# Travel Insurance



# **Insurance Product Information Document**

Company: AIG Europe Limited

# Product: Bank of Ireland Travel Insurance – Single Trip & Annual Multi Trip

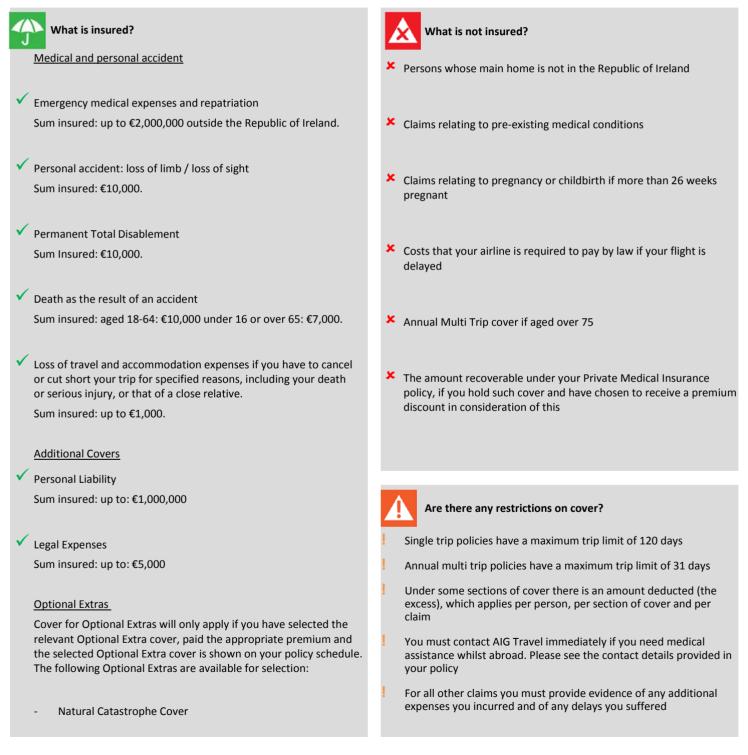
Level of Cover: Bronze

AIG Europe Limited is authorised by the Prudential Regulation Authority of the United Kingdom, and is regulated by the Central Bank of Ireland for conduct of business rules.

This document provides a summary of cover only. Full details of your cover can be found in your policy terms and conditions and policy schedule. It is important you read these documents carefully.

#### What is this type of insurance?

This insurance provides a package of travel insurance benefits to cover either a single trip in the geographical area you have chosen or, in respect of an annual multi trip policy, for multiple trips within the geographical area and cover dates selected.



### Where am I covered?

You are covered in the Geographical Area selected by you which include:

- Europe: The continent of Europe west of the Ural Mountains, including its neighbouring islands and non-European countries bordering the Mediterranean (excluding Algeria, Lebanon, Libya, Israel and Jordan)
- Australia and New Zealand
- Worldwide excluding USA, Canada and the Caribbean
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Please note that you are not covered in respect of any trip in, to or through Cuba, Iran, Sudan, Syria, Crimea region of Ukraine and North Korea

No cover is provided where you have travelled to a specific country or area to which, before you started your trip, the Department of Foreign Affairs has allocated a security status of 'Avoid non-essential travel' or 'Do not travel'

#### What are my obligations?

When applying for your policy, you must take reasonable care to answer the questions you are asked honestly and carefully

- You are required to contact us if you or anyone else insured by the policy has a change in health after you have taken out this insurance
- You must take all reasonable steps to avoid or reduce any loss (for example, you should use your EHIC card if you have one and you
  receive hospital treatment in a participating country)
- If you make a claim, you must notify us as soon as possible, provide documents and other evidence that we need to deal with your claim
- You must pay back any amount you are not entitled to (for example, if we pay your claim for lost luggage but the airline then finds and returns your luggage to you)



### When and how do I pay?

You must pay your premium in full before policy cover begins. Payment can be made by debit/credit card



#### When does the cover start and end?

Your policy start and end dates will be confirmed in your policy schedule



## How do I cancel the contract?

You can cancel your policy by phoning 1800 344 455 or by sending an email to travel.ie@aig.com.

You have 14 days from the date you purchase this cover to contact us by phoning 1800 344 455 or by sending an email to <u>travel.ie@aig.com</u> if you want to cancel your travel insurance policy. This is known as a cooling-off period.

We will refund the premium you have paid within 5 working days of the date you contact us provided you have not travelled, made a claim or an event which could give rise to a claim has not occurred before you asked to cancel the insurance within the 14-day period.