following any occupation
- ✓ Section 2 – Flight Insurance
  - Death
  - Loss of one or both more eyes or one or more limbs resulting directly from accidental bodily injury sustained whilst riding as a passenger in a fully licensed standard type aircraft operated over an established air route by a fully licensed airline.
- ✓ Section 3 – Hospital, Medical and other expenses as a result of an accident
  - Hospital medical treatment expenses, additional accommodation, travelling and repatriation expenses necessarily incurred outside Cyprus as a direct result of accidental bodily injury
  - Charges for the transport of body or ashes to Cyprus or funeral expenses overseas in the event of death
  - Additional travel and accommodation expenses following hijack of an aircraft in which the insured person is travelling
- ✓ Section 4 - Hospital, Medical and other expenses as a result of sickness
  - Hospital medical treatment expenses, additional accommodation, travelling and repatriation expenses necessarily incurred outside Cyprus as a direct result of serious sickness
  - Charges for the transport of body or ashes to Cyprus or funeral expenses overseas in the event of death
- ✓ Section 5 - Personal Liability
  - Accidental injury to any person
  - Accidental loss of or damage to property
- ✓ Section 6 - Loss of deposit or cancellation/curtailment
  - Loss of irrecoverably deposit or prepaid charges for travel and accommodation included in the contracted holiday for the insured person in the event of cancellation arising from death, bodily injury or sudden sickness of the insured person, his spouse, parent in law, child, brother, sister, grandparent or relative with whom the insured person is travelling with
- ✓ Section 7 – Personal Luggage
  - Loss of or damage to luggage and personal effects of the insured person plus, up to €100 for the emergency purchase of essential items of clothing and requisites if the insured person's luggage has not been delivered by the carrier 12 hours after arrival at the overseas destination
- ✓ Section 8 – Personal Money or Documents
  - Loss of money, cash (up to €200 per insured person), bank or currency notes, cheques, postal or money orders, travel tickets, passports or credit vouchers



#### What is not insured?

- ✗ Loss arising from bodily injury sustained whilst engaged in winter sports unless the applicable additional premium is paid, or motorcycling.
- ✗ Loss arising from bodily injury sustained whilst engaged in racing, motor rallies and competitions, professional sports, mountaineering, pot holing, skin diving, scuba diving or any form of aerial flight except as a passenger in a fully licensed standard type aircraft owned and operated by a recognised airline over an established air route.
- ✗ Suicide or attempted suicide, wilfully self-inflicted bodily injury or sickness, alcoholism or the use of drugs.
- ✗ Bodily injury sustained by any insured person while engaging in manual labour outside Cyprus in connection with any business or profession.
- ✗ Any loss or damage or any liability of the insured person resulting from pregnancy or confinement or pre-existing disability or illness.
- ✗ Expenses recovered under a National Health System agreement abroad (applicable to sections 3, 4 and 6).
- ✗ Medical charges incurred in Cyprus (applicable to sections 3, 4 and 6).
- ✗ Loss or hospitalization resulting from a medical condition for which the insured person is receiving or is on a waiting list for in-patient treatment or has received a terminal prognosis (applicable to sections 3, 4 and 6).
- ✗ Travel overseas for the purposes of obtaining medical treatment (applicable to sections 3, 4 and 6).
- ✗ Expenses payable by the tour operator, hotel or provider of transport (applicable to sections 3, 4 and 6).
- ✗ Animals belonging to or in the control of an insured person (applicable to section 5).
- ✗ Any wilful, malicious or unlawful act (applicable to section 5). Pursuit of trade, business or profession (applicable to section 5).
- ✗ Ownership or use of vehicles, aircraft or watercraft (applicable to section 5).
- ✗ Loss or damage arising from delay or confiscation by Customs or other officials (applicable to sections 7 and 8).
- ✗ Loss of or damage to household foods, hired property, contact or corneal lenses, artificial teeth, hearing aids, cameras, photographic equipment, radios, videos, telescopes and binoculars, antiques, jewellery, watches, furs, precious stones and articles containing gold, silver, or other precious metals, or damage to fragile articles, spectacles, mobile telephones, chargers, personal laptops, digital video disks or any other media storage devices, sporting equipment (applicable to sections 7 and 8).
- ✗ Normal wear and tear of mechanical or electrical breakdown or derangement (applicable to sections 7 and 8).
- ✗ Loss of or damage to luggage whilst in the custody of an airline or other carrier unless reported in writing to such airline within three days upon discovery and, in the case of an airline, a Property Irregularity Report is obtained (applicable to sections 7 and 8).



## What is not insured? (Continue...)

- ✗ Theft of baggage or personal effects not reported to the Police or hotel management (applicable to sections 7 and 8).
- ✗ Money losses not reported to the Police within 24 hours (relevant report must be obtained) (applicable to sections 7 and 8).
- ✗ Loss of cash not carried by the insured person (applicable to sections 7 and 8).



## Are there any restrictions on cover?

- ! Excess (the amount which you shall have to pay for each claim)
- ! Compensation under Section 1 shall not be payable for an insured person under 5 years of age.
- ! Compensation under Section 1 for an insured person between 5 and 16 years of age is limited to €2.000 sum insured.
- ! Compensation under Section 1 for an insured person above 70 years of age is limited to €10.000 sum insured.
- ! Compensation under Section 2 shall not be payable for an insured person under 16 years of age or over 70 years of age.
- ! Compensation under Sections 3 and 4 shall not be payable for dental treatment.



## Where am I covered?

- ✓ Worldwide while you are on a trip



## What are my obligations?

- You must answer the questions of the insurance proposal with absolute accuracy and in general any information you disclose to us for the purposes of quotation, concluding an insurance contract and submission of a claim, must be absolutely true without your having concealed, falsified or misrepresented any event (e.g. claims history, description of accidents etc.).
- You must take reasonable measures to prevent accident, injury, illness, loss or damage.
- You must not undertake admission of any offer, promise or payment without our written consent.
- You must immediately notify us in writing the happening of any occurrence that may possibly give rise to a claim giving full details and immediately send us every certificate, information and evidence we require at your expense or your legal representative expense.
- You must provide us with all the assistance we may require and to allow us to take over on your behalf any defence, settlement or recovery of any claim provided we request it.
- You must pay the premium before or on its due date.
- You must read the insurance policy upon its delivery and to strictly adhere to its terms, conditions and provisions otherwise your insurance coverage may be affected. You may have insufficient insurance coverage if you fail to provide us with complete details and correct information.



## When and how do I pay?

You may pay the premium in a single payment upon issuance of the insurance policy. The payment may be made in cash, credit or debit cards, cheques and bank orders.



## When does the cover start and end?

The insurance cover under section 6 starts immediately the policy is issued and terminates on commencement of the planned holiday or journey. For all other sections, it starts when the insured person enters the place of departure on the date of commencement of his travel or at the inception of the policy (whichever occurs later) and terminates when the insured person exits the place of arrival at the country he/she begins his/her journey or upon completion of the number of days specified in the schedule (whichever is the earlier). The period of insurance is always indicated in the schedule of the insurance policy.



## How do I cancel the contract?

You may cancel the insurance policy by sending us written notice. In the event that the insurance cover under any section has commenced, then no amount shall be refunded.