

Insurance Product Information Document

Company (Insurer): Chubb European Group SE Ireland branch.

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Chubb European Group SE is an undertaking governed by the provisions of the French insurance code with registration number 450 327 374 RCS Nanterre and the following registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France.

Product: Aer Credit Card Travel Insurance

This document provides a summary of the main coverage and exclusions. It is not personalised to your specific individual needs. Complete pre-contractual and contractual information about this product is provided in the policy schedule and policy terms and conditions regarding data protection.

What is this type of insurance?

This is a travel insurance policy provided on an Annual Multi-Trip basis. It provides cover for emergency medical expenses, cancellation costs, personal property/money losses, and a range of other covers all whilst travelling abroad.



What is insured?

The primary value of the cover is for medical emergencies when overseas, cancellation of a trip, with a range of secondary covers included too.

This policy pays benefits, in accordance with the policy wording, in the event that you:

- ✓ need to cancel your trip before it begins due to unforeseen serious health conditions affecting you or persons travelling with you; or
- ✓ suffer illness or injury whilst abroad; or
- ✓ suffer loss or damage to personal property whilst abroad.

The main sections of the policy and benefit levels are listed below, with full details of benefits and sub-sections are contained in the policy schedule.

- ✓ 1) Cancellation and Curtailment * – up to €2,500 (max €10,000 per party) (including cancellation due to a communicable disease).
- ✓ 2) Travel Delay – up to €120 after 8 hours delay/abandonment up to €2,500* after 24 hours delay, Missed connection up to €1,000*.
- ✓ 3) Personal Accident – up to
 - A. €200,000 (under 75 years/ €35,000 (aged 76-80))
 - B. €40,000 (under 75 years/ €17,500 (aged 76-80))
 Benefit for Children (under 18 years) is capped at €3,200.

Please refer to the policy schedule or policy document for full details

- ✓ 4) Medical Expenses (includes communicable diseases) * – up to an Unlimited amount except for additional travel expenses, funeral expenses up to €7,000.
- ✓ 5) Hospital Benefit – €130 for each full 24 hours he or she spends in hospital abroad up to €1,300 in total.



What is not insured?

- ✗ Pre-existing medical conditions that were diagnosed, treated or required hospital inpatient or outpatient treatment in the last five years.
- ✗ Any expenses incurred as a result of any restrictions or law being introduced by a government, governmental body, or travel provider due to an actual or suspected Communicable disease (including Covid-19) including, without limitation, the closure of borders or airspace, lockdowns and other restrictions on the movement of people that impact your journey.
- ✗ Cancellation and Curtailment where You or Your Travelling Companions Covid-19 'positive' test is not carried out and certified in writing as specifically relating to You or Your Travelling Companions by a test that is recognised by the Republic of Ireland Government, including such a test that is carried out by a licensed pharmacy, a licensed laboratory or the treating Doctor.
- ✗ Any trip involving travel to areas the Department of Foreign Affairs allocates a security status of 'Avoid non-essential travel' or 'Do not travel'.
- ✗ Cancellation or curtailment due to an immediate family member or travelling companion becoming ill due to a pre-existing medical condition.
- ✗ Travelling for medical treatment or if a traveller has a terminal prognosis.
- ✗ Financial failure of tour operator, travel agent or other operator.
- ✗ Lost or stolen personal property not reported to the police within 24 hours of discovery.
- ✗ Valuables carried in checked-in luggage or left unattended.
- ✗ Dentures, hearing aids, prescription glasses, sunglasses, prescription sunglasses contact or corneal lenses.
- ✗ Aerial pursuits, competitive winter sports, hazardous activities listed in the policy wording.
- ✗ Air travel unless as a fare paying passenger in a fixed wing aircraft which is provided by a licensed airline or air charter company.
- ✗ Any trips involving travel to Cuba.

- ✓ 6) Personal Property *- up to €2,500, this includes:
 - Valuables - up to €250*
 - Golf equipment – up to €250*
 - Mobility aids - €500 Hire –up to €500*
 - Delayed baggage up to €150 after 4 hours delay
- ✓ 7) Money *- up to €400 (over 16 years) /€50 if aged 16 or under.
- ✓ 8) Loss of Passport/ Driving License* –up to €1,000.
- ✓ 9) Personal Liability* –up to €640,000.
- ✓ 10) Overseas Legal Expenses* –up to €1,500.

* Excess applies



Are there any restrictions on cover?

- ! An excess of €75 applies per person per claim on sections noted aside with an asterisk.
- ! Maximum duration of any one trip is 90 days.



Where am I covered?

- ✓ Worldwide Including USA, Canada and the Caribbean but excluding Cuba.



What are my obligations?

At the start of your policy

- You must hold an Aer Credit Card.
- All persons to be insured must be permanent resident in the Republic of Ireland. Adults must be under the age of 81 and Children, if covered, must be under age 18 years (or 23 years if they are still in full-time education).

During the period of insurance

- You must supply at your own expense any information, evidence and receipts we reasonably require including medical certificates signed by a doctor, police reports and other reports following loss or injury.
- You must take reasonable care to protect against loss, damage, accident, injury, or illness.
- After an injury, you should obtain and follow the advice of a doctor.

In the event of a claim

- You must report any items that are lost or stolen to the police within 24 hours of discovery and provide us with a written report.
- You must notify us as soon as practicable in the event of a claim by contacting:
 - Medical Expenses and/or repatriation claims – call Chubb Assistance on +353 (0) 1 440 1704.
 - All other claims – call or email: 1800 719 086 travel@ie.sedgwick.com or submit online <https://www.chubbclaims.com/ace/ie-en/welcome.aspx>



When and how do I pay?

This travel policy is included as a benefit on your Aer Credit Card.



When does the cover start and end?

- Policy commences when your Aer Credit Card is activated. The policy is for period of 1 calendar year and is automatically renewed each year until the Aer Credit Card is cancelled.



How do I cancel the contract?

These benefits are included with your Aer Credit Card and cannot be cancelled separately. If you cancel the card, the cover will end, and all benefits will stop. To cancel your Aer Credit Card please contact Bank of Ireland Card Services.