

## Insurance Product Information Document

Chubb European Group SE (UK Branch) is governed under the French insurance code with registration number 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Supervised by the Autorité de Contrôle Prudentiel et de Résolution and authorised and subject to limited regulation by the Financial Conduct Authority. De-tails about the extent of our regulation by the Financial Conduct Authority are available from us on request.

Inter Partner Assistance, 10/11 Mary Street, Dublin 1, Ireland (company number 906006), which is a branch of Inter Partner Assistance S.A., Avenue Louise, 166 bte 1, 1050, Brussels, a Belgian company authorised by the Banking, Finance and Insurance Commission of Belgium, registration 0487, which is subject to limited supervision by the Financial Services Authority under registration number 202664;

**Company:** Chubb European Group SE & Inter Partner Assistance SA **Product:** The Platinum Card®

The information provided in this document is a summary of the key features and exclusions of the policy and does not form part of the contract between us. Full details about the product is provided in your policy documents.

### What is this type of insurance?

This insurance provides assistance in the event of certain travel emergencies, which impact your safety and security.



#### What is Insured?

##### MEDICAL ASSISTANCE AND EXPENSES

- ✓ £2,000,000 for necessary medical, surgical and hospital costs during a trip.
- ✓ £1,000 emergency dental treatment.
- ✓ All necessary repatriation and evacuation costs.
- ✓ Necessary costs to repatriate remains or £2,500 for local funeral.

##### CANCELLING, POSTPONING AND ABANDONING YOUR TRIP

- ✓ £7,500 for unused travel, accommodation, excursions and leisure activities that have been paid for, or pre-booked, on the card account, and these are not refundable or a fee is charged to change them.
- ✓ £7,500 for costs to return home (and to resume original trip) and unused travel and accommodation costs where a trip has been purchased on the card account.

##### PERSONAL BELONGINGS, MONEY AND TRAVEL DOCUMENTS

- ✓ If your personal belongings, money and travel documents are lost, stolen or damaged:
  - a. £2,000 in total per trip;
  - b. £500 for the current value or cost to repair any item, or any pair or set of items which are complimentary or used together;
  - c. £500 for money and travel documents limited to £50 for children under the age of 16.



#### What is not Insured?

##### MEDICAL ASSISTANCE AND EXPENSES

- ✗ Medical assistance and expenses benefits if aged 70 years or over at any time during the trip.
- ✗ Medical treatment in country of residence.
- ✗ Sports or activities that may be considered dangerous.
- ✗ All costs must be approved in advance by the Insurer.

##### CANCELLING, POSTPONING AND ABANDONING YOUR TRIP

- ✗ Cancellation due to business reasons.
- ✗ Abandonment after first leg of a trip.
- ✗ £50 excess applies.
- ✗ Circumstances known before booking a trip.
- ✗ Disinclination to travel.
- ✗ No refund for unused tickets where an Insurer has paid for alternative travel arrangements to the same destination.
- ✗ Circumstances known before booking a trip.
- ✗ Cutting short a trip due to lack of enjoyment or adverse weather conditions.

- ✓ Any necessary and reasonable additional travel and accommodation costs, and consulate fees necessary to replace travel documents for you to continue your trip, or return home.
- ✓ In an emergency, an advance up to £2,000 if your cash, traveller's cheques or credit cards are lost or stolen and there are no other means for you to obtain funds.

**CAR RENTAL BENEFITS – THEFT, DAMAGE AND LIABILITY**

- ✓ £50,000 for theft or damage to vehicle (including any applicable excess).
- ✓ £500,000 (US\$1 million in USA) for damage to another person or their property.

**TRAVEL INCONVENIENCE**

- ✓ £300 for missed departure due to accident or breakdown, travel delay, overbooking, or missed connection.
- ✓ £300 for baggage delayed by airline.
- ✓ An additional £300 for extended baggage delay by airline.

**PERSONAL ACCIDENT WHILST ON A TRIP**

- ✓ £50,000 for death or permanent disablement on a trip caused by an accident (increased to £250,000 when travelling on a public vehicle).

**LEGAL ASSISTANCE AND COMPENSATION**

- ✓ £25,000 legal defence costs and legal costs in pursuit of compensation.
- ✓ £1,000,000 for legal liability for injuring another person, or damaging their property or possessions.

**PERSONAL BELONGINGS, MONEY AND TRAVEL DOCUMENTS**

- ✗ Deductions are made for wear and tear.
- ✗ Money or travel documents which are not kept on insured's person or in a safe.
- ✗ Loss, theft or damage that has not been reported to local police, transport or accommodation provider.
- ✗ £50 excess applies.
- ✗ £500 limit for money and travel documents.
- ✗ £500 limit for a single item, pair or set of items.
- ✗ Limit of £50 money cover for children under the age of 16 where no excess will apply.

**CAR RENTAL BENEFITS – THEFT, DAMAGE AND LIABILITY**

- ✗ Commercial vehicles, motor homes, caravans and trailers.
- ✗ Cover applies only when rental agency allows refusal of their insurance.
- ✗ An insured person must be named on the rental agreement.

**TRAVEL INCONVENIENCE**







- ✗ Claims where travel tickets were not purchased on the Card account.
- ✗ Purchases which are not made on the card account.
- ✗ Costs where a transport provider has offered an alternative.
- ✗ Baggage delay on the final leg of a trip.
- ✗ Purchases made after baggage has been returned.
- ✗ Costs which are recoverable from any other source.
- ✗ Delays of less than 4 hours.

**PERSONAL ACCIDENT WHILST ON A TRIP**

- ✗ Terrorist activities except on a public vehicle.
- ✗ Participating in or training for professional sports.
- ✗ Work-related accidents.
- ✗ The benefit amount for death is reduced to £10,000 for children under the age of 16.

**LEGAL ASSISTANCE AND COMPENSATION**

- ✗ Legal costs in pursuit of compensation where the Insurer feels there is no reasonable chance of winning a case or receiving compensation.
- ✗ Claims made against the Insured Person by family members, or an employee of the Insured Person.
- ✗ Liability which is covered by another insurance.
- ✗ Legal costs incurred where using a motorised vehicle owned or possessed by the Insured

	<p>Person (liability benefits may apply where vehicle is rented).</p> <p><b>x</b> If legal proceedings are successful and costs are awarded in favour of the Insured Person, any legal costs and expenses are to be reimbursed from costs awarded.</p>
	<p> <b>Are there any restrictions on cover?</b></p> <ul style="list-style-type: none"> <li>! All Cardmembers including Supplementary Cardmembers and their Families must be under 70 throughout the trip to receive Medical Assistance and Expenses benefits.</li> <li>! You will not be paid for claims directly or indirectly as a result of: <ul style="list-style-type: none"> <li>! Pre-existing Medical Conditions.</li> <li>! Travelling against the advice of a registered Medical Practitioner.</li> <li>! Participating in sports and activities which would not be considered usual holiday sports.</li> <li>! Trips in, or booked to, countries where a government agency has advised against travelling or which are officially under embargo by the United Nations.</li> </ul> </li> <li>! Your failure to take, properly or at all, any vaccinations or medication advised for Your trip.</li> </ul>
<p> <b>Where am I covered?</b></p> <p>✓ You are covered for trips made worldwide.</p>	
<p> <b>What are my obligations?</b></p> <ul style="list-style-type: none"> <li>• All claims and potential claims must be reported within 30 days.</li> <li>• You must provide all the items, information and documentation and anything else reasonably requested by us in order to make a claim. These must be provided at your own expense.</li> </ul>	
<p> <b>When and how do I pay?</b></p> <p>There is no additional charge, fee or premium payable for the insurance benefits provided with your card.</p>	
<p> <b>When does the cover start and end?</b></p> <ul style="list-style-type: none"> <li>• You are entitled to the insurance benefits under the policy from the moment the card is activated and for as long as the eligibility criteria continues to be met or until we withdraw or cancel the insurance benefits by notice to you.</li> <li>• Worldwide Travel Insurance provides cover for the Cardmember and supplementary Cardmembers, their respective partners and dependent children under the age of 25, whether travelling together or travelling alone on business and leisure trips of up to 90 days.</li> <li>• When any of your children are travelling between full time education and employment, between secondary and higher education, or when studying abroad (a "Gap Year"), the benefits under Section 1 shall be extended for the full duration of the Gap Year up to a maximum trip of 365 consecutive days. This benefit applies to only one trip of up to 365 days continuous travel per child.</li> </ul>	
<p> <b>How do I cancel the contract?</b></p> <p>You may cancel this insurance by cancelling your card at any time. If you do this within 14 days of activating your card account, any money you have paid for the card will be returned to you. Please refer to your Cardmember agreement for more details.</p>	

## **Insurance United Kingdom Terms & Conditions American Express® Platinum Card**

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2. Terms of Business
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### **1 KEY INFORMATION**

#### **HOW TO CLAIM**

To report a claim or receive assistance please call **0800 917 8054** or in a medical emergency call **+44 (0) 20 3126 4109**.

Please be ready to provide your Card number, which should be used as your reference number. Please ensure copies are kept of all documentation relating to a claim. For further details please see the 'How to Claim' section within the full Policy Terms and Conditions provided to you.

Please be aware that there may be other taxes or costs that are not paid through us or imposed by us.

#### **CUSTOMER SERVICE & COMPLAINTS**

You can visit our Card Benefit Insurance Centre at [americanexpress.com/uk/insuranceportal](http://americanexpress.com/uk/insuranceportal) to

- Check your cover
- Learn about your Card Insurance Benefits
- Read Frequently Asked Questions
- Create and download your Insurance Certificate
- Search for Medical providers
- Access Online Claims

American Express and the Insurer are dedicated to providing a high quality service and aim to maintain this at all times. However, should you have a complaint, please contact American Express so your complaint can be dealt with as soon as possible. Contact details are:

American Express  
UK & ICC Executive Customer Relations  
Department 333  
1 John Street  
Brighton BN88 1NH  
United Kingdom  
Telephone: +44 (0) 870 600 0342  
Email: [insuranceexec@aexp.com](mailto:insuranceexec@aexp.com)

Calls cost a maximum of 1p per minute, plus your phone company's access charge.

American Express and Chubb European Group SE are members of the Financial Ombudsman Service (FOS) who may be approached for assistance if you are not satisfied with the response you receive. Contact details are given below. A leaflet explaining its procedure is available on request.

Financial Ombudsman Service  
Exchange Tower  
London E14 9SR  
Telephone: 0800 023 4 567  
or +44 20 7964 1000 (from abroad)  
Fax: 020 7964 1001  
Website: [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

The Ombudsman will only consider your case if you have first given American Express and the Insurer the opportunity to resolve it.

#### **COMPENSATION SCHEME**

In the unlikely event that American Express Services Europe Limited or Chubb European Group SE are unable to meet their obligations, you may be entitled to compensation under the Financial Services Compensation Scheme (FSCS). Further information about compensation scheme arrangements is available from the FSCS. Their contact details are:

Financial Services Compensation Scheme (FSCS)  
10th Floor Beaufort House  
15 St Botolph Street  
London EC3A 7QU  
United Kingdom

Telephone 0800 678 1100 or 020 7741 4100

Website: [www.fscs.org.uk](http://www.fscs.org.uk).

## **2 TERMS OF BUSINESS**

The information in this section explains the basis of the insurance services provided to you by American Express.

The insurance policies are arranged and held by American Express Services Europe Limited, registered in England and Wales with Company Number 1833139, registered office Belgrave House, 76 Buckingham Palace Road, London SW1W 9AX ("American Express") for the benefit of Cardmembers.

### **1 The Financial Conduct Authority (FCA)**

The FCA is the independent watchdog that regulates financial services.

### **2 Whose products do American Express offer?**

American Express only offer Medical Assistance and Expenses, Cancelling, Postponing and Abandoning Your Trip, Cutting Short Your Trip, Personal Belongings, Money and Travel Documents and Legal Assistance and Compensation (pursuit) insurance underwritten by Inter Partner Assistance.

American Express only offer Car Rental Benefits, Theft, Damage and Liability, Travel Inconvenience, Personal Accident, Legal Assistance and Compensation (defence), Purchase Protection and Refund Protection insurance underwritten by Chubb European Group SE.

### **3 Which service will American Express provide you with?**

You will not receive advice or a recommendation from American Express for any insurance associated with your Card.

### **4 What will you have to pay American Express for their services?**

There is no additional charge, fee or premium payable for the insurance benefits provided with your Card.

American Express does not act as an agent or fiduciary for you, and may act on behalf of the insurance provider (as its agent or otherwise), as permitted by law. American Express may receive commissions from providers, and commissions may vary by provider and product. In some cases, an American Express group company may be the insurer or reinsurer and may earn insurance or reinsurance income. The arrangements with certain providers, including the potential to reinsure products, may also influence the insurance which is provided to Cardmembers.

### **5 Who regulates American Express?**

American Express Services Europe Limited has its registered office at Belgrave House, 76 Buckingham Palace Road, London, SW1W 9AX, United Kingdom. It is registered in England and Wales with Company Number 1833139 and authorised and regulated by the Financial Conduct Authority (reference number 661836). Details can be found by visiting the FCA website [www.fca.org.uk/register](http://www.fca.org.uk/register).

### **6 Ownership**

American Express Services Europe Limited is ultimately owned by the American Express Company.

### **7 What to do if you have a complaint**

If you wish to register a complaint, please contact: In writing:

American Express UK & ICC Executive Customer Relations

Department 333,

1 John Street,

Brighton BN88 1NH

United Kingdom

Telephone: +44 (0) 870 600 0342

Email: [insuranceexec@aexp.com](mailto:insuranceexec@aexp.com)

Calls cost a maximum of 1p per minute, plus your phone company's access charge

Further details on the complaints process are contained in the Policy Terms and Conditions. If you cannot settle your complaint, you may be entitled to refer it to the Financial Ombudsman Service.

### **8 Are American Express covered by the Financial Services Compensation Scheme (FSCS)?**

American Express is covered by the FSCS. You may be entitled to compensation from the scheme if it cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, with no upper limit. Further information about compensation scheme arrangements is available from the FSCS.

## 9 Remuneration and Commission

We arrange the policy with the insurer on your behalf. We provide this to you as part of your Card Membership and there is no additional charge to you for doing this. We do not receive any remuneration or commission from the insurer for arranging this policy.

## DEMANDS AND NEEDS

This insurance meets the demands and needs of Cardmembers who require travel accident, travel inconvenience, purchase protection and refund protection insurance cover alongside their Card account. American Express has not provided opinions or recommendations on the suitability of the insurance for you.

## 3. POLICY TERMS AND CONDITIONS

These Policy Terms and Conditions give full details of the insurance cover provided with The Platinum® Card under the group policies of insurance held by American Express Services Europe Limited with Chubb European Group SE and Inter Partner Assistance.

### ELIGIBILITY

The benefits described in these Policy Terms and Conditions are dependent upon a Card being issued, the Card account being valid and the account balance having been paid in accordance with the Cardmember agreement at the time of any incident giving rise to a claim.

The following benefits are dependent on use of the Card:

- Cancelling, Postponing and Abandoning your Trip;
- Cutting Short your Trip;
- Travel Inconvenience;
- Personal Belongings, Money and Travel Documents;
- Purchase Protection;
- Refund Protection;

The benefits outlined in these Policy Terms and Conditions may be varied, withdrawn or cancelled at any time. You will be given at least 30 days' written notice of such a change. No claims arising directly or indirectly from any Pre-existing Medical Condition(s) will be covered.

### DEFINITIONS

Whenever the following words or phrases appear in **bold**, they will have the meaning as described below:

“**£**” shall mean United Kingdom pounds sterling.

“**Account**” or “**Card Account**” means your consumer and small business cards issued by **American Express** in the UK, excluding corporate cards and any **American Express** cards issued by bank partners

“**American Express**” means American Express Services Europe Limited.

“**Card**” means any card or other **Account** access device issued to a **Cardmember** (or a **Supplementary Cardmember**) for the purpose of accessing the **Account**

“**Cardmember**” means any individual who holds a valid **Account**.

“**Children**” means any of **Your** children (including step-children, fostered or adopted children) under the age of 25, on the first day of a **Trip** who are legally dependent on **You** and who are not in full time employment. (The term **Child** shall have a corresponding meaning).

“**Close Relative**” means a person's partner or spouse living at the same address, their mother, mother-in-law, father, father-in-law, daughter, daughter-in-law; son, son-in-law; sister, sister-in-law, brother, brother-in-law, grandparent, grandchild, step-mother, step-father, step-sister, step-brother, aunt, uncle, niece or nephew.

“**Country of Residence**” means **Your** current country of residence as evidenced by an official document.

“**Family**” means **Your** partner or spouse, living at the same address as **You**, and **Your Children**.

“**Insured**” means (i) **Cardmembers** and their **Families**, (ii) **Supplementary Cardmembers** and their **Families** and (iii) grandchildren of the **Cardmember** or a **Supplementary Cardmember** who are under the age of 25 and travelling with anyone insured under the **Card Account**.

“**Our/Us/We/Insurer**” means:

- In respect of Section 1.1 Medical Assistance and Expenses, Section 1.2. Cancelling, Postponing and Abandoning **Your Trip**, 1.3 Cutting Short **Your Trip**, 1.4 Personal Belongings, Money and Travel Documents, 1.8. Legal Assistance and Compensation (pursuit), **Inter Partner Assistance**, 10/11 Mary Street, Dublin1, Ireland (company number 906006), regulated in Ireland by the Central Bank of Ireland (Register no C47746), and which is branch of **Inter Partner Assistance S.A.**, Avenue Louise, 166 bte1, 1050 Brussels, a Belgian company authorised by l’Autorité des Services et Marchés Financiers. Inter Partner Assistance Dublin branch is subject to limited regulation by the Financial Conduct Authority (FCA)(FCA register number 202664) for the provision of services in the United Kingdom. Inter Partner Assistance is part of the AXA Assistance Group  
AND

- In respect of Section 1.5 Car Rental Benefits – Theft, Damage and Liability, Section 1.6 Travel Inconvenience, Section 1.7 Personal Accident, Section 1.8 Legal Assistance and Compensation (defence), Section 2.1 Purchase Protection and Section 2.2 Refund Protection, **Chubb European Group SE (UK Branch)** is governed under the French insurance code with registration number 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Supervised by the Autorité de Contrôle Prudentiel et de Résolution and authorised and subject to limited regulation by the Financial Conduct Authority. Full details can be found online at <https://register.fca.org.uk/>

“**Medical Condition(s)**” means any medical or psychological disease, sickness, condition, illness or injury that has affected **You** or any travelling companion or person with whom **You** intend to stay whilst on **Your Trip**; or **Your Close Relative** or the **Close Relative** of any travelling companion, or a **Close Relative** of a person with whom **You** intend to stay whilst on **Your Trip**.

“**Medical Practitioner**” means a legally licensed member of the medical profession, recognised by the law of the country where treatment is provided and who, in rendering such treatment is practising within the scope of his/her licence and training, and who is not related to **You** or any travelling companion.

“**Policy**” means the insurance cover provided under the **Policy Terms and Conditions**.

“**Policyholder**” means American Express Services Europe Limited.

“**Policy Terms and Conditions**” means these terms and conditions.

“**Policy Summary**” means the document summarising the **Policy**.

“**Pre-existing Medical Condition(s)**” means any past or current Medical Condition that, during the 2 years prior to **You** applying for **Your Card** and any **Cards** on **Your Account**, or prior to any **Trip** (whichever is the most recent), has given rise to symptoms or for which any form of treatment or prescribed medication, medical consultation, investigation or follow-up/check-up has been required or received; and any cardiovascular or circulatory condition (e.g. heart condition, hypertension, blood clots, raised cholesterol, stroke, aneurysm) that has occurred at any time prior to **You** applying for **Your Card** and any **Cards** on **Your Account**, or prior to any **Trip** (whichever is the most recent).

“**Purchase**” or “**Purchased**” means items paid for or pre-booked using your **Card** or items paid for where Your selected provider would not accept **Your Card**.

“**Public Vehicle**” means any air or land vehicle, river or sea-going vessel operated under licence for the transport of fare paying passengers. **Public Vehicles** do not include vehicles chartered privately.

“**Senior Medical Officer**” means **Our Medical Practitioner**, who shall be appointed by **Us** to assess any aspect of any applicable issue where medical expertise is required pursuant to these **Policy Terms and Conditions**.

“**Supplementary Cardmember**” means a person who has been nominated by the **Cardmember** to be issued with an additional **Card** on the **Account** and is also covered by the insurance benefits included with the Card.

“**Trip**” means a journey outside **Your Country of Residence** which must commence and end in **Your Country of Residence**, or a journey within **Your Country of Residence** which must include a flight, or at least one night of pre-booked accommodation away from home. **Trip** is extended to include any journey within **Your Country of Residence** for **Car Rental Benefits** (Section 1.5) only. **Trips** must not exceed 90 consecutive days with a maximum 240 days during each 12 month period. The **Trip** length will be extended to 365 consecutive days for **Your Children** under the age of 25 on a Gap Year.

“**You/Your**” means the **Insured**.

## INSURANCE BENEFITS

Insurance benefits are secondary: **We** will only pay amounts under this **Policy** if they are not covered by other insurance, state benefits or other agreements. **You** must inform **Us** of these and assist any relevant third parties in seeking reimbursement where appropriate.

### 1. WORLDWIDE TRAVEL INSURANCE

#### WHO IS COVERED

All Platinum **Cardmembers** including **Supplementary Cardmembers** and their respective **Families** are covered. In addition, all travel insurance benefits under this Section 1 will apply to grandchildren who are under the age of 25 on the first day of the **Trip** when they are travelling with **You**.

Age Limit for Medical Assistance and Expenses: All **Cardmembers** including **Supplementary Cardmembers** and their **Families** must be under 70 throughout the **Trip** to receive Medical Assistance and Expenses benefits.

This Section 1 details the **Card** Travel Insurance benefits. Please note that **You** refers to an **Insured**. The following conditions apply to all claims under this Section:

- 1) Benefit Limits: All limits under Section 1 are per Insured and apply while on a **Trip**.
- 2) Excess: An excess will be applied to Section 1.2 Cancelling, Postponing and Abandoning **Your Trip**; Section 1.3 Cutting Short **Your Trip** and Section 1.4. Personal Belongings Money and Travel Documents.
- 3) **Trip** Length: You are covered for a maximum of 240 days in a 365 day period and for single **Trips** up to a maximum duration of 90 consecutive days.
- 4) **Pre-existing Medical Conditions**: **You** will not be eligible for benefits if **You** were previously aware of **Your** condition (See Section 1.9 General Exclusions to Card Travel Insurance).
- 5) **You** must be registered with a UK general practitioner or equivalent **Medical Practitioner** in **Your Country of Residence**.
- 6) Usual Sports and Activities Information: All benefits apply when participating in usual holiday sports and activities, including winter sports. For example: canoeing, fishing, golf, horse riding, mountain-biking, parasailing, scuba-diving down to 30 metres, skiing (including off-piste with a guide) and snowboarding (including off-piste with a guide), tennis, water-skiing.
- 7) However, certain sports and activities are excluded. If **You** are going to take part in any sport or activity that could be considered dangerous or may fall outside usual holiday sports, please call American Express Platinum Card Services in advance of undertaking any such activity on 0800 917 8054 and select the option for Insurance Services.
- 8) Insurance Benefits are secondary: **We** will only pay amounts under this **Policy** if they are not covered by other insurance, state benefits or other agreements. **You** must inform **Us** of these and assist any relevant third parties in seeking reimbursement where appropriate.

#### GAP YEAR EXTENSION TO WORLDWIDE TRAVEL INSURANCE BENEFITS

When any of **Your Children** are travelling between full time education and employment, between secondary and higher education, or when studying abroad (a "Gap Year"), the benefits under Section 1 shall be extended for the full duration of the Gap Year up to a maximum Trip of 365 consecutive days. This benefit applies to only one **Trip** of up to 365 days continuous travel per **Child**.

### 1.1 MEDICAL ASSISTANCE AND EXPENSES

#### IMPORTANT: Only Cardmembers, Supplementary

**Cardmembers** and members of their **Family** who are under the age of 70 throughout the **Trip**, are eligible to receive the Medical Assistance and Expenses benefits under this Section 1.1.

All costs must be approved in advance by **Us**.

If **You** have an accident or **You** are ill during **Your Trip**, contact **Us** as soon as **You** can on +44 (0) 20 3126 4109.

By contacting **Us**, **We** will, where possible, arrange everything necessary for **You** including seeing a doctor or other medical professional, admission to hospital and **Your** medical treatment. **We** will also pay for necessary expenses which have been approved by **Our Senior Medical Officer**. When **You** have recovered sufficiently, if necessary **We** will arrange for **Your** travel home.

#### YOUR BENEFITS

You will be covered for the following:

- 1) Medical treatment: Up to £2,000,000 for necessary medical, surgical and hospital costs as a result of **You** becoming ill or being injured during **Your Trip**. In order for **Us** to evaluate the facts of the medical situation, **You** must release **Your** treating physician and **Your** registered **Medical Practitioner(s)** from their doctor/patient confidentiality.



- 2) Transport to hospital: Necessary costs for transporting or transferring **You** to the nearest adequately equipped hospital, when deemed necessary by a recognised **Medical Practitioner**, if free transport is not available.
- 3) **Your** travel home after treatment: **We** will arrange and pay for necessary costs to repatriate **You** to **Your Country of Residence** when recommended by **Our Senior Medical Officer**, including the cost of a medical escort if necessary.
- 4) Return home of **Your** travelling companions: The cost of an economy flight or standard rail ticket if their original means of transportation home cannot be used.
- 5) Dental treatment: Up to £1,000 for emergency dental costs.
- 6) Friend or relative to extend their stay during **Your** treatment: Up to £150 a night (maximum 10 nights) towards their meals and accommodation costs until **Our Senior Medical Officer** advises that **You** no longer require further treatment on **Your Trip**.
- 7) Friend or relative to visit **You** in hospital: If **You** are travelling alone, the cost of an economy flight or standard rail ticket and up to £150 a night (maximum 10 nights) towards meals and accommodation costs for a friend or relative visiting **You** in hospital, or during **Your** recovery. The benefit will cease when **You** return to **Your Country of Residence**
- 8) Hospital benefit: £50 per night while **You** are in hospital for items to make **Your** stay more comfortable, up to a maximum total of £500.
- 9) Extend **Your** stay following medical treatment: Up to £150 a night (maximum 10 nights) towards meals and accommodation costs for **You** and one other person if **Our Senior Medical Officer** advises **You** to extend **Your** stay after **Your** treatment.
- 10) Convalescence benefit: Up to £250 a night (maximum 10 nights) towards registered nursing care and meals and accommodation costs if **Our Senior Medical Officer** advises it is necessary following **Your** return home.
- 11) Return home of **Your Children**: Reasonable travel expenses and up to £150 a night (maximum 3 nights) towards meals and accommodation costs for a friend or relative to collect and bring home **Your Children** if **You** are unable to care for them.
- 12) Recovery of **Your** vehicle: The cost of an economy flight or standard rail ticket and up to £150 a night (maximum 3 nights) towards meals and accommodation costs for a replacement driver to collect and bring home **Your** vehicle if it is not possible for **You** or **Your** travelling companions to drive.
- 13) Replacement colleague: The cost of an economy flight or standard rail ticket for a colleague to replace **You** following **Your** return home after **Your** treatment or if **You** are unable to continue working on **Your Trip**.
- 14) Reimbursement of any pre-paid winter sports hired equipment, lift passes or lessons: Up to £500 if **You** have an accident or suffer an unforeseen illness during **Your Trip** and a registered **Medical Practitioner** advises **You** not to continue **Your** winter sports activity.
- 15) Search and rescue: Up to £100,000 for **Your** search and rescue costs.
- 16) Funeral and burial expenses: If **You** die whilst on a **Trip**, **We** will pay for either transportation of **Your** remains home or up to £2,500 for local cremation or burial.

## EXCLUSIONS

General Exclusions to Card Travel Insurance listed in Section 1.9 apply to all travel insurance benefits.

The following exclusions apply only to this Medical Assistance and Expenses Section 1.1.

**You** will not be covered in respect of the following:

- 1) Costs not approved by **Our Senior Medical Officer**.
- 2) Treatment that **Our Senior Medical Officer** considers can be reasonably delayed until **You** return to **Your Country of Residence**.
- 3) Medical, dental treatment, funeral and burial expenses within **Your Country of Residence**.
- 4) Treatment that can be provided free or at a reduced cost by a state benefit provider or equivalent, unless otherwise agreed by **Us**.
- 5) Costs after the date **Our Senior Medical Officer** tells **You** that **You** should return home.
- 6) Costs where **You** have refused to follow the advice of **Our Senior Medical Officer**.
- 7) Treatment or costs incurred for cosmetic reasons unless **Our Senior Medical Officer** agrees that such treatment is necessary as a result of a medical emergency.
- 8) Treatment or consultations that were planned or could reasonably have been foreseen, before **Your Trip**.
- 9) Coffins or urns in excess of those which meet international airline standards.

## 1.2 CANCELLING, POSTPONING AND ABANDONING YOUR TRIP

For the benefits under this section to apply transport and/or accommodation must have been Purchased in full using:

- I. the **Card**;
- II. American Express Membership Rewards® points; or
- III. Any travel rewards programmes provided the taxes and/or surcharges have been **Purchased** using the **Card**.

## YOUR BENEFITS

**You** will be covered for the following:

Up to £7,500 for **Your** unused travel, accommodation, excursions and leisure activities that have been Purchased on the **Card Account**, which are non-refundable or any fee **You** are charged to change them if **You** cancel, postpone, change or abandon **Your Trip**, due to:

- a) **You**, or a person travelling with **You**, or a person **You** are visiting for the main purpose of **Your Trip**, having an accident, suffering an unforeseen illness or dying before or during **Your Trip**;
- b) **Your Close Relative**, or a **Close Relative** of a person travelling with **You**, or a **Close Relative** of a person **You** are visiting for the main purpose of **Your Trip**, having an accident, suffering an unforeseen illness or dying before or during **Your Trip**;
- c) **Your** redundancy which qualifies for redundancy payments under current legislation;
- d) **You** being called for jury service or being subpoenaed as a witness other than in a professional or advisory capacity;
- e) Unforeseen severe damage to **Your** home or **Your** business premises if the damage caused is likely to be more than £25,000;
- f) Theft at **Your** home or **Your** business premises that requires **Your** presence by the police;
- g) A delay of more than 12 hours on the outward leg of **Your Trip** as a result of industrial action, adverse weather, mechanical breakdown of public transport, or a transportation accident which means **You** no longer want to go on **Your Trip**. The period of delay is reduced to 6 hours for **Trips** of less than 5 days.

## EXCLUSIONS

General Exclusions to Card Travel Insurance listed in Section 1.9 apply to all travel insurance benefits.

The following exclusions apply only to this Cancelling, Postponing and Abandoning Your Trip Section 1.2.

**You** will not be covered in respect of the following:

- 1) Cancellation claims arising directly or indirectly from circumstances known to **You** prior to booking **Your Trip**.
- 2) Cancellation claims arising directly or indirectly from circumstances known to **You** when **You** apply for **Your Card** and any **Cards** on **Your Account**.
- 3) Additional costs incurred if **You** fail to notify the providers of **Your** travel, accommodation, excursions and leisure activities immediately that it is necessary for **You** to cancel **Your Trip**.
- 4) Claims where **You** are unable to supply a medical certificate from the appropriate **Medical Practitioner**, confirming the **Medical Condition** which made it necessary to cancel **Your Trip**.
- 5) The first £50 of any claim.
- 6) Travel and/or accommodation costs not **Purchased** on the **Card Account**.

### 1.3 CUTTING SHORT YOUR TRIP

For the benefits under this section to apply transport and/or accommodation must have been **Purchased** in full using:

- I. the **Card**;
- II. American Express Membership Rewards® points; or
- III. Any travel rewards programmes provided the taxes and/or surcharges have been **Purchased** using the **Card**.
- IV. In the event of the purchase of emergency tickets to return to Your Country of Residence, if **You** are not a **Cardmember** and not travelling with a **Cardmember**, another payment method may be used. Itemised receipts must be kept as proof of purchase.

## YOUR BENEFITS

**You** will be covered for the following:

- 1) If **You** cut short **Your Trip** due to:
  - a) **You**, or a person travelling with **You**, or a person **You** are visiting for the main purpose of **Your Trip**, having an accident, suffering an unforeseen illness or dying;
  - b) **Your Close Relative**, or a **Close Relative** of a person travelling with **You**, or a **Close Relative** of a person **You** are visiting for the main purpose of **Your Trip**, having an accident, suffering an unforeseen illness or dying;
  - c) Unforeseen severe damage to **Your** home or **Your** business premises if the damage caused is likely to be more than £25,000; or
  - d) Theft at **Your** home or **Your** business premises that requires **Your** presence by the police.

**You** will be paid up to £7,500 in total for the:

- a) reasonable, necessary travel costs for **You** to return home, and to resume **Your** original, booked Trip; and
  - b) the costs for **Your** unused travel, accommodation, excursions and leisure activities that have been paid for or pre-booked and are non-refundable.
- 2) If **You** cut short **Your Trip** as a result of damage or theft at **Your** home or **Your** business premises, **You** will be paid up to £250 for parts, labour and call out charges to render **Your** home safe and secure and avoid any further damage prior to **Your** return home (provided costs are not covered by **Your** home or business insurance, or any other relevant insurance cover).

## EXCLUSIONS

General Exclusions to Card Travel Insurance listed in Section 1.9 apply to all travel insurance benefits.

The following exclusions apply only to this Cutting Short Your Trip Section 1.3.

**You** will not be covered in respect of the following:

- 1) Claims arising directly or indirectly from circumstances known to **You** prior to booking **Your Trip**.
- 2) Claims arising directly or indirectly from circumstances known to **You** when **You** apply for **Your Card** and any **Cards on Your Account**.
- 3) Claims for refunds for unused travel to a destination where **We** have already paid for **Your** alternative travel arrangements to the same destination.
- 4) Claims where **You** are unable to supply a medical certificate from the appropriate **Medical Practitioner**, confirming the **Medical Condition** which made it necessary to cut short **Your Trip**.
- 5) Subsequent claims arising from the same fault or event where the original fault has not been properly repaired where **You** cut short **Your Trip** as a result of damage or theft at **Your** home or **Your** business premises.
- 6) The first £50 of any claim.
- 7) Travel and/or accommodation costs not **Purchased** on the **Card Account**, with the exception of purchase of emergency tickets to return to **Your Country of Residence**, if **You** are not a **Cardmember** and not travelling with a **Cardmember**.

## 1.4 PERSONAL BELONGINGS, MONEY AND TRAVEL DOCUMENTS

For the benefits under this section to apply transport and/or accommodation must have been **Purchased** in full using:

- I. the **Card**;
- II. American Express Membership Rewards® points; or
- III. Any travel rewards programmes provided the taxes and/or surcharges have been **Purchased** using the **Card**.

## YOUR BENEFITS

This benefit applies to **Your** personal belongings which **You** take, purchase or hire while on **Your Trip**, **Your** money and **Your** travel documents provided that they are kept on **You** at all times, locked in a safe, or in a locked storage area of a vehicle.

**You** will be covered for the following:

- 1) If **Your** personal belongings, money and travel documents are lost, stolen or damaged, **You** will be paid up to:
  - a) £2,000 in total per **Trip**;
  - b) £500 for the current value or cost to repair any item, or any pair or set of items which are complimentary or used together;
  - c) £500 for money and travel documents limited to £50 for **Children** under the age of 16.
- 2) **You** will be paid any necessary and reasonable additional travel and accommodation costs, and consulate fees necessary to replace travel documents for **You** to continue **Your Trip**, or return home. In an emergency **We** will provide an advance up to £2,000 if **Your** cash, traveller's cheques or credit cards are lost or stolen and there are no other means for **You** to obtain funds. Advances are made only with prior authorisation from **American Express** and a debit is applied to the **Cardmember's Account**.
- 3) **We** will provide advice and assistance where possible and any shipment costs in replacing emergency items that are lost, stolen or damaged including prescription glasses, or contact lenses, prescriptions, and travel documents necessary for **You** to continue **Your Trip** or return home.

## EXCLUSIONS

General Exclusions to Card Travel Insurance listed in Section 1.9 apply to all travel insurance benefits.

The following exclusions apply only to this Personal Belongings, Money and Travel Documents Section 1.4.

**You** will not be covered in respect of the following:

- 1) Normal wear and tear.
- 2) Lost, stolen or damaged personal belongings where **You** have failed to take sufficient care of them or have left them unsecured or outside **Your** reach.
- 3) Loss or theft not reported to the police or provider of **Your** transport or accommodation within 48 hours and a report obtained.
- 4) Damage to personal belongings whilst in the care of a transport provider which has not been reported within 48 hours and a report obtained.
- 5) Loss, theft of, or damage to, vehicles, their accessories, or items in a vehicle where there is no evidence of break in.
- 6) Any documents other than travel documents.
- 7) Damage to fragile or brittle items.
- 8) Household goods.
- 9) Theft from a roof or boot luggage rack, other than theft of camping equipment.
- 10) In respect of money, any shortages due to errors and currency fluctuations.

- 11) Claims which are not supported by the original receipt, proof of ownership or insurance valuation (obtained prior to the loss) of the items lost, stolen or damaged.
- 12) The first £50 of any claim with the exception of money and travel documents limited to £50 for Children under the age of 16.

## 1.5 CAR RENTAL BENEFITS– THEFT, DAMAGE AND LIABILITY

### YOUR BENEFITS

The Car Rental Benefits under this Section provide cover in place of the additional or optional insurances offered by **Your** car rental companies such as:

- Collision Damage Waiver (often referred to as CDW)
- Loss Damage Waiver (LDW)
- Removal/reduction of excess (Super CDW/LDW)
- Theft Protection (TP)
- Top Up/ Supplemental Liability (SLI)
- Personal Accident (PA) (See Personal Accident benefit, Section 1.7)

Where mandatory rental insurance must be purchased from or via the rental company in respect of any vehicle hire, the rental company's insurance cover shall apply. The Car Rental Benefits provided with **Your Card** shall apply where rental insurance is not offered by the rental company or **You** are able to decline optional rental insurance offered.

These benefits apply to drivers named on the rental agreement which **You** are named on, subject to a maximum of 5 drivers. **You** may have no more than one rental agreement at any one time.

You will be covered for the following:

- 1) The excess and any items **You** are responsible for under **Your** rental agreement which are stolen or damaged (including but not limited to the rental vehicle). This will apply whether or not **You** are responsible for the accident. **You** will be paid no more than the value of the rental vehicle up to £50,000 in respect of any one accident or occurrence.
- 2) Legal expenses and assistance - Following an accident involving **Your** rental vehicle, **You** have the right to select and appoint a legal representative of **Your** choice to represent **You** in respect of any claim submitted, any legal inquiry or legal proceedings (a legal representative may only be appointed on a contingency fee basis, where lawful and applicable to do so). **You** shall provide the **Insurer** with details of the name and address of the legal representative **You** have selected. The **Insurer** may provide information about legal representatives in **Your** local area if requested to do so by **You**, or may appoint a legal representative to act on **Your** behalf should **You** so wish. Where **You** wish to appoint a legal representative of **Your** own choosing, **You** must obtain pre-approval in writing from **Us** of that legal representative's costs. **We** will cover **Your** appointed legal representative's costs to the extent that such costs do not exceed the costs that would have been incurred had **We** appointed a legal representative on **Your** behalf.
- 3) Any related compensation and legal costs up to £500,000 (or US \$1,000,000 in the USA) arising directly or indirectly from one cause if **You** are found legally liable for injuring another person or damaging their property.

### EXCLUSIONS

General Exclusions to Card Travel Insurance listed in Section 1.9 apply to all travel insurance benefits.

The following exclusions apply only to this Car Rental Benefits – Theft, Damage and Liability Section 1.5.

**You** will not be covered in respect of the following:

- 1) Amounts that are already covered under any insurance which is included in the rental agreement or covered by insurance mandatorily purchased from or via the rental company as a term of the hire.
- 2) Claims made against **You**, by **Your** family, or any **Cardmembers** or **Supplementary Cardmembers** on **Your Card Account** and their families, or any passenger, or anyone who works for **You**.
- 3) Claims made by **You**, against **Your** family, or any **Cardmembers** or **Supplementary Cardmembers** on **Your Card Account** and their families, or any passenger, or anyone who works for **You**.
- 4) Use of the rental vehicle outside the terms of the rental agreement.
- 5) Mopeds and motorbikes, commercial vehicles, trucks, motor homes, and vehicles not licensed for road use including but not limited to trailers or caravans.
- 6) Vehicles used off-road, in or in-training for, racing competitions, trials, rallies or speed testing.
- 7) Any fines and punitive damages.
- 8) Any costs where **You** admit liability, negotiate, make any promise or agree any settlement.

## 1.6 TRAVEL INCONVENIENCE

For the benefits under this section to apply travel tickets must have been **Purchased** in full using:

- a) the **Card**;
- b) American Express Membership Rewards® points; or
- c) Any travel rewards programmes provided the taxes and/or surcharges have been **Purchased** using the **Card**.

## YOUR BENEFITS

The travel, refreshment and accommodation costs, and the **Purchase** or hire of essential items covered under this Travel Inconvenience Section 1.6 must be charged to **Your Card** to be eligible. If **You** are not a **Cardmember** and not travelling with a **Cardmember**, another payment method may be used. Itemised receipts must be kept as proof of purchase.

1) **You** will be reimbursed up to £150 per person for refreshment costs, or up to £300 per person (including £150 for refreshments) for additional travel and accommodation costs incurred prior to actual departure on **Your Trip** if:

- a) Missed departure. **You** miss **Your** flight, train or ship due to an accident or breakdown of **Your** vehicle, or an accident, breakdown or cancellation of transportation on a **Public Vehicle** and no alternative is made available within 4 hours of the published departure time;
- b) Delay, cancellation or overbooking. **Your** flight, train or ship is delayed, cancelled, or overbooked and no alternative is made available within 4 hours of the published departure time;
- c) Missed connection. **You** miss **Your** connecting flight, train or ship and no alternative is made available within 4 hours of the published departure time.

2) **You** will be reimbursed for the purchase or hire of essential items on **Your Trip** up to:

- a) Baggage delay. £300 per person if **Your** checked in baggage has not arrived at **Your** destination airport within 4 hours of **Your** arrival;
- b) Extended baggage delay. An additional £300 per person if **Your** checked in baggage has still not arrived at **Your** destination airport within 48 hours of **Your** arrival.

## EXCLUSIONS

General Exclusions to Card Travel Insurance listed in Section 1.9 apply to all travel insurance benefits.

The following exclusions apply only to this Travel Inconvenience Section 1.6.

**You** will not be covered in respect of the following:

- 1) Under missed departure and missed connection, claims where insufficient time has been allowed to arrive at the departure point or to arrive to connect with **Your** ongoing journey by flight, train or ship.
- 2) Additional costs where the airline, train or ship operator has offered alternative travel arrangements or accommodation and these have been refused.
- 3) Baggage delay or extended baggage delay on the final leg of **Your** return flight.
- 4) Under baggage delay and extended baggage delay, items that are not immediately necessary for **Your Trip**.
- 5) Items purchased after **Your** baggage has been returned to **You**.
- 6) Failure to obtain a Property Irregularity Report from the relevant airline authorities confirming **Your** missing baggage at **Your** destination.
- 7) Where **You** voluntarily accept compensation from the airline in exchange for not travelling on an overbooked flight.
- 8) Costs which are recoverable from any other source.

## 1.7 PERSONAL ACCIDENT WHILST ON A TRIP

### YOUR BENEFITS

This benefit only applies to accidents caused by a sudden identifiable violent external event that happens by chance.

**You** will be covered for the following:

- 1) £50,000 if **You** have an accident on **Your Trip** which within 365 days causes:
  - a) death;
  - b) the complete and permanent loss of use of any limb;
  - c) the entire and irrecoverable loss of **Your** sight, speech or hearing;
  - d) permanent disablement confirmed by **Our Senior Medical Officer** that has lasted for at least 12 months preventing **You** from continuing any and every occupation and where there is no reasonable chance of recovery.
- 2) The maximum amount that will be paid to **You**, or **Your** estate in the event of **Your** death, will be £50,000 per **Trip**, unless **You** are on a **Public Vehicle** where the maximum amount is £250,000 per **Trip**.
- 3) The benefit amount for death is reduced to £10,000 for **Children/grandchildren** under the age of 16.

### EXCLUSIONS

General Exclusions to Card Travel Insurance listed in Section 1.9 apply to all travel insurance benefits.

The following exclusions apply only to this Personal Accident Whilst On A Trip Section 1.7.

**You** will not be covered in respect of the following:

- 1) Any claim related directly or indirectly to any **Pre-existing Medical Condition**.

## 1.8 LEGAL ASSISTANCE AND COMPENSATION

### YOUR BENEFITS

The following benefits provide cover for **Your** legal costs and expenses incurred following an accident on **Your Trip**. If legal proceedings are successful, any legal costs and expenses incurred are to be reimbursed and, where lawful and applicable, any legal contingency fees shall be paid from the financial award received.

**You** will be covered for the following:

- 1) Legal Assistance and Compensation (defence): **We** will pay costs and compensation **You** are liable for following an accident on **Your Trip**, if a claim is made against **You** and **You** are found legally liable for injuring another person or damaging their property and possessions up to a value of:
  - a) £25,000 for legal defence costs;
  - b) £1,000,000 for compensation arising directly or indirectly from one cause;
  - c) an economy flight or standard rail ticket if **You** have to attend a court.
- 2) Legal Assistance and Compensation (pursuit): If **You** have an accident or **You** are ill during **Your Trip**, and decide to seek compensation, **We** will pay:
  - a) legal costs up to £25,000;
  - b) an economy flight or standard rail ticket if **You** have to attend a court.

Legal Proceedings: **You** have the right to select and appoint a legal representative of **Your** choice to represent **You** in respect of any claim submitted, any legal inquiry or legal proceedings (provided that any appointment of a legal representative is not on a contingency fee basis unless it is lawful and appropriate to do so). **You** shall provide the **Insurer** with details of the name and address of the legal representative **You** have selected. The **Insurer** may provide information about legal representatives in **Your** local area if requested to do so by **You**, or may appoint a legal representative to act on **Your** behalf should **You** so wish. Where **You** wish to appoint a legal representative of **Your** own choosing, **You** must obtain pre-approval in writing from **Us** of that legal representative's costs. **We** will cover **Your** appointed legal representative's costs to the extent that such costs do not exceed the costs that would have been incurred had **We** appointed a legal representative on **Your** behalf. Interpreter Fees: **We** will arrange and pay for an interpreter to assist in legal cases where required.

### EXCLUSIONS

General Exclusions to Card Travel Insurance listed in Section 1.9 apply to all travel insurance benefits.

The following exclusions apply only to this Legal Assistance and Compensation Section 1.8.

**You** will not be covered in respect of the following:

- 1) Any costs where **You** admit liability, negotiate, make any promise or agree any settlement.
- 2) Legal costs in pursuit of compensation where **We** think there is not a reasonable chance of **You** winning the case or achieving a reasonable settlement.
- 3) Claims made against **You** by **Your** family, or any **Cardmembers** or **Supplementary Cardmembers** on **Your Card Account** and their families, or anyone who works for **You**.
- 4) Claims made by **You**, against **Your** family or any **Cardmembers** or **Supplementary Cardmembers** on **Your Card Account** and their families, or anyone who works for **You**.
- 5) Claims made by **You** against **Us**, **American Express**, any **American Express** group company, a travel agent, tour operator or carrier.
- 6) Liability as a result of damage to property and possessions which are under **Your** care or responsibility during **Your Trip**.
- 7) Liability **You** incur solely as a result of a contract **You** have entered into.
- 8) Liability which is covered by other insurance.
- 9) Claims caused directly or indirectly by ownership, possession or use of motorised vehicles, aircraft, watercraft or firearms, or animals. (If **You** rent a car, **You** may be entitled to receive liability benefits. Please refer to Car Rental Benefits in Section 1.5).
- 10) Claims caused directly or indirectly in connection with land or buildings which **You** own or are using except as temporary holiday accommodation.
- 11) Claims arising directly or indirectly in connection with any business, profession or trade activity.
- 12) Any fines and punitive damages.
- 13) Costs relating to inquests, application for review of a judgment or legally binding decision.

### 1.9 GENERAL EXCLUSIONS TO CARD TRAVEL INSURANCE

The following exclusions apply to all of this Section 1 – Card Travel Insurance.

**You** will not be paid for claims directly or indirectly as a result of:

- 1) **Pre-existing Medical Conditions**.
- 2) Not following the advice or instructions of **Us** or **Our Senior Medical Officer**.
- 3) Travelling against the advice of a registered **Medical Practitioner**.
- 4) Participating in sports and activities which would not be considered usual holiday sports. Please refer to sub-clause 6 of Section 1 – Usual Sports and Activities Information.

- 5) Participating in or training for any professional sports.
- 6) Work-related accidents or accidents covered under any employment insurance policy.
- 7) Not taking reasonable care of yourself and **Your** personal belongings.
- 8) **Your** self-inflicted injuries except when trying to save human life.
- 9) Your injuries caused by **Your** negligence or failure to follow the laws and regulations of the country where You are travelling.
- 10) Fear of flying or travelling on other modes of transport.
- 11) Your suicide or attempted suicide.
- 12) Your injuries or accidents which occur as a result of drug or alcohol abuse, or while under the influence of alcohol (above the local legal driving limit) or drugs unless prescribed by a registered **Medical Practitioner**.
- 13) Industrial action which has commenced or has been announced prior to booking **Your Trip**.
- 14) **Trips** in, or booked to, countries where a government agency has advised against travelling or which are officially under embargo by the United Nations.
- 15) Any fraudulent, dishonest or criminal act committed by **You**, or anyone with whom **You** are in collusion.
- 16) Confiscation or destruction of **Your** personal belongings by any government, customs or public authority.
- 17) Terrorist activities except while on a Public Vehicle.
- 18) Declared or undeclared war or hostilities.
- 19) Actual or alleged exposure to biological, chemical, nuclear or radioactive material or substance.
- 20) Costs which are recoverable from any other source.
- 21) **Your** failure to take, properly or at all, any vaccinations or medication advised for **Your Trip**.

## 2. PURCHASE PROTECTION AND REFUND PROTECTION

This Section 2 details the **Card** Purchase Protection and Refund Protection benefits.

Purchase Protection and Refund Protection insurance cover is provided when eligible items are purchased on the **Card Account** by the **Cardmember** or **Supplementary Cardmembers**. These insurance benefits are secondary: **We** will only pay amounts if they are not covered by other insurance or agreements. **You** must inform **Us** of these and assist any relevant third parties in seeking reimbursement where appropriate.

### 2.1 PURCHASE PROTECTION

#### YOUR BENEFITS

This benefit applies to items purchased on the **Card Account** for personal use that have had no previous owner and were not purchased privately.

If an item **You** buy is stolen or damaged within 90 days of purchase, **You** will be paid:

- a. the costs of repair or replacement of an item up to a maximum of the purchase price or **£2,500** whichever is the lower. The purchase price will be the cost of a pair or set of items if they are used together and cannot be replaced individually;
- b. up to a maximum of **£2,500** for any one incident;
- c. up to a maximum of **£20,000** in any 12 month period.

#### EXCLUSIONS

**You** will not be covered in respect of the following:

- 1) The first **£50** of any claim.
- 2) Normal wear and tear.
- 3) Damage caused intentionally by **You**.
- 4) Damage to items caused by product defects.
- 5) Theft of or damage to items where **You** have failed to take sufficient care of them or have left them unsecured or outside **Your** reach.
- 6) Theft not reported to the police within 48 hours of discovery and a written report obtained.
- 7) Not taking reasonable care of items or leaving them unattended in a public place.
- 8) Theft of, or damage to, vehicles and their parts.
- 9) Theft of or damage to money, or other cash equivalents, travellers cheques or tickets.
- 10) Theft of or damage to animals, plants and perishable goods.
- 11) Any fraudulent, dishonest or criminal act committed by **You** or anyone with whom **You** are in collusion.
- 12) Confiscation or destruction of purchases by any government, customs or public authority.
- 13) Any portion of the purchase price not charged to **Your Card Account**.

### 2.2 REFUND PROTECTION

#### YOUR BENEFITS

This benefit applies to items purchased on the **Card Account** for personal use that have had no previous owner and were not purchased privately. Only items purchased from a retailer operating in the UK with premises at a UK address are covered.

If a retailer will not take back an unused item **You** purchased on the **Card Account** within 90 days of purchase, **You** will be paid:

- a. the purchase price of the item or £300, whichever is the lower.
- b. **You** will only be paid up to a maximum of £1,000 under this Refund Protection Section 1.2 in any 12 month period.

## EXCLUSIONS

**You** will not be covered for:

- 1) Any item with a purchase price less than £25.
- 2) Items that are not in a new and saleable condition, free from all defects, and in full working order.
- 3) Jewellery, precious stones, rare and precious coins or stamps; one of a kind items including antiques, art work and furs; cash or its equivalents (including travellers cheques), tickets; services; books; animals and plants; consumable and perishable goods; healthcare items; rebuilt and refurbished items; closing down sale items; vehicles and their parts; land and buildings; items permanently affixed to home, office or vehicles.

## HOW TO CLAIM

### CLAIMS AND ASSISTANCE

Please call Platinum Card Services on **0800 917 8054** or in a medical emergency **+44 (0) 20 3126 4109**.

Please be ready to provide **Your Card** number, which should be used as **Your** reference number.

### CLAIMS CONDITIONS AND REQUIREMENTS

- 1) All claims and potential claims must be reported within 30 days.
- 2) All Medical Assistance and Expenses costs must be approved in advance **by Us**.
- 3) **We** will only pay amounts if they are not covered by other insurance, state benefits or other agreements. **You** must inform **Us** of these and assist them in seeking reimbursement where appropriate.
- 4) Interest will only be paid on claims if payment has been unreasonably delayed following **Our** receipt of all the required information.
- 5) Please ensure **You** keep copies of all documentation sent to substantiate a claim.
- 6) **You** must provide all the following items, information and documentation and anything else reasonably requested by **Us** in order to make a claim. These must be provided at **Your** own expense.

## WORLDWIDE TRAVEL INSURANCE

Benefit	Information required
General	<ul style="list-style-type: none"> <li>• <b>Your Card</b> number</li> <li>• Proof that <b>You</b> were on a <b>Trip</b></li> <li>• All documents must be original</li> <li>• Completed claim form when needed</li> <li>• The name of <b>Your</b> treating registered <b>Medical Practitioner</b></li> </ul>
Medical Assistance and Expenses	<ul style="list-style-type: none"> <li>• Invoices and medical report detailing medical treatment and costs <b>You</b> have paid</li> <li>• Any unused tickets</li> </ul>
Cancelling, Postponing and Abandoning <b>Your Trip</b>	<ul style="list-style-type: none"> <li>• Approved medical certificates</li> <li>• Any unused tickets or <b>Trip</b> invoices</li> <li>• Evidence from the appropriate organisation detailing the cause and duration of the delay if <b>You</b> abandon <b>Your Trip</b></li> <li>• Booking and cancellation invoiced from providers of services</li> <li>• Independent documentation proving any non-medical reason for cancellation</li> <li>• Proof that you have purchased accommodation and transportation on <b>Your Card</b>, or the name and address of the merchant, in the event that <b>Your</b> chosen provider would not accept <b>Your Card</b> (This does not apply if <b>You</b> do not have a <b>Card</b> and were not travelling with a <b>Cardmember</b>)</li> </ul>
Cutting Short <b>Your Trip</b>	<ul style="list-style-type: none"> <li>• Approved medical certificates</li> <li>• Any unused tickets or <b>Trip</b> invoices</li> <li>• Invoices and receipts for costs <b>You</b> have paid</li> <li>• Independent documentation proving any non-medical reason for cutting short <b>Your Trip</b></li> <li>• Proof that you have purchased accommodation and transportation on <b>Your Card</b>, or the name and address of the merchant, in the event that <b>Your</b> chosen provider would not accept <b>Your Card</b> (This does not apply if <b>You</b> do not have a <b>Card</b> and were not travelling with a <b>Cardmember</b>)</li> </ul>
Personal Belongings, Money and Travel Documents	<ul style="list-style-type: none"> <li>• Report from police or provider of accommodation or transport</li> <li>• Proof of ownership</li> </ul>



	<ul style="list-style-type: none"> <li>• Damaged personal belongings</li> </ul>
Car Rental Benefits – Theft, Damage and Liability	<ul style="list-style-type: none"> <li>• Rental Agreement</li> <li>• Accident Report</li> <li>• Approved medical certificates</li> </ul>
Travel Inconvenience	<ul style="list-style-type: none"> <li>• Travel Ticket</li> <li>• Public transport operator's confirmation of delay, cancellation, missed connection or overbooking, and their confirmation that no alternative was made available within 4 hours</li> <li>• Airline confirmation (Property Irregularity Report) including details of baggage return date and time</li> <li>• Itemised receipts and proof of purchases made using <b>Your Card</b>. If <b>You</b> are not a <b>Cardmember</b> and not travelling with a Cardmember, and an alternative payment method has been used, <b>You</b> will still need to provide proof of purchase</li> <li>• Proof that <b>You</b> have purchased travel tickets on <b>Your Card</b> or the name and address of the merchant, in the event that <b>Your</b> chosen provider would not accept <b>Your Card</b>. (This does not apply if <b>You</b> do not have a <b>Card</b> and were not travelling with a <b>Cardmember</b>)</li> <li>• Evidence from the appropriate organisation detailing the cause of the delay if <b>You</b> miss <b>Your</b> departure</li> </ul>
Personal Accident	<ul style="list-style-type: none"> <li>• Evidence from the appropriate organisation detailing the accident</li> <li>• Approved medical reports</li> </ul>
Legal Assistance and Compensation	<ul style="list-style-type: none"> <li>• Relevant legal documents</li> <li>• Evidence of incident as appropriate</li> </ul>

#### **PURCHASE PROTECTION AND REFUND PROTECTION**

<b>Benefit</b>	<b>Information required</b>
General	<ul style="list-style-type: none"> <li>• <b>Your Card</b> number</li> <li>• Proof that <b>You</b> purchased the item on <b>Your Card</b></li> <li>• Receipt from retailer</li> <li>• All documents must be original</li> <li>• Completed claim form when needed</li> </ul>
Purchase Protection	<ul style="list-style-type: none"> <li>• Proof of purchase</li> <li>• Report from police detailing theft</li> <li>• Damaged items</li> </ul>
Refund Protection	<ul style="list-style-type: none"> <li>• Details of retailer who refused to accept returned items</li> <li>• Purchased items in original packaging</li> </ul>

#### **POLICY CONDITIONS**

##### **DURATION OF COVER**

**You** are entitled to the insurance benefits under the **Policy** from the moment the **Card** is activated and for as long as the eligibility criteria stated at the beginning of these **Policy Terms and Conditions** continue to be met or until **We** withdraw or cancel the insurance benefits by notice to **You**.

##### **VARIATION OF COVER**

**We** reserve the right to add to these **Policy Terms and Conditions** and /or make changes or withdraw certain insurance benefits:

- 1) For legal or regulatory reasons; and/or
- 2) To reflect new industry guidance and codes of practice; and/or
- 3) To reflect legitimate cost increases or reductions associated with providing this insurance; and/or
- 4) For any other legitimate commercial reason, for example in the event of a change of **Insurer**.

If this happens **We**, or **American Express** with **Our** authority, will write to **You** with details of the changes at least 30 days before **We** make them. **You** may cancel **Your Card** if **You** do not agree to any proposed changes.

##### **CANCELLATION OF COVER**

If **We** want to cancel a group policy under which insurance benefits are provided to **You**, **We**, or **American Express** with **Our** authority, will write to **You** at the latest address held on file for **You**. The **Policy** will then be cancelled no fewer than 30 days after the date of the letter.

## **LAW & LANGUAGE**

This **Policy** shall be governed and construed in accordance with the laws of England and Wales and the courts of England and Wales alone shall have jurisdiction in any dispute. All communication of and in connection with the **Policy Terms and Conditions** shall be in the English language.

## **TAXES AND COSTS**

Other taxes or costs may exist or apply, which are not imposed by **Us**.

## **ASSIGNMENT**

**You** cannot transfer the insurance cover provided with **Your Card** to any other person.

## **COMPLIANCE WITH POLICY REQUIREMENTS**

Where **You** or **Your** personal representatives do not comply with any obligation to act in a certain way specified in this **Policy**, **We** reserve the right not to pay a claim.

## **CONTRACTS (RIGHTS OF THIRD PARTIES) ACT**

The Contracts (Rights of Third Parties) Act 1999 or any amendment thereto shall not apply to this **Policy**. Only the **Insurer** and **You** can enforce the terms of this **Policy**. No other party may benefit from this contract as of right. The **Policy** may be varied or cancelled without the consent of any third party.

## **REASONABLE PRECAUTIONS**

**You** shall take all reasonable steps to avoid or minimise any loss or damage.

## **CUSTOMER SERVICE & COMPLAINTS**

**We** and **American Express** are dedicated to providing a high quality service and want to maintain this at all times. If for some reason **You** are unhappy please let **American Express** know by calling

+44 (0) 800 917 8054 (select option for Insurance)

or, if **You** would prefer to put **Your** concerns in writing, please write to:

American Express

UK & ICC Executive Customer Relations

Department 333

1 John Street

Brighton BN88 1NH

United Kingdom

Email: [insuranceexec@aexp.com](mailto:insuranceexec@aexp.com)

**American Express** is a member of the Financial Ombudsman Service (FOS) who may be approached for assistance if **You** are not satisfied with the response **You** receive. A leaflet explaining its procedure is available on request. Contact details are:

Financial Ombudsman Service

Exchange Tower

London E14 9SR

Telephone: 0800 023 4 567

or +44 20 7964 1000 (from abroad)

Fax: 020 7964 1001

Website: [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

The existence of these complaints procedures does not affect **Your** statutory rights relating to this **Policy**. For more information on statutory rights contact the Competition and Markets Authority or Citizens Advice Bureau.

## **FINANCIAL SERVICES COMPENSATION SCHEME**

American Express Services Europe Limited, Chubb European Group SE and Inter Partner Assistance are covered by the FSCS. **You** may be entitled to compensation from the scheme if either party cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS:

Financial Services Compensation Scheme (FSCS)

10th Floor Beaufort House

15 St Botolph Street

London EC3A 7QU

United Kingdom

Telephone 0800 678 1100 or 020 7741 4100. Website: [www.fscs.org.uk](http://www.fscs.org.uk)

## DATA PROTECTION

Details of you, your insurance cover under this policy and your claims will be held by us, Inter Partner Assistance SA (Irish Branch) and Chubb, each acting as Data Controller of your personal data, for insurance benefits provided by them respectively under this policy.

Data you provide under the travel inconvenience and collision damage waiver sections of the policy will be held by AXA Travel Insurance as Data Processor on behalf of Chubb.

Data will be held for underwriting, policy administration, claims handling, providing travel assistance, complaints handling, sanctions checking and fraud prevention, subject to the provisions of applicable data protection law and in accordance with the assurances contained in our website privacy notices (see below).

We collect and process these details as necessary for performance of our contract of insurance with you or complying with our legal obligations, or otherwise in our legitimate interests in managing our business and providing our products and services.

These activities may include:

- a) use of special categories of data about the health or vulnerability of you or others involved in your claims, which has been provided with your prior consent, in order to provide the services described in this policy.
- b) disclosure of information about you and your insurance cover to companies within the AXA group of companies or Chubb group of companies, to our service providers and agents in order to administer and service your insurance cover, to provide you with travel assistance, for fraud prevention, to collect payments, and otherwise as required or permitted by applicable law;
- c) monitoring and/or recording of your telephone calls in relation to cover for the purposes of record-keeping, training and quality control;
- d) technical studies to analyze claims and premiums, adapt pricing, consolidate financial reporting (incl. regulatory); detailed analyses on individual claims and calls to better monitor providers and operations; analyses of customer satisfaction and construction of customer segments to better adapt products to market needs;
- e) obtaining and storing any relevant and appropriate supporting evidence for your claim, for the purpose of providing services under this policy and validating your claim; and
- f) sending you feedback requests or surveys relating to our services, and other customer care communications.

Before collecting and/or using any special categories of data we will establish a lawful basis which will allow us to use that information. This basis will typically be:

- your explicit consent
- the establishment, exercise or defence by us or third parties of legal claims
- the provision of this policy and/or services under the policy by agreement between us to enable you to make insurance claims
- an insurance specific exemption provided under local laws of EU Member States and other countries implementing the GDPR, such as in relation to the processing of health data of an insured person's family members or the special categories of personal data of individuals on a group policy.

We carry out these activities within the UK, in and outside the European Economic Area, in relation to which processing the data protection laws and or agreements we have entered into with the receiving parties provide a similar level of protection of personal data.

In providing you with this policy and the benefits available under it, we will use the personal data you provide us, including any medical and other special categories of data for your insurance cover, the provision of benefits and the payment of claims.

If you provide us with details about other individuals who may benefit under this policy, you agree to inform them of our use of their personal data as described in this document and in our website privacy notice (see below).

You are entitled on request to a copy of the information we hold about you, and you have other rights in relation to how we use your data (as set out in our website privacy notice – see below). Please let us know if you think any information we hold about you is inaccurate, so that we can correct it.

If you want to know what information is held about you by AXA Travel Insurance Limited, or Chubb European Group SE, or have other requests or concerns relating to our use of your data, please write to us at:

Data Protection Officer  
AXA Travel Insurance Limited  
106-108 Station Road  
Redhill  
RH1 1PR  
Email: [dataprotectionenquiries@axa-assistance.co.uk](mailto:dataprotectionenquiries@axa-assistance.co.uk)

Or  
Data Protection Officer  
Chubb, 100 Leadenhall Street  
London  
EC3A 3BP  
Email: [dataprotectionoffice.europe@chubb.com](mailto:dataprotectionoffice.europe@chubb.com)

Our full privacy notice is available at: [www.axa-assistance.com/en.privacypolicy](http://www.axa-assistance.com/en.privacypolicy) or  
<https://www2.chubb.com/uk-en/footer/privacy-policy.aspx>  
Alternatively, a hard copy is available on request.

### **MATERIAL DISCLOSURE**

It is **Your** responsibility to provide full and accurate information to **Us** and **American Express** when **You** take out **Your Card** and throughout the life of the **Policy**. It is important that **You** ensure all statements **You** make on your application form, over the telephone, on claim forms and other documents are full and accurate. Failing to provide information when requested could affect the validity of this **Policy** and may mean that all or part of a claim may not be paid.

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American Express Services Europe Limited has its registered office at Belgrave House, 76 Buckingham Palace Road, London, SW1W 9AX, United Kingdom. It is registered in England and Wales with Company Number 1833139 and authorised and regulated by the Financial Conduct Authority (reference number 661836). Details can be found by visiting the FCA website [www.fca.org.uk/register](http://www.fca.org.uk/register).

Chubb European Group SE (CEG) is an undertaking governed by the provisions of the French insurance code with registration number 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. CEG has fully paid share capital of €896,176,662. UK business address: 100 Leadenhall Street, London EC3A 3BP. Supervised by the French Prudential Supervision and Resolution Authority (4, Place de Budapest, CS 92459, 75436 PARIS CEDEX 09) and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our regulation by the Financial Conduct Authority are available from us on request. You can find details about the firm by searching 'Chubb European Group SE' online at <https://register.fca.org.uk/>.

Inter Partner Assistance - Branch for Ireland ('IPA'), whose registered branch office in Ireland is 10/11 Mary Street, Dublin 1, Ireland (company number 906006). IPA is a branch of Inter Partner Assistance SA ('IPA SA'), a company incorporated in Belgium with registered number BCE 0415 591 055, whose registered office is at Avenue Louise 166, 1050 Brussels, which is an insurance undertaking authorised and regulated by the National Bank of Belgium (registration number 0487).

AXA Travel Insurance Limited ('ATI'), a company incorporated in Ireland with registered number 426087, whose registered office is at 10/11 Mary Street Dublin 1, Ireland, which is an insurance intermediary authorised and regulated by the Central Bank of Ireland (registration number 426087).  
ATI does not have any direct or indirect shareholdings representing 10% or more of the voting rights in IPA SA. IPA SA does not have a direct or indirect shareholding representing 10% or more of the voting rights in ATI. IPA SA and ATI are members of AXA Group.