

TRAVEL insurance

Insurance product information document

Insurance company: **Compensa VIG ADB Latvian branch**

Product: **Travel insurance policy**

The insurance product information document gives a general description of the product. Full information to be provided before entering into an insurance contract and information about the insurance product is provided in other documents. Full details, including the terms and conditions of the insurance, which contain comprehensive information on the insurance product, are available at www.compensa.lv. This document does not reflect the terms of a specific insurance contract. The terms of the insurance contract, including the principal risks to be covered and the additional risks to be covered if the policyholder has opted for them, are specified individually in each insurance contract.

What type of insurance is this?

The assistance (travel) insurance is designed to protect against losses arising from sudden and unexpected illness, accidents, repatriation to the home country in the event of sudden illness or death, or other expenses during the trip, if other additional risks are covered. Assistance provided by the Insurer or the Insurer's co-operation partners may be in the form of information or medical services or other assistance in obtaining and paying for certain services.



What is insured?

The Insurer offers Basic, Standard, Extended, Extra, Gold and Platinum programmes. The Basic, Standard, Extended, Extra, Gold and Platinum programmes will always include the following risk:

- ✓ **MEDICAL EXPENSES AND HEALTH** - Emergency medical treatment and/or admission to a hospital due to sudden illness of the insured person, exacerbation of chronic illness, injury, accident, sudden acute deterioration of health, pregnancy complications, medical transport, repatriation, funeral expenses, medical aids. Sum insured from EUR 10 000 to EUR 110 000.

ADDITIONAL RISKS

(depending on the insurance programme chosen):

- ✓ **ACCIDENTS** - Disability, Death as a result of an accident. Sum insured from EUR 1 000 to EUR 20 000
- ✓ **LUGGAGE** - Expenses relating to delay, damage, loss or theft of luggage during travel, delay, loss, damage or theft of sports equipment, insurance of sports equipment except during air travel, dry-cleaning of clothes after an accident. Sum insured from EUR 100 to EUR 1 200.
- ✓ **FLIGHT DELAY** - Expenses related to flight delays or temporary cancellations. Sum insured from EUR 200 to EUR 500
- ✓ **TRIP CANCELLATION** - Expenses incurred when cancelling a pre-paid trip. Sum insured from EUR 200 to EUR 1 500.
- ✓ **CANCELLATION OF A TRIP FOR PERSONAL REASONS** - Expenses incurred as a result of cancelling a pre-paid trip, e.g. cancellation of an event/concert planned and paid for at the destination. Sum insured from EUR 500 to EUR 750.
- ✓ **INTERRUPTION OF A TRIP** - Expenses incurred as a result of early cancellation of a trip already started. Sum insured from EUR 200 to EUR 1 000.
- ✓ **RESPONSIBILITY** - Civil liability, Legal assistance, Interpreter assistance. Sum insured from EUR 250 to EUR 50 000.

SUM INSURED - The sum insured for each insured risk is shown in the insurance policy.



What is not insured?

- ✗ Physical workers, unless there is a notation to that effect in the policy;
- ✗ Active recreational/sporting activities, unless there is a notation to that effect in the policy;
- ✗ High-risk recreational/sporting activities, unless there is a notation to that effect in the policy;
- ✗ Professional athletes;
- ✗ Winter sports activities outside special slopes, specially constructed, treated and equipped for that purpose, unless there is a notation to that effect in the policy;
- ✗ Loss of luggage occurring in uncertain circumstances and/or in the airport area before the Insured's departure on the scheduled flight;
- ✗ Cases where the client is under the influence of alcohol, drugs or toxic substances;
- ✗ Losses due to a pandemic or epidemic;
- ✗ Losses due to war, terrorism, force majeure, strikes.

The exact exemptions are listed at the end of each section of the rules or under the risks individually.



Are there any coverage restrictions?

- ! Travel insurance is not valid in the Insured's home country.
- ! Travel insurance is not valid if the Person has left the country of residence earlier than 60 (sixty) days from the moment of concluding the Insurance contract.
- ! Non-emergency surgeries are not covered, including knee operations (arthroscopy or other) for meniscal injuries or cruciate ligament injuries of the knee.
- ! No reimbursement is payable if the suitcase (travel luggage, bag) is scratched or cosmetically damaged, but the damaged luggage item is still fit for its intended purpose.
- ! Compensation must initially be claimed from the carrier or the tour operator, depending on the risks.
- ! The insurance policy may include risks for which an excess per occurrence is stipulated.
- ! The fact of travel cancellation must be notified to the Insurer as soon as reasonably possible, but not later than the start date of the intended travel period, while the Insured is in the territory of the home country without having started the trip.
- ! The travel cancellation risk is valid if the policy is purchased and paid for at least 5 days before the date on which the travel cancellation event occurs.
- ! In acute cases of pregnancy complications, medical expenses of up to EUR 1 500 are covered if the pregnancy is less than 30 weeks and the pregnant woman can produce a travel authorisation issued by her doctor in the home country up to 1 (one) week before the planned start of the trip.
- ! If the Insured has two or more travel insurance policies issued by the Insurer in force at the same time, in which one or more of the insured risks specified in these insurance policies overlap, the insurance indemnity shall be paid only for one insurance policy - the one with the highest sum insured for the respective risk.
- ! If the insurance contract is concluded while the Insured is outside the Home Country, the insurance cover starts 48 hours after the conclusion of the insurance contract.

Full details of the coverage limits are contained in the Insurance Terms and Conditions and the Insurance Policy.



Where am I insured?

- ✓ The area covered by the insurance contract is specified in the insurance policy. Outside this area, the insurance is not valid. If necessary, the area of the insurance contract may be extended by separate agreement with the Insurer.
- ✓ Areas for which it is possible to purchase a Travel Insurance policy:
 - Baltic countries (Lithuania and Estonia);
 - Worldwide;
 - Republic of Belarus;
 - Europe (including Israel, Egypt, Tunisia and Morocco);
 - Worldwide, except USA, Canada, Australia, New Zealand, Japan;
 - Russian Federation.



What are my obligations?

- To provide the insurer with complete and truthful information before entering into the contract and during the term of the contract.
- To read, observe and comply with all the requirements of the insurance contract and the insurance terms and conditions set by the Insurer.
- The Policyholder is obliged to inform the Insured that he/she is insured and to inform the Insured of the terms of this insurance contract.
- In the event of a sudden illness or accident, the Insured must immediately go to the nearest medical institution and follow all instructions of the attending physician and contact the Insurer's Assistance Service.
- The Policyholder, the Insured, the Beneficiary, the Insured's representative or the Insured's family members must notify the Insurer or the Insurer's Assistance Service of the occurrence of the Insured Risk as soon as possible, but not later than within 30 days.
- When receiving treatment in medical institutions in the European Union, the European Economic Area or the Swiss Confederation, the Insured is obliged to present an EHIC card. If the Insured does not have an EHIC card, the Insured or the Insured's authorised person shall, at the Insurer's instruction, request it from the National Health Service of the Republic of Latvia or the home country authority issuing the EHIC card or the equivalent of the EHIC card and submit it to the relevant medical institution where the Insured receives medical assistance.
- The Policyholder and/or the Insured shall submit to the Insurer all documents describing the establishment of the insured risk and the resulting loss, as well as any other information and/or documentation requested by the Insurer.
- The burden of proving the occurrence of an insured event is on the Insured.



When and how should I pay?

- You must pay for the insurance within the time, in the manner and in the amount set out in the insurance contract.
- You can pay your insurance premium by bank transfer or in person at customer service centres.



When does coverage start and end?

- The insurance cover is valid for the insurance period specified in the insurance contract.
- Cover begins (takes effect) on the date and time specified in the contract, but not before the premium has been paid in full.
- Cover expires at the end of the period of insurance specified in the insurance contract (policy).



How can I cancel my contract?

- The insurance contract may be terminated at any time before its expiry by submitting a written application to the Insurer and following the procedures set out in the insurance contract/Insurance Contract Law.
- The Insurer or the Policyholder shall have the right to terminate the insurance contract unilaterally in the cases stipulated by the Insurance Contract Law before the end of the Insurance Period, including after the occurrence of an Insured Event, by sending a written notice to the other contracting party. The insurance contract is terminated on the 15th (fifteenth) day after the date of dispatch of the written notice.